



Associate Providers quality assurance scheme membership: **individuals**



Terms and Conditions and Code of Conduct

Welcome to our Associate scheme. Our agreement with you about your Associate status is framed in a spirit of cooperation, collaboration, support - and making things happen. It's also aligned to our strategies and must adhere to the criteria and requirements behind the funding we receive as well as the high quality of provision for young people expected by all our stakeholders.

The benefits of being a Wiltshire Music Connect Associate include:

- Access to tuition subsidies and instrument hire scheme for the children and young people you work with
- Free listing in the searchable Associate Directory which signals to schools, families and organisations that you are a member of a quality assured music provider scheme
- Access to exclusive funding and bursaries that are offered periodically
- Access to CPD events, workshops, conferences, and support
- Exclusive access to a bespoke work opportunities app and other resources
- Regular bulletins, including briefings on national policies relating to music education
- Access to a network of professional colleagues

A handwritten signature in black ink, appearing to read 'Nick Howdle', with a long horizontal stroke extending to the right.

Nick Howdle, Leader, Wiltshire Music Connect

Part A) Terms and conditions of membership

In order for the Associate Scheme to retain value for both its members and the musical communities to whom they provide services it's important that there are terms and conditions of membership in place to protect its status.

1. All Associates are asked to adhere to the Associates' **Code of Conduct (see Part E)**. The Code will be checked every year and updated in light of local or national government requirements, user experience and/or best practice.

(Please note – for existing Associates this is on a voluntary basis from September 2022 and will become a compulsory requirement from September 2023. New Associates joining us in the academic year 2022-23 will be required to sign up as a condition of membership.)

2. All Associates are required to complete an **Annual Data Return**. Details are [here](#) and you'll be reminded about it through Associate bulletins. This includes an annual self-declaration for safeguarding purposes and asks you about your own professional development activities.
3. All Associates should be willing, in principle, to have their work observed and must respond appropriately to any requests from schools or other professional settings to observe and comment on their teaching. You may wish to refer to Musicians Union Guidance on Observations.
4. All Associates must respond professionally and appropriately to any complaints, issues or concerns that may be raised by schools, parents/carers, children & young people or other agencies. Please refer to the Code of Conduct in Part E of this document: *1. Prioritising the welfare of children and young people and providing a safe environment*
 - **If a complaint, issue or concern relates to safeguarding children** then we advise schools / parents & carers, young people or Associates themselves to refer immediately to the Designated Safeguarding Lead, Designated Officer for Allegations, or Multi-Agency Support Hub. You can follow guidance laid out in our flowchart [here](#) and must always call the police if a child is in immediate danger.
5. Associates are required to make a self-declaration on joining the scheme and again on an annual basis. As part of this, they must also inform Wiltshire Music Connect within 24 hours if they are being investigated by any agency or organisation in relation to concerns about conduct or behaviour towards children or young people.
6. As well as being up to date with Safeguarding training (Minimum Level 1) – all Associates must make sure they fully understand the scope of their responsibilities and how all aspects of safeguarding children relate to their own music teaching context. Please refer to the Code of Conduct in part E of this document: *1. Prioritising the welfare of children and young people and providing a safe environment*.
7. All Associates must have their own written safeguarding policy, relevant to their own teaching practice and environment, and this should be updated every year as appropriate.
8. All individual Associates are required to have an Enhanced DBS check with Children's Barred List check and Wiltshire Music Connect is required to have seen and checked everyone's original, paper DBS certificate. Everyone is also required to subscribe to the DBS Annual Update Service
9. All individual Associates must have appropriate Public Liability Insurance

10. All Associates must respond to communications from Wiltshire Music Connect regarding their membership of the Associate scheme in a timely manner.
11. Although Wiltshire Music Connect is not an employer or employment agency we actively promote, and advocate the Associates Directory to Wiltshire schools, organisations and families. For this reason, all Associates are expected to have the Right to Work in the UK.
12. All Associates should inform Wiltshire Music Connect of any changes of address, name, or professional (trading) name.

