

## Instrument Hire Scheme New Instrument Request Guidance for Parents & Families

This guidance is for new instrument requests for hire commencing September 2024 onwards. For those who already hire an instrument, your hire will continue automatically, unless you inform The Learning Resources Hub **by 1<sup>st</sup> July** that you wish to cease hire (you will be invoiced in the summer). Further details about the Instrument Hire Scheme can be found at <https://wiltshiremusicconnect.org.uk/instrument-hire-scheme/>

Before starting the request process, you will need to know:

- Instrument required (and size if relevant)
- Name of Associate Provider (teacher)
- Any remission that your child qualifies for

Please liaise with your child's Associate Provider in order to accurately complete the form.

To request new instrument hire, please follow these steps:

1. Visit <https://ukwiltshire.speedadmin.dk/registration/>
2. Click on 'Add application' at the top right:

The screenshot shows the website layout with the following sections:

- Header:** Wiltshire Music Connect logo, Department for Education, Arts Council England, and Wiltshire Council logos. A shopping cart icon is in the top right.
- Welcome to Wiltshire Music Connect's Instrument Hire Scheme:** A red box containing the text: "This scheme is available to pupils who are having Music lessons with a Wiltshire Music Connect Associate Provider."
- Instrument hire:** A red box with the text: "To request instrument hire, please click 'Add application' below." A blue arrow points to the "Add application" link.
- Hire Details, Charges, Terms and Conditions, and Maintenance:** A white box with the text: "Full details of the scheme, including hire charges, terms and conditions, and maintenance guides can be found by clicking the 'Scheme Information' link below." A link to "Scheme Information" is provided.
- Financial Support:** A white box with the text: "We can support pupils needing help with the cost of instrument hire:" followed by a list of bullet points: "100% reduction for pupils eligible for Pupil Premium (inc. those entitled to Free School Meals)", "100% reduction for pupils with Special Education Needs and/or a Disability.", "100% reduction in fees for pupils who are Looked After/In Care (LAC).", and "50% reduction for pupils who schools classify as vulnerable for other reasons and who are unlikely to".
- Contacts:** A white box with the text: "If you would like to receive Wiltshire Music Connect's parents / carers bulletins about music making opportunities for children and young people, please click here." and "If you experience any difficulties applying for instrument hire, or if you wish to cease instrument hire, please e-mail the Instrument Hire Scheme at:"

### 3. Agree to the GDPR Terms and Conditions and the Instrument Hire Terms and Conditions by ticking the boxes, then click 'Next':

#### Accept the terms and conditions

Please accept conditions before proceeding

In order to request instrument hire from Wiltshire Music Connect's Instrument Hire Scheme you will need to agree to the GDPR statement and the Terms and Conditions of hire

##### GDPR

The personal data collected in this application directly from you is given voluntarily by you. You are not required to provide this personal information and may withdraw it at any time. If you choose not to disclose the required personal information, the consequence will be that your application cannot be processed. The personal data we collect is used solely for hiring an instrument from Wiltshire Music Connect's Instrument Hire Scheme, facilitated by The Learning Resources Hub which is part of Wiltshire Council.

Please note, you will also be consenting to the Instrument Hire Scheme retaining the child's name, your name, email address, postal address and telephone number, as well as the name of the child's school – this enables us to administer the service for you. This data is kept for as long as necessary for the purposes stated above. The registrant is aware that more information about the Personal Data Act and the Personal Data Regulations is available at <https://ico.org.uk/>

For more information regarding Wiltshire Council's data protection regulations please see the Wiltshire Council Privacy Policy ([www.wiltshire.gov.uk/privacy](http://www.wiltshire.gov.uk/privacy)).

  I accept the GDPR terms and conditions

##### Instrument Hire Scheme Terms and Conditions

Instruments are hired on the understanding your child is having music lessons with a Wiltshire Music Connect Associate Provider. Instruments are hired on a rolling annual basis; therefore, it will be assumed that you wish to continue instrument hire for subsequent academic years, unless The Learning Resources Hub are informed. Hire charges are subject to an annual increase.

When your child ceases lessons, The Learning Resources Hub must be informed ([WLSRInstrumentLoans@wiltshire.gov.uk](mailto:WLSRInstrumentLoans@wiltshire.gov.uk)) and the instrument must be returned to the Associate Provider at your child's final lesson. Non-return of an instrument by the end of the term in which your child ceases lessons will incur a fee for the replacement value of the instrument hired.

Instruments must be returned in the same condition as when received. You agree to be responsible for routine maintenance of the instrument (as per the guidelines issued), and for any damage or unreasonable wear sustained during the period of hire, regardless of hire cost.

It is strongly recommended that you insure valuable instruments, as you will be required to pay for repair or replacement of the instrument in the event of damage or loss. You may wish to consider a specialist musical instrument insurer as they may offer more comprehensive cover than your home insurance.

Please speak to your child's Associate Provider before undertaking any repair work. Repairs should only be carried out by trained professionals.

Instruments should be taken for an annual service at a reputable instrument workshop. It is particularly important that this is undertaken prior to returning the instrument.

Any device with an electric adaptor will be PAT safety tested prior to delivery. It is recommended that all electrical adaptors should be PAT safety tested on an annual basis; therefore, any pupils wishing to retain the musical instrument and the electrical device over the summer holidays should either make arrangements to bring the device adaptor for PAT safety testing to The Learning Resources Hub, or buy a new adaptor from a reputable supplier (approx. cost £10) and return the corresponding receipt with the item at the end of the hire period, as proof a new adaptor has been purchased. Purchases of adaptors will not be reimbursed.

  I accept the terms and conditions

 

### 4. Select the required instrument (and size if relevant), the name of the Associate Provider (teacher) and, if applicable, the type of remission your child is entitled to. Then, click 'Add application':

#### Application

Instrument Required 

Name of Associate Provider 

Pupil qualifies for the following remission (Optional)

 

**5. Click 'Complete application':**

Please click on 'Complete Application' below.

- > Add more courses
- > Open basket
- > Complete application

**6. Enter the child's information, then click 'Next'. For 'Grade letter' please input 'no letter':**

✓ Student

[Login Student/Parent/Guardian](#) or create new student:

Date of Birth: Day, Month, Year, Gender

First name: [text input]

Surname: [text input]

School: [dropdown menu] **Enter 'no letter'**

Year group - As of September 2021: Year group, Grade letter

Emergency Contact Number (Optional): [text input]

[Next](#)

**7. In the 'Payer' section, enter the parent/carer details (the person who is completing the form and who will be responsible for the instrument, and for payment of the invoice). Then click 'Submit registration'. The 'house' field can be used to automatically look up an address using the postcode and house number:**

✓ Payer

[Set student as payer](#) or create new payer:

First name: [text input]

Surname: [text input]

Address (Optional): [text input]

Postal code: [text input] House(Optional): [text input]

Mobile phone (Optional): [text input]

Phone, private (Optional): [text input]

Email: [text input]

[Submit registration](#)

**8. You will receive an on-screen confirmation and an automated email confirming your request for instrument hire and details on next steps.**