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**Getting Started**

**Q: What instruments do you teach?**
A: Find out about all the lessons we offer [here](http://www.newham-music.org.uk/learn-with-us/music-lessons/).

**Q: What instruments can my child learn at school?**

A: Contact the music co-ordinator at the school – they’re best placed to know exactly what’s available.

**Q: Can my child join an ensemble?**

A: Of course – we encourage it! We have lots of ensembles and choirs at Newham Music. If your child is interested in joining an ensemble, you can see what’s on offer here.

For more information, or to set up a taster session at any of our ensemble sessions, contact the office on info@newham-music.org.uk or by phone on 020 3598 6260.

 **Q: Can my child get involved in other projects?**

A: We run over 70 special projects, performances and events each year. Find out more on our Projects page or get in touch with the office on info@newham-music.org.uk or by phone on 020 3598 6260.

 **Q: When does term start?**
A: [Click ‘here’ for up to date information on term dates.](http://www.newham-music.org.uk/learn-with-us/term-dates/)

**Q: How many lessons are there in a term?**
A: There are 10 weeks of lessons in a term (with a break for half term), and three terms in a year.

**Q: How long is the waiting list? How long does it take to get to the top?**
A: We aim to get everyone off the waiting list in 1-2 terms time. This can vary based on the instrument and specific preferences (teacher, day, lesson time) of the pupil. We typically have the most openings at the beginning of Autumn Term.

**Q: Will I need to get my child their own instrument?**
A: We recommend that your child practises their instrument at home at least three times a week. For this, you will need to ensure that they have access to an instrument to practise on. We are able to provide many instruments for a termly hire fee. There’s more helpful advice on buying or hiring an instrument [here](http://www.newham-music.org.uk/learn-with-us/buying-and-hiring-an-instrument/).

**Q: Will my child need any music books?**
A: Yes, and the teacher will let you know what music books you need to buy. The teacher will make sure that the number of books that you have to buy is kept as low as possible, and each book is likely to have a graded set of pieces that will last for some time.

**Q: Can I sit in on my child’s lessons?**

A: We do not allow parents or guardians to sit in on their child’s lessons. This allows the pupils to talk freely with their teacher, discuss their practice responsibilities, and build a positive and comfortable relationship, encouraging them to take ownership and responsibility of themselves and their instrument. We have found that young musicians focus and concentrate better during their lessons without additional adults present.

If you want to discuss the pupil’s progress with their teacher you can use the first or last five minutes of their lesson to do so, but this needs to be pre-arranged via reception.

All of our experienced teachers provide lessons of an exceedingly high standard. They are DBS checked for security purposes.

***Q: Where is the Academy?***

A: Newham Music Academy is based at three locations, depending on which day your lessons are;

Monday-Tuesday
Lister Community School, St Mary’s Road, Plaistow, E13 9AE [(click here for map)](https://goo.gl/maps/nsJGUW9yQ9G2)

Wednesday-Thursday
Chobham Academy, Cheering Lane, Stratford, E20 1BD [(click here for map)](https://goo.gl/maps/daY3xP3z48u)

Saturday
St Luke’s CEVA Primary and Nursery School, Ruscoe Road, Canning Town, E16 1JB [(click here for map)](https://www.google.co.uk/maps/place/St%2BLuke%27s%2BC%2Bof%2BE/%4051.513503%2C0.0137797%2C15z/data%3D%214m5%213m4%211s0x0%3A0x564327798da5fc56%218m2%213d51.513503%214d0.0137797)

 **Q: Is there parking available?**

A: There’s a visitors car park available at Chobham Academy and on street parking at Lister Community School.

Unfortunately, there is no parking available nearby St Luke’s. We recommend pupils be dropped off and picked up at the front entrance.

**Q: Do you offer music lessons for adults?**

A: Yes. Availability can vary. Contact us on info@newham-music.org.uk for more info.

Complaint FAQs

**Fees and Payments**

**Q: How much do lessons cost?**

A: We charge for lessons according to length and number of pupils.

Prices for 2018/19 are:

30-minute individual lessons
£174 per term (£17.40 per lesson)

20-minute individual lessons
£116.00 per term (£11.60 per lesson)

30-minute shared lessons (2 pupils)
£91.50 per term per pupil (£9.15 per lesson)

Group lesson (3-5 pupils)
£65.00 per term per pupil (£6.50 per lesson)

First steps
£45 per term (£4.50 per session)

Music Theory
£45 per term (£4.50 per session)

**Q: How much does it cost to join an ensemble?**

A: Starting in September 2018, membership to all Academy ensembles will be included in one payment of £30 per term. Pupils may participate in as many ensembles as they can fit into their schedule all for one fee of £30 per term. The more ensembles you join, the less you spend per session. If you join 3 ensembles that makes them only £1 per session!