Part B) Wiltshire Music Connect's commitment to Associates

Wiltshire Music Connect aims to:

- Keep Associates updated with any news or information about music teaching and leading with children and young people
- Provide regular, accessible opportunities for professional CPD and training including Safeguarding training
- Set out clear, reasonable timescales for Associates to provide information
- Be fair and flexible in all our relationships with Associates
- Use clear language in all our communications
- Listen to, and consult with Associates and other stakeholders about all areas of our work as appropriate & feasible

Part C) Leaving the Associate scheme / terminating Associate status

1. If you wish to leave the Associate scheme, please let us know by email.
2. If an Associate does not adhere to the terms and conditions of membership, including the Associate Code of Conduct, Wiltshire Music Connect reserves the right to terminate their Associate status. This action (terminating Associate status) would normally only be taken following a reasonable process of communication between the Associate and Wiltshire Music Connect.

When someone leaves the Associate scheme:

- their Associate Directory profile is unpublished, and after a period of three months their Associate profile information and all related records are deleted from our systems.
- If the Associate has been working in schools – we'll let any schools we are aware of know they are no longer an Associate.
- Any schools / pupils the Associate has been working with will not be able to make any *further* requests for instrument hire / subsidies etc.*

**Note: Where instrument hire and/or subsidies have already been committed then we will suggest solutions to the hirers / subsidy recipients. The detail of this will depend where we are in the annual cycle.*

If an Associate who has left, or who has had their status terminated wishes to return to the Associate scheme they can re-apply using the open application process.**

***Note: this may not be possible if a termination is related to safeguarding concerns or issues*

Part D) Wiltshire Music Connect Complaints procedure

Associates need to be aware of our Complaints Procedure as it details how Wiltshire Music Connect deals with concerns and complaints, including those raised about or by Associates.

It is written for the potential complainant and makes reference to this document.

Please read the procedure here <https://wiltshiremusicconnect.org.uk/about/complaints-procedure/>

IMPORTANT REMINDER: If you have ANY concerns at all related to safeguarding you must refer to statutory national and local government guidance – check the **Worried about a child, or an adults' conduct?** flow chart available [here](#) or contact Wiltshire Council's Designated Officer for Allegations, the Multi Agency Safeguarding Hub, or the police, depending on the nature of the concern. Details [here](#)

Part E) Associate Code of Conduct for individuals: Academic Year 22-23

This Code of Conduct outlines the responsibilities and conduct expected of all individual members of the Associate Providers membership scheme. Individual Associates work on a freelance basis, as music tutors / leaders with children and young people in Wiltshire schools and a range of other (out of school) settings in the county.

In their role as a music leader / tutor Associates are in a position of trust and have a duty of care towards the children and young people they work with. Associates are likely to be seen as a role model and are expected to act appropriately.

We ask all individual Associates to sign up to this Code of Conduct whether you currently work in schools or not.

Associates also need to find out about and follow all current safeguarding policies and behaviour requirements of any specific school or other setting you work in, as well as any other professional organisations of which they are a member.

This Associate Code of Conduct will be reviewed every year. It will incorporate any annual updates made to DfE statutory guidance *Keeping Children Safe in Education* and the non-statutory guidance *Keeping children safe during community activities, after-school clubs and tuition*. All Associates will be asked to reaffirm their sign up to the CoC on an annual basis.

The Associate membership is made up of a workforce is made up of highly skilled music leaders who are recognised and valued by Wiltshire Music Connect and our stakeholders. By signing up to the Code of Conduct Associates are demonstrating that they are committed to working to the standards and guidelines outlined.

Please read the following sections and click the link at the end to sign up.

As an Associate, I am committed to the following, as outlined in this document:

1. [Prioritising the welfare of children and young people and providing a safe environment](#)
 2. [Conducting oneself in a professional and responsible manner as a music leader](#)
 3. [Using appropriate and clear communication](#)
 4. [Commitment to ongoing personal professional development](#)
 5. [Managing business effectively](#)
 6. [Working collaboratively and in partnership](#)
 7. [Equity, Diversity, and Inclusion \(EDI\) values](#)
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1. Prioritise the welfare of children and young people and provide a safe environment

As an Associate, whichever setting you are working in, you are in a position of trust and working in a [regulated activity](#) – i.e. work that a barred person must not do.

If you are concerned about the welfare of a child – including any low-level concern – you must take action. You can access our guidance flowchart here:

[What to do if you are worried about a child's welfare](#)

You need to be sure that you know what to do if you have any concerns in any setting that you work in – from schools to community settings, and teaching from your own home. Safeguarding is also about protecting yourself as a teacher and not putting yourself in any situation that could lead to misinterpretation.

