



Music Tuition Scheme Student Agreement 2025-6



**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.

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) to say who you've chosen, and we'll put you in contact with them so you can begin to arrange lessons.



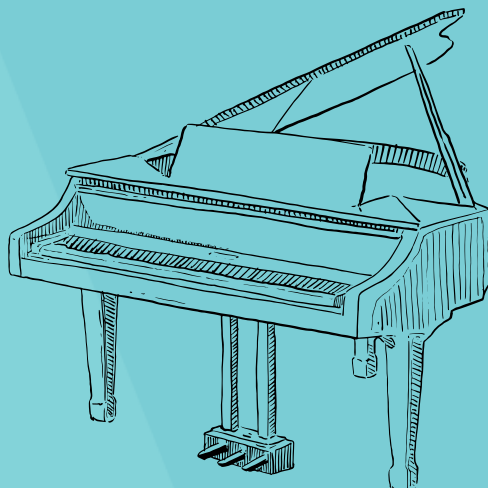
Organising Your Lessons

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), though please be considerate of tutor with flexibility. For example, a tutor may need you to be on a particular day, with other students, as they are travelling in from a distance.

All we ask is that you have organised your first lesson by the end of Term 1, and that you use your full lesson allocation by 30th June 2026. Our budgets work to the Academic year, so will reset after this date. This means that your allowance is gone after this date.

If no lessons have taken place by the end of Term 1, we will enquire as to when lessons are starting, and reserve the right to remove your allowance if it is not used within this time, so that it can be reallocated and used by others.



Organising Your Lessons (Continued)

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.

If you are not currently a Music Member you will be sent a login for this. You 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.

In person music lessons are usually more productive, though if you want to do online lessons, please let us know so we can provide you with a suitable USB microphone.



Booking instruments for your lessons

It is not uncommon that you will not own the instrument you are learning.

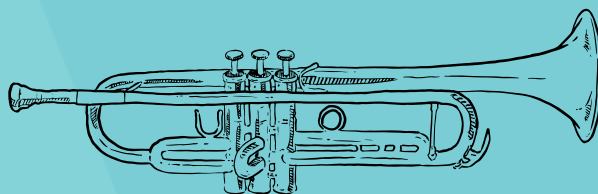
If this is the case, you'll need to book this instrument before your lesson. [This can be done here.](#)

Instruments need to be booked **5 days before the date of booking**. This allows time for our team to pack the order.

If you are booking your instrument from Cornwall House, then you can automatically collect on day of booking from the Music Members' Instrument Store in Cornwall House (picking up any of the instruments with a Guild or University label on them).

If you are booking your instrument from Kay House, then you will receive a confirmation email once your instrument is ready for collection.

If there is anything wrong with an instrument that you have booked, [please let us know here.](#)



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 reader outside of the door.

You will need to bring your student card to gain entry to the practice rooms. Tutors also have access cards, but they may be teaching when you arrive, and therefore unable to let you in.



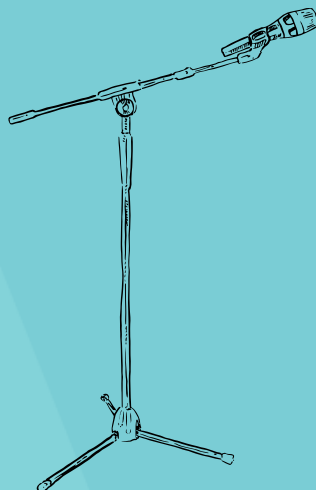
Payment for Your Lessons

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. 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. If you are in anyway pressured into taking more lessons than what your allowance covers, then please let us know at music@exeterguild.com.

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, and how much of it you have used.



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 your 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 in writing 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.



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.

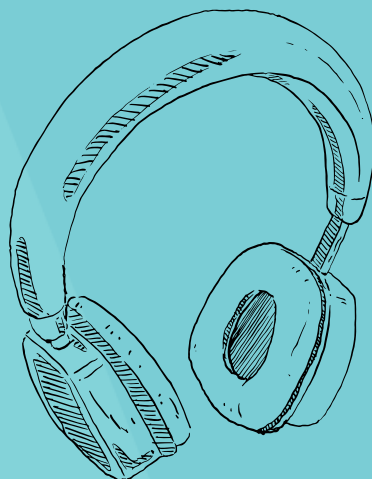
However should you have any concerns for your health, safety or wellbeing please do not hesitate to contact us and we will do everything we can to resolve this.

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 or refer to the complaints procedure on the next page.



Your Conduct During Lessons

Please show up on time (or even a few minutes early) to lessons, with the necessary materials (e.g. printed music given to you in a prior lesson).

During the lesson, please treat your music tutor with kindness and respect.

Please bear in mind that the members' code of conduct is in force in MTS lessons, both in how you engage with your tutor and other students in music spaces.

If a tutor reports to us that you are falling short of the code of conduct, an investigation will take place with outcomes potentially including removal of your MTS lesson allowance, and removal of your access to MTS teaching spaces (i.e. Cornwall House Practice Rooms, Kay House Practice Rooms).



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 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, in line with the general [Guild Complaints Procedure](#).

