



ENGADINE MUSIC EDUCATION CENTRE PTY LTD

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Dear Parents, Caregivers and Students,

Welcome to Engadine Music.

Here at Engadine music we provide experienced teachers, with tailored lessons to suit each individual, from young school age students to adults.

Tuition is available for most instruments, in a range of styles, for enjoyment or exam preparation.

Our supportive shop staff are always on hand during shop hours to provide help with choosing the correct method book, print music, instrument hire and purchase to help make learning an enjoyable process.

Below is an outline of our lesson policies, please read the following guidelines for our mission and terms

Engadine Music Education Centre Lessons Policy

Our Mission

To provide students with the opportunity to experience and develop a variety of musical skills and knowledge and explore their creative potential.

Research shows that playing an instrument can assist with learning, memory, social interaction and self-expression.

Our Policies

Our policies have been put in place to ensure transparency between teachers, students, parents & caregivers.

What we provide

- Tuition of 30 minute lessons within a school term. This includes following any trial lessons, with a commitment to attendance for the remaining school Term.
- One on one private studio lessons or shared studio lessons.
- Private studio rooms for lessons, totaling 5 rooms, bathroom facilities and seating areas for parents, students and caregivers.
- Teachers are provided the space by Engadine Music, abiding by an agreed Code of Ethics and Conduct.

- Teaching styles, preferences, practical and theory - We believe in supporting our teachers through professional development and growth, providing a range of teachers with varying abilities, educational levels, experiences and styles. This appeals to the diverse students and families investing in our schools.
- **Opportunity to shine at our Concert!** We endeavor to ensure our students can shine and show their newly found skills and abilities. This is also an opportunity for parents, caregivers and students to hear how far their child, friend or colleague has progressed and have a bit of fun performing in a relaxed environment. Concert date will be posted in the rooms however as a general rule it will fall on a Sunday in late September toward the end of term 3.
- We do not offer one-off lessons, trial lessons are offered for purchase as a 3-block only. This can then be converted to a full term by paying the difference for the remainder of the terms lessons.

No make-up lesson policy

- Our teachers dedicate their time and place energy into seeking material and resources for lessons. They are very sought after and arrive with the intention to teach every lesson utilizing their full skillset. After due consideration, and to respect both our teachers and students, we will not be able to allow makeup lessons. Any missed lessons will incur the normal lesson fee, free of penalties. This policy ensures that students retain the same time slot, to enjoy general consistency and routine for their lessons. **However**, the teacher may provide lesson instructions or notes for the student during their absence, to review at their leisure.
- Exceptional circumstances may be considered for a roll over credit. This is subject to assessment via management and must be presented in writing. Sickness, minor injuries obtained that do not affect one's ability to continue lessons, (doctors approval accepted) other commitments and general reasons for unavailability, will not be considered exceptional circumstances.
- If a teacher is away and a substitute teacher cannot be provided, a roll over credit will be provided to the students account for that lesson, if payment has been received in full.

Our teachers

- We endeavor to provide the best and most reliable teachers where possible.
- We encourage professional development in our teachers, to ensure continued learning and growth.
- We encourage professionalism in all of our teachers and staff.
- Teachers strive to provide their best for each student in an equal manner.
- We strive to provide and maintain a respectful and harmonious environment, fit for learning and teaching.
- Teachers obtain a level of qualification or experience and social skills to become an EMEC teacher.
- All Teachers hold a current Working with Children Check and ABN.

Terms, Conditions & Processes

Communication

- Newsletters, information and invoices will be provided via email.
- It is of the parent, caregiver or student's responsibility to ensure that email, contact numbers, address, names and other personal details are up to date at all times.
- Fees must be paid prior to the term commencement, as a lesson spot can be forfeited and provided to another student.
- If payment is not provided by the expected due date without any arrangements discussed with admin, a reminder will be provided, followed by the suspension of existing lessons. This will be followed by a warning for debt collection. Payments will then be forwarded on, to be recovered via a debt collector with additional fees and charges for the use of this service.

Attendance

- To allow students to learn and grow to their full potential, all weekly lessons are expected to be attended each school term.
- Students lesson time slot may fall on a pupil free day during school terms. If not advised otherwise by Teacher's and admin, this lesson is expected to take place.
- Should your lesson fall on a public holiday a credit of this lesson amount will be placed on your account, or calculated and allowed for in initial payment of fees that term.
- Students who arrive late for lessons without prior notification, may be asked to return next week with the lesson forfeited and charged, due to the inability to teach in a short period of time. The teacher may also allow the student to attend the remainder of their lesson with their full lesson charge standing.
- Notification is required in writing, for student leaving for a period of time, whether it be for holidays, personal or planned medical circumstances. In this time frame, the allotted position cannot be guaranteed to remain open for return and you will be placed on hold and new slot can be offered upon return.
- As we support professional development in our teachers, we cannot guarantee the presence of the same teacher on the same day annually. This is due to time changes with university and further practical/study commitments for our teachers, beyond their control. The student will receive a permanent change or substitute to accommodate their needs.
- Consecutive missed lessons, without notice or contact, may result in the student's lesson spot being forfeited for another student, due to unattendance.
- Please be advised that prices are subject to change at any time. Engadine Music Centre will endeavor to inform Students, parents and/or caregivers at the earliest convenience.

Safety

- Minors must be supervised whilst entering and leaving Engadine Music Centre premises. It is the responsibility of the parent to ensure their child's safety whilst attending and leaving the lessons at any time. Engadine Music Centre is NOT responsible for children entering and leaving unsupervised.
- Students are advised to ensure they place instruments, carry cases and personal items out of walkways to avoid the risk of falls and injuries. Students mishandling or placing items in harm's way will not be the responsibility of Engadine Music Centre.
- As our Music Centre contains staircases, parents and caregivers are responsible for ensuring minors travel safety through the Engadine Music Centre premises. Running is not permitted on the staircases and all individuals are advised to hold the railing.
- Please ensure parents, caregivers and students do not enter a studio lesson without permission, as this may cause a distraction to the student lesson, which could prevent the students' progress.
- Parents, caregivers and students are advised that food and drinks must not be consumed in the waiting areas or studio rooms, unless discussed with staff prior for medical reasons. However, all food and drink must always be kept away from equipment and instruments.
- Our premises are non-smoking. Please ensure that any smoking staff, students, parents and caregivers are away from the Engadine Music Centre premises.
- Engadine Music Centre is not responsible for lost, stolen