

## **Instrumental Music Service – Frequently Asked Questions**

### **How do I register?**

The registration form, guidance and information booklet can be found on the council's website at:

[www.eastlothian.gov.uk/musictuition](http://www.eastlothian.gov.uk/musictuition)

Further information on the service can be found in the Information Booklet, which should be read before completing the registration form. Below are a number of other commonly asked questions.

### **My child took lessons last year, will these stop until I register and make payment for this year?**

It is expected that applications for registration should be returned to the service by **Wednesday September 5<sup>th</sup>**, with lessons continuing for all pupils until the schools break for the September weekend (Thursday 13<sup>th</sup> September).

From Tuesday 18<sup>th</sup> September onwards, only those who have completed registration forms will be able to carry on taking the lessons.

### **How many lessons will my child receive?**

Your child can expect to receive 30 lessons during the academic year. The Instructors will timetable these accordingly, taking into consideration school holidays, in-service days and leaving dates in the secondary school senior phase. If the service are unable to deliver 30 lessons a pro-rata refund may be available.

### **I've sent in a registration form, what happens now?**

Once received, registrations will be acknowledged by email in the first instance. They will then be processed and a payment schedule will be sent to you, giving details of how to make payment and when payments are due. **Please do not make any payments until you receive your schedule.**

### **How can I make payments?**

You can pay in 10 monthly or 3 termly instalments or make a one off payment at the start of the academic year.

The easiest way to make payments is online. A new online payment system, iPayimpact will be rolled out to all schools by the end of 2018 and you will receive information from the school when it is available.

If your child attends a school which has not yet implemented this system, online payments can be made via the council's Pay for It system.

Payment by cash or cheque can be made at the school office. Please make cheques payable to East Lothian Council and include your child's name, date of birth and what the payment is for on the back of the cheque.

### **I am having trouble making payments according to my payment schedule, what can I do?**

Please get in touch with the service as soon as possible to discuss.

### **I have an enquiry related to the instruction my child is receiving, who do I contact?**

For queries on progress, practice, timetabling, instrument loan etc. please contact the school or instructor directly.

**I have an enquiry on registration and payments, who do I contact?**

For all queries on matters relating to registration, payments made, payments due etc. please contact:

Instrumental Music Service  
Education Business Unit  
East Lothian Council  
John Muir House  
Haddington  
EH41 3HA

Email: [ims@eastlothian.gov.uk](mailto:ims@eastlothian.gov.uk)

Tel: 01620 827491