You must make sure that all teaching environments and equipment you use are safe for children and young people, including your teaching methods and practice, carrying out relevant health and safety risk assessments, and being covered by insurance. You can find further guidance and links [here](#).

- **Associates working regularly in schools:** all Associates who work regularly in schools are required to read and understand [Keeping Children Safe in Education \(KCSIE\) Part One](#) every September. This government document is updated every year, and a draft or information copy is published every June – becoming statutory every September. Even though this is for schools and colleges, Part One is useful for all who work with children and young people. As part of our commitment to Associates Wiltshire Music Connect provides Safeguarding briefings / Q&A sessions led by Wiltshire Council on an annual basis.
- **Associates working in out of school settings:** if you work in out of school settings, we recommend that you read this guidance and check annually for updates [Keeping children safe during community activities, after-school clubs and tuition](#) (Non-statutory). This guidance is written for individuals as well as organisations and

although it is voluntary guidance (ie not monitored by the DfE) it does lay out legal requirements. All Associates should produce their own Safeguarding policy, and we advise schools, and parents and carers to ask you for evidence and information:

We share detailed quality assurance information about Associates with parents, carers and schools:

[Parents and Carers – information about Associates](#)

[Schools – information about Associates](#)

Referring and protecting yourself and your colleagues – know who you should contact – and be prepared to report yourself or a colleague if you believe a situation, action or incident may be / may have been misinterpreted.

You should record the incident in writing and contact the Designated Safeguarding Lead (“DSL”) if you are working in a school or for an organisation or contact the Wiltshire Council Integrated Front Door service* if you work privately.

You can contact Wiltshire Music Connect to log your actions but must not delay in contacting the relevant professional or service.

Whistleblowing Advice Line if you ever have concerns about how child protection issues are being handled in your own or another organisation you can contact the NSPCC Whistleblowing advice line for free advice – you can find the information [here](#).

*[The Integrated Front Door service](#) provides a 24-hour response to concerns for children 7 days a week, 365 days a year and all staff in the team have training and experience in the support and safeguarding of children. The service consists of the MASH (Multi Agency Safeguarding Hub), the Early Support Hub (ESH) and the Out of Hours Service (EDS).

Government advice for practitioners about information sharing can be found [here](#).

2. Conducting and presenting yourself in a professional and responsible manner as a music leader

Use clear and honest communication, appropriate language, and model good behaviour. Always work to the highest possible standards, including lesson or session planning and monitoring. Signpost young people to wider music making opportunities and support their continuing or further development and progression as appropriate.

Be reliable and punctual. You may need to be flexible when working in some settings. For example, in schools you may need to work in partnership to negotiate and accommodate changes due to non-regular school timetable events, eg exams or school trips. Ask schools to give you plenty of notice regarding timetable changes so that you can plan ahead.

Be proactive. For example, if it’s not routinely offered to you request an induction or briefing for each new education, community or arts setting you work in, plus annual updates for regular settings, especially in terms of safeguarding. Ask if there’s anything you need to know about the young people you will be working with.

Present yourself appropriately for the setting and context you are working in. Be aware that this may mean you need to consider what you wear, and that some clothing, jewellery, or body modification (slogans, images, tattoos, piercings etc) could be considered offensive or inappropriate for the context you work in.

You should not engage in inappropriate use of social network sites which may bring yourself or Wiltshire Music Connect into disrepute. You should ensure that you adopt suitably high security settings on any personal profiles you may have.

You must be circumspect in your use of all social media or any other web-based presence that you may have, including written content, videos or photographs, and views expressed directly or by association with websites/pages or posts established by others (eg 'liking', reposting or forwarding).

You must consider the long-term implications of any content you have published online, specifically how it might ever have an adverse effect:

- on your reputation as an individual working with children and in education settings
 - on your ability to maintain good professional boundaries with parents and with children / young people
 - on the reputation of Wiltshire Music Connect and the music teaching profession
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3. Use appropriate, clear communication

Consider how you communicate with young people, families and professionals and the language that you use.

For example, the language you use to encourage improvement should be supportive and positive. It's never appropriate to be short tempered when working with young people. Don't assume that family members / carers or other professionals will understand some of the music / technical terms, shorthand or acronyms you use, so check that your communication is clear and easy to understand for both musicians and non-musicians.

Other good practice communication examples include:

- Being sensitive when expressing criticism of young people and avoiding negative comments of any nature.
- Building positive relationships with praise and encouragement and doing nothing to exploit or undermine the teacher/pupil music leader / young person relationship.
- Seeking to boost young people's self-esteem and develop their confidence as musicians.
- Involving young people in their own learning so they can become autonomous learners.
- Respect the confidentiality of information relating to young people unless information sharing is essential for effective safeguarding and promoting the welfare of children and young people. Further guidance [here](#).
- Tutors / music leaders should never communicate directly with young people. Communication about lessons, sessions and projects should always be between the parents, carers, or schools concerned and conducted in a clear, professional manner.

We strongly advise you to use separate accounts for things like email addresses and online accounts (e.g. Zoom) that are specific to your music teaching / leading work and separate to any other personal addresses or online identities you may use. This means you can clearly distinguish between your work and personal correspondence.

Communication about lessons, sessions, projects, and other administrative matters should always be between Associate and the parents, carers or schools of the students concerned. You should not communicate directly with young people via phone, email, post or any social media platform.

4. Be committed to personal professional development and responding to constructive feedback

Being able to work at the highest possible standard at all times requires personal commitment to reflective practice and Continuing Professional Development (CPD). CPD means using a combination of approaches and techniques to help support and manage learning.

We expect all Associates to engage in CPD and provide a range of subsidised opportunities including workshops and conferences to support this. Networking with peers and buddying up to observe each other's lessons or carrying out your own research to develop repertoire or teaching methods are examples of how you can manage your own development. Your learning can be reflected in your online profile, and we ask you about this in your annual data return.

Keep an eye on the regular Associate bulletins and the [What's On page](#) for information about events and workshops, including Wiltshire Music Connect networking conference weeks every May and October.

If you work in schools: Schools are responsible for the activity and provision they allow to take place in their schools. Associates working in schools should be willing to have their teaching observed by a suitably qualified member of school staff (or designated representative) provided that adequate advance notice and parameters are defined.

Please refer to Musicians Union Guidance [here](#).

We encourage parents and carers to ask about professional development when they are [choosing a music tutor](#).

5. Managing business effectively

You should develop and use effective, professional and secure administration systems to manage all aspects of your business, including financial transactions and invoicing. You need to ensure that you comply with all employment, tax and health and safety and GDPR legislation. The Associate membership consists of organisations and individuals delivering their music leading in a range of self-employed or employed ways – as sole traders, limited companies, or Community Interest Companies for example, and these are subject to a range of rules and regulations.

Sole traders and freelance professionals are classified as *small businesses* by Swindon and Wiltshire Growth Hub. This is a government and local authority funded service which can offer free and impartial advice on a wide range of business issues – from tax to tik-tok! It's also worth checking their webinars and free training events:

[Swindon and Wiltshire Growth Hub](#)

6. Work collaboratively and in partnership

When working in various settings consider how your music teaching / leading contributes to and connects with the context and wider agenda for children and young people. For example, in schools consider links to the wider curriculum, and when working with vulnerable young people, be aware that they might be being supported to develop confidence through music activity.

As an Associate you should be aware of a range of opportunities that you can signpost young people to. Networking with peers and organisations provides a way to keep up to date with opportunities – keep an eye on the regular Associate bulletins and the [What's On page](#) for information about events and workshops, including Wiltshire Music Connect networking conference weeks every May and October.

Wiltshire Music Connect asks you to provide relevant information about tuition subsidy and instrument hire, if you work in schools, and to take part in supporting music education in Wiltshire by providing feedback and data in an annual questionnaire.

7. Equity, Diversity and Inclusion (EDI) values

All Associates are expected to share our EDI values:

Equity - we believe it is a fundamental human right for children and young people to enjoy making and learning music and recognise that different circumstances need different resources in order to reach an equal outcome.

Inclusion and Diversity – we embrace a broad definition of music education, and we value, support, and celebrate all genres, techniques, types, and methods of music making, progression and leading.

Disability - we advocate for the social model of disability, which says that people are disabled by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for disabled people. We recognise that when barriers are removed, disabled people can be independent and equal in society, with choice and control over their own lives.

To confirm you have read and understood all sections of this document [please click here](#)