

MPN 24 – 25 SLA FAQ



Purchasing Your SLA

Q. Can I buy an SLA package any time during the year?

A. Yes, you can however you will miss the early bird discount if you do this, and it will depend on availability of staff and instruments

Q. Can you make my purchase for me as I am having difficulty accessing the system?

A. Unfortunately, each school needs to make their own purchases as they are a legal contract.

Q. How do I find out who has the password?

A. Usually, the Head Teacher or Head of Finance will have access to the system

Q. Who do I contact if there are problems with my account?

A. You need to contact, schoolslas@northumberland.gov.uk and they will be able to help you.

Q. Why can't I choose the exact day and time, instrument and tutor I want for my whole class project or ensemble?

A. We deliver on average 120 hrs of projects per year across all schools in Northumberland along with small group tuition in most schools (160 schools) It is impossible to meet everyone's requirements, but we will do our best to match your needs. This is why we ask you to choose three days, times, and types of projects.

Q. Why do I still need to log onto Charanga to obtain my school license when I have purchased it through the SLA platform?

A. Each school has their own login and their own account, so MPN are unable to process your logins. While the system looks as though you are being billed you will get an automated email saying MPN will be paying the amount for your license.

Logistics of the Project

Q. Can I rotate my classes through the year?

A. Yes you can rotate year groups or classes through the programme, however we suggest only doing this on a termly basis to allow for learning and impact of the programme for children.

Note: You cannot do this if you are also purchasing Arts Award as the tutor needs to work with the same group of children for the whole year

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Q. Does the class teacher need to be in the room during the session?

A. Yes, it is expected that a member of school staff participates in each session to support the children's learning and for the school staff to receive valuable CPD. If this is not possible, please speak to MPN prior to the start of the project to discuss alternative options.

Q. When will my instruments be delivered or collected?

A. All instruments will be delivered and collected either at the very end of the academic year or the beginning of the next year. MPN instrument team will be in contact to arrange a convenient day and time.

Q. What happens if the tutor misses a session, will I get a refund and when?

A. There may be occasions when either the school or the tutor are unable to deliver a session, we will try to make these up towards the end of the academic year and you may be offered a different day and time if required. We guarantee that a minimum of 30 sessions and a maximum of 33 are delivered. If you receive less than 30 and we have not been able to offer you an alternative day, a refund will be arranged in July.

Finance

Q. When, and how do I pay for the packages?

A. NCC operate on a twice-yearly payment split across the financial years and terms that the project is taking place in.

For Example

You pay 7/12ths of the cost in October and 5/12ths in May of the academic year.

Q. How will that cost look in my budget?

A. You will always be paying in one financial year a 7/12ths and a 5/12ths, but they will correlate to different academic years

For example

May 23 – you are billed for the remaining SLA packages, 5/12ths, for the 22 – 23 academic year.

October 23 – you are billed for the new SLA package, 7/12ths, for the 23 – 24 academic year.