**Q: How much does it cost to hire an instrument?**

A: Instrument hire is £21 per term full term. See our page on [buying or hiring an instrument](http://www.newham-music.org.uk/learn-with-us/buying-and-hiring-an-instrument/) for more information.

Please note we do not hire pianos or guitars and other instrument stocks are very limited. Instrument hire is subject to availability.

 **Q: How can I pay my invoice?**

A: You can make a payment by:

#### BACS (please contact us for our bank details)

#### phone on 020 3598 6260

#### cheque

#### standing order

#### [here on the website](http://www.newham-music.org.uk/payment/)

We do not accept cash.

 **Q: Can I pay in instalments or by standing order?**

A: Yes. Call us on 020 3598 6260 to make the arrangements.

 **Q: Can I pay in the bank?**

A: Yes. Call us on 020 3598 6260 for our bank details.

 **Q: When will I receive my next invoice?**

A: We aim to send out invoices approximately 3 weeks before term starts.

 **Q: If I have a question about my invoice, who do I contact?**

A: Call and speak to Surinder on 020 3598 6260.

**Absences**

***Q: My child is going to be late or absent from their lesson at the Academy – who do I contact?***

A: You can email us on info@newham-music.org.uk or call and leave a message for the on 07716428703.

 ***Q: What happens if my child misses a lesson?***

A: Newham Music will only make up a lesson during if the teacher was absent and no cover teaching was provided. These will be scheduled around the end of the term and you will be notified ahead of time. Sometimes we are unable to schedule a makeup lesson, in which case you will be refunded for the cost of that lesson.

If your child misses a lesson we are unfortunately unable to make it up.

 ***Q: My child misses PE/golden time/maths every week to go to his/her instrumental lesson. Can the lesson time be changed?***

A: The best way to sort this out is to ask the music coordinator at your child’s school.

 ***Q: My child missed a lesson because s/he went on a school trip. Will the lesson be made up or can I get a refund?***

A: We can only make up lessons if the teacher was absent and you will only get a refund if we were unable to make up the lesson, or if we couldn’t find a replacement.

 ***Q: My child missed a lesson because s/he was ill / had a dental appointment / had work experience / had an exam. Will the lesson be made up? Or can I get a refund?***

A: We can only make up lessons if the teacher was absent and you will only get a refund if we were unable to make up the lesson, or if we couldn’t find a replacement.

***Q: My child missed a lesson because the school was closed for INSET. Will the lesson be made up?***

A: We do our best to make up lessons due to school cancellations, however, this depends on effective communications with the school.

**Changes and Cancelling**

**Q: Can I change my lesson time?**
A: Sometimes your schedule changes and your lesson time isn’t working for you – we’ll always do our best to accommodate your requests, but it might take time to find another lesson time. This might also include moving back to the waiting list until an appropriate spot opens. Please be patient while we try to find another time that works.

Please email info@newham-music.org.uk or call the business office on 020 3598 6260, giving us as much information as you can.

**Q: What if I want to stop lessons?**
A: If you want to stop lessons you need to let us know at least 5 weeks ahead of time. If you cancel at the last minute, it does not allow us time to fill the lesson with another student, and you will be charged up to half a term’s fees.

Talk to us before you stop lessons though as we can try and help find you a better solution.

Please email info@newham-music.org.uk or call the office on 020 3598 6260, giving us as much information as you can.

 **Q: How do I return an instrument we’ve hired?**

A: The easiest way to return a hired instrument is directly to your teacher at your last lesson. Otherwise, you can drop it off at the evening Academy Monday-Thursday or Saturday morning.

If you don’t return the instrument, you will be invoiced for the full cost of the instrument.

 **Q: What do I do if I have a complaint?**

A: If you need to make a complaint please put it in writing and email it to info@newham-music.org.uk

This email account is fully monitored and we will forward your complaint onto the correct member of staff.

You can find out more about how we handle complaints [here](https://www.newham-music.org.uk/wp-content/uploads/2018/01/Parental-Complaints-Procedure-1.pdf).