

Dear Parents/Carers

Hertfordshire Music Service (HMS) is pleased to announce that existing pupils can now continue their instrumental and vocal lessons online with our fantastic team of teachers.

The development of a brand new partnership with Musictutors.co.uk, an online learning platform specifically designed for delivering music lessons will mean pupils continue to receive excellent music tuition whilst school restrictions are in place due to COVID-19.

The first lessons to start online will be individual lessons, followed closely by shared and then group lessons.

How do I get online lessons?

- 1. Register for lessons with HMS.**
- 2. Wait for an confirmation email from HMS.**
- 3. Your teacher will contact you to book a lesson.**
- 4. Enjoy your online music lesson!**

You can register for online lessons now by visiting www.hertsmusicservice.org.uk and clicking on the 'Register for Online Lessons' link on the home page.

You will need to create a 'Schooble' account, or login if you already have one and follow the on screen instructions. A full guide to registering for lessons is available at www.hertsmusicservice.org.uk/registeronline.

Once HMS has processed your application, a confirmation email will be sent to you with instructions on how to arrange your online lessons directly with your teacher. There will also be some useful tips for getting the most from the sessions and advice for ensuring lessons are successful.

How do I pay for these lessons?

Your child's lessons will cost exactly the same as you currently pay, and if you receive any subsidies or financial support, this will remain in place without the need to resubmit any forms.

The only difference if you pay your school for lessons is you will now pay HMS directly instead. This is to minimise disruption and avoid any delay in getting your child's online lessons started.

An invoice for online lessons in the Summer Term will be **sent to your email address** directly from HMS once the registration process is completed. If you were previously invoiced by HMS for instrumental lessons you may receive a separate invoice adjusting for any missed/ additional lessons during the Spring term. Queries relating to lessons invoiced by your school should be directed to the school.

You **do not** need to wait for this invoice before lessons can start and you will have 21 days to pay. There are also other payment options detailed on the invoice to help spread the payment.

This process is the most efficient way to ensure only parents/carers who decide to take online music lessons are charged.

Will lessons take place at the same time and day as usual?

HMS teachers will do their best to keep lessons at a set day and time, but this cannot be guaranteed. As many of us are adapting to a new learning routine and we all have different caring and work responsibilities, we are asking our teachers to liaise with parents to ensure lessons are delivered in a practical and convenient way.

HMS teachers will send you a fixed lesson slot to begin with, and if this slot is not possible then please liaise with your child's teacher to find a time and day that works. Please bear in mind that HMS teachers may also have restrictions on when they can teach so lessons may be in the evenings or at weekends, and in some cases another HMS teacher may have to teach your child.

We appreciate your support and patience as we bring over 16,000 pupils online this term!

High quality lessons with your HMS teacher

Hertfordshire Music Service is committed to finding ways to support all our students to continue their musical journey whilst schools remain closed. The online music lessons will continue to be fun, engaging and inspiring and HMS is also looking at ways of including young people for whom online lessons are not suitable or possible.

Why should I take online lessons with HMS?

Online music lessons will provide ongoing stability and regular access for students to continue to develop their skills and musical ability. It also has considerable benefits for well-being and provides a focus for students with a weekly activity to work towards and practice.

We don't know when schools will fully reopen and so online lessons will be the most effective way of ensuring your child's musical progress is maintained whilst restrictions remain in place.

Flexibility

Music lessons are a great way to create some relaxation time or a change of pace into the day. The weekly date and time of the music lesson can be arranged with your teacher directly.

Safeguarding

As part of Hertfordshire County Council, HMS takes safeguarding extremely seriously. All our teachers have a DBS check, up to date safeguarding training and operate under our safeguarding procedures. There will be designated HMS staff who have can observe any lesson taking place on the online platform.

Financial Support

HMS runs a Remission of Fees programme to support families in financial need. HMS believe that cost should not be a barrier to instrumental lessons and will work hard to ensure as many young people as possible can continue their musical journey.

Our team of teachers are looking forward to continuing your child's lessons online very soon and I would like to thank you all for your patience as we got this fully secure and safe online lesson solution ready.

Yours sincerely,



Benjamin Stevens
Director of Music