



# UNIVERSITY OF EXETER STUDENTS' GUILD MUSIC TUITION SCHEME STUDENT AGREEMENT

**Thank you for applying to be a part of the Music Tuition Scheme (MTS). We're committed to ensuring you achieve the best learning outcomes possible through the scheme. This commitment works both ways, so as part of the application process we ask you to agree to the terms / procedures outlined below designed to support you in finding and successfully / safely working with a tutor of your choice.**

## **FINDING THE RIGHT TUTOR FOR YOU**

Music tutors are a bit like shoes: if they don't fit you right, you're not going to get very far with them. This is why we've created a process to find the best possible tutor for you.

**WORKING WITH OUR TUTORS:** We have a list of Guild Affiliated Music Tutors that you will be able to choose from for your MTS lessons. This affiliation means that the tutor is DBS checked, has agreed to the Guild values (radically inclusive, collaborative, empowering), and they are dedicated to creating a safe space that supports your learning. If you decide to pick a tutor from this list, email us ([music@exeterguild.com](mailto:music@exeterguild.com)) to say who you've chosen, and we'll put you in contact with them so you can begin to arrange lessons.

**FINDING YOUR OWN TUTOR:** If we don't currently have an affiliated tutor that suits you then you're more than welcome to find your own! We're always keen to expand the list of affiliated tutors so if there is someone you'd like to work with or you'd like support from Johnny our Music Co-ordinator to find someone who matches your requirements then send a message to ([music@exeterguild.com](mailto:music@exeterguild.com)) to let us know! External tutors will need to go through the short process to become Guild Affiliated before any lessons are organised. Please send us their email address and / or phone number so we can make contact to arrange this. Once this is completed, we'll drop you an email and lessons can begin.

Please note if you begin lessons with an external tutor who has not gone through the affiliation process, this will not count towards your MTS lesson allocation and you will be responsible for the payment. External tutors are not permitted to teach in University of Exeter Student's Guild spaces (including Kay House, Cornwall House, Devonshire House.) If you breach this condition we reserve the right to revoke your music membership and access.



# UNIVERSITY OF EXETER STUDENTS' GUILD AFFILIATED MUSIC TUTOR AGREEMENT

## ORGANISING YOUR LESSONS

Successful applicants to MTS will be given a lesson allowance which you will be able to use to fund your music tuition with your chosen tutor. It is your responsibility to organise the timing and location of your lessons with your tutor. Your availability will naturally vary throughout the academic year (e.g., home for holidays, mid-terms, coursework deadlines) so we do not expect you to commit to a regular lesson slot (e.g. every Wednesday at 10am). All we ask is that you use your full lesson allocation by 31st July 2023.

Lessons may take place on campus or online. For in person tuition, please use Cornwall House Practice Rooms in the first instance, if these are unavailable or you have specific requirements that these rooms do not cater for the 24-hour corridor in Kay House is also accessible to you. The acoustic room has a piano. The amp room has a drum kit, electronic piano, and guitar and bass amplifiers.

Rooms are bookable via [rooms.exeterguild.com](https://rooms.exeterguild.com). If you are not currently a Music Member you will be sent a login for this. Students will need to book a room for their tuition in advance. If someone is using the room that you have booked, you and the tutor may ask them to vacate the room for the lesson.

## ATTENDING YOUR LESSONS

You can decide with your tutor when and where you are going to meet them (online or in person). We recommend meeting a few minutes before to give you a chance to find the room and get set up.

To access the room for your lesson, you will need to swipe your student card on the swipe-card machine outside of the door.

You will need to meet your tutor outside of the room / building as tutors are not permitted swipe-card access.





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## **PAYMENT FOR YOUR LESSONS**

Payment for MTS lessons will be organised by the University of Exeter Students' Guild. All tutors have agreed to be paid via invoice. The purpose of this scheme is to economically support your music tuition so please do not pay for anything related to MTS out of your own pocket.

If a tutor asks you for payment please direct them to contact us [music@exeterguild.com](mailto:music@exeterguild.com) We will not reimburse you if you do make a payment to a tutor for an MTS lesson.

If you choose to continue your tutoring beyond this scheme or you exceed your lesson allowance it will be your responsibility to pay for these lessons. We will also notify you when we have received the invoice for your final lesson, however this invoice may be sent to us after your lesson allowance has been exceeded, therefore please keep track of your lesson allowance.

## **CANCELLATION POLICY**

Sometimes a lesson needs to be rearranged / cancelled. This can be for a variety of reasons, which we understand however please take into consideration that you're Music Tutors are self-employed and give them as much notice as possible if you need to do this.

You may cancel a lesson up to 48 hours before it takes place. You will need to notify your tutor by email to cancel your lesson so, in the event of a dispute, there is a paper trail of this communication.

If you cancel a lesson less than 48 hours before the lesson (a late cancellation), or do not show up to the lesson (a no-show), your tutor is entitled to invoice us for the lesson, and this lesson will be removed from your lesson allowance.

Your tutors will notify us if cancellations or no shows become a regular occurrence and you will be invited to meet with us to talk through your commitment to continuing with MTS so we can figure out how best support you.





# UNIVERSITY OF EXETER STUDENTS' GUILD AFFILIATED MUSIC TUTOR AGREEMENT

## **KEEPING YOU SAFE IN LESSONS**

All Guild Affiliated Tutor are required to have up-to-date DBS checks and have agreed to upholding our values and creating a safe learning environment for you.

However should you have any concerns for your health, safety or wellbeing please do not hesitate to contact us and we will do everything we can to resolve this.

We ask that you have the Safe Zone app downloaded on your phone. This app is integrated in University systems (including estate patrol), so that if anything were to happen (e.g. injury to yourself or your tutor), you can promptly get the help that you need. Alternatively, please call Estate Patrol 01392 72399

In the event of an emergency please dial 999 to contact the emergency services and at the earliest opportunity available notify Estate Patrol of the situation

Please do not use the Safe Zone app for non-urgent matters or to contact the Music Team, as we do not have access to reports submitted. Instead, please contact us via [music@exeterguild.com](mailto:music@exeterguild.com) or refer to the complaints procedure below.

## **CHANGING TUTORS / COMPLAINTS PROCEDURE**

Sometimes, for whatever reason, things do not work out between you and a tutor. If this happens, then please let us know rather than sticking with a tutor that doesn't suit you or abandon your lessons all together.

If the issue is something that can be resolved between you and your tutor, then we encourage you to attempt this first. These issues may be things like the pace of lessons, or the style of music being taught, for example.

If the issue is something that cannot be resolved/is difficult or uncomfortable to resolve between you and your tutor, then you should email us at [music@exeterguild.com](mailto:music@exeterguild.com) with the subject line 'MTS Complaints'. Any requests to change tutor or complaints will be treated with confidentiality, unless the immediate safety of any students are compromised in which case we will take appropriate action.

