

Questions and Answers for Parents/Carers Spring/Summer Term 2019-20



Teaching Questions

Q1 Why has my child's Musica Kirklees teacher emailed me?

A All teaching staff have been asked to contact parents. They are e-mailing lesson plans to parents so pupils can continue to learn at home. If you are able to, please take this opportunity to join with us in order to support students in their musical journey.

Q2 Will my child receive a report this academic year?

A Reports have been distributed to staff for preparing and you should receive a report in the Summer Term. We are not entirely sure how you will receive this dependant on circumstances but if you were receiving lessons prior to the schools closing, we will either send you a report in the post or pass on via the teacher (if this is an option).

Q3 Can my child's Musica Kirklees teacher deliver a lesson remotely?

A We are currently looking into this possibility and your teacher will be in contact if they are able to offer this. Please note that this is a free service for existing students – if you wish to make a donation, please see Question 6 for further details.

Q4 What if my teacher isn't delivering online tuition?

A You can stay in touch with your teacher through email.

We have a range of online resources too, including Musica Kirklees tutorial videos on YouTube, worksheets and much more. They are being added on a daily basis covering a whole range of instruments so please keep checking in on our [Resources for Pupils](#) page.

You can also [subscribe to our YouTube channel](#) so you never miss a video.

Financial Questions

Q5 My Musica Kirklees teacher has emailed me regarding a lesson plan. Will I be charged for this?

A No. The intention is that this is something that you can focus on with your child in order to keep your child motivated. There is no charge for this service.

Q6 My child's Musica Kirklees teacher has asked if I would like to receive tuition online. Do I need to pay for this?

A Some Musica Kirklees teaching staff are able to offer this facility and will be in contact if this is the case. Whilst we will be supporting pupils and their

parents/carers with activities, individual lesson plans and lots of musical ideas over the coming weeks, we are very much aware that this cannot fully replace the teaching that you receive in face-to-face lessons and music groups. This is why we are providing all these activities free of charge, but if you are in a position where you are able to help and would like to, any donations would be most welcome.

Q7 How do I donate to Musica Kirklees?

A There are two ways:-

- [One-off or regular donations by credit/debit card can be made by clicking here](#) (this page is usually the one for paying invoices – please just change the Invoice Number to 'DONATION' or 'DONATION + GIFT AID' if you are eligible).
- If you would like to make a regular donation via standing order, our details are:

Musica Kirklees

Barclays Bank

Sort Code 204304

Account 30429287

If you qualify for Gift Aid and would like to make a regular donation, please complete a [Gift Aid Declaration form](#) (PDF download) and send it to hello@musicakirklees.org

Q8 Can Musica Kirklees claim Gift Aid?

A Yes. Musica Kirklees is a registered charity (no. 1013838) and non-profit organisation. Every penny that is donated goes into keeping our service running and providing opportunities for the people of Kirklees. If you can this will BOOST YOUR DONATION BY 25p for every £1*.

Q9 What is Gift Aid?

A *Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. Kirklees Music School, trading as Musica Kirklees, is a registered charity (no. 1013838). You must be a UK taxpayer and if you pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all donations it is your responsibility to pay any difference.

Q10 I have a Direct Debit in place. Will the final instalment on 6th April 2020 be taken for the Spring Term?

A Yes, this relates to the Spring Term's tuition (January – March). You should leave your direct debit open so that this can be taken.

Q11 Will the Spring Term Direct Debit final instalment (6th April 2020) take any credits into account?

A No as credits have not yet been calculated. Please see question 15 for further details.

Q12 What will happen if I cancel my Direct Debit before the final instalment for the Spring Term has been taken?

A We will contact you to make arrangements to pay by debit/credit card online or by bank transfer (Musica Kirklees bank details can be provided on request).

Q13 I am currently experiencing financial difficulties, can I make a different arrangement to pay?

A Yes, we know this is a difficult time financially for people, so please could you contact the Musica Kirklees office by email only whilst our staff are working remotely on hello@musicakirklees.org.

Q14 What will happen if my child has not received the correct amount of lessons?

A Musica Kirklees will follow this process to determine if credits are due:-

- Lessons finished at central classes on Tuesday 17th March and Friday 20th March for tuition in schools.
- Musica Kirklees is in the process of collecting registers in from teachers and working out how many lessons have been delivered in the Autumn Term (September – Christmas) and Spring Term (January up until 20th March).
- Musica Kirklees monitor and record all lessons delivered to ensure that pupils are offered the correct number of lessons that they are entitled to under our lesson guarantee.
- Depending on when pupils may have started their lessons, you will have received invoices for the following number of guaranteed lessons for the Autumn and/or Spring term:

2 full terms of lessons = a minimum of 20 lessons
1 ½ terms of lessons = a minimum of 15 lessons
1 full term = a minimum of 10 lessons
½ term = a minimum of 5 lessons
- We anticipate that the majority of students at this point in the school year will already have received their guaranteed number of lessons, and in most cases they will have exceeded this number as there have been approximately 25 weeks of school since the start of September 2019 (depending on the day of the week the lesson falls).
- We will calculate how many lessons have been delivered for each student in the next few weeks.

- If there is a shortfall due to our teachers' absences, or Musica Kirklees's decision to cancel central class teaching from 17.3.20 and school teaching from 23.3.20, a credit or refund will be issued. Please bear with us as this will take several weeks to complete.

Q15 What if credits have been allocated on my account – how will I know this?

A Musica Kirklees will send you a statement by email. Any credits will remain on your account and when we next invoice, this will appear on your invoice.

Q16 What if I have since cancelled lessons, how do I receive any credits due to me?

A Please email hello@musicakirklees.org after you have received a statement (probably in the next month) to request this.

Q17 Will you be invoicing for the Summer Term?

A At this stage, no. At the point when schools start to open, we will then look at when Musica Kirklees can start to offer a full service again.

Q18 Will you be taking Direct Debits for the Summer Term?

A If we do not invoice for the Summer Term, we will not be collecting Direct Debits.

Q19 Should I leave my Direct Debit open?

A Yes. Please be assured that, after April 6 (the 3rd and final instalment relating to the Spring Term), no further Direct Debit instalments will be requested until Musica Kirklees' usual service resumes, at which point you will receive an invoice in advance to notify you of any payments due. PLEASE DO NOT CANCEL YOUR DIRECT DEBIT if at all possible so that you can continue to spread payments as soon as tuition can restart.

Questions about Instruments

Q20 I have an instrument that needs returning. What do I do?

A As the Musica Kirklees office is closed at the moment, please direct any enquires to the instruments@musicakirklees.org e-mail address.

Questions about September

Q21 My child is moving school in September 2020. What will happen about lessons?

A Subject to schools being open your child will be timetabled at their new school unless you cancel lessons with us by the end of the Summer Term.

Q22 How will Musica Kirklees find this information out?

A If according to our records your child is moving to Middle/High School, we will be contacting those parents directly once this information is released by the school Admissions Department.

Q23 My child is moving from a Primary/Middle/High to a different Primary/Middle/High School – what do I do?

A Please email hello@musicakirklees.org for this information to be recorded on our database ready for September 2020. We will timetable your child to the school indicated.

We aim to keep you all inspired and enjoying making music over the coming weeks and thank you for your support at this difficult time for everyone. Keep making music – it makes the world a brighter place!

Should you have any further queries regarding any of the above or if you need to ask us anything else, please email hello@musicakirklees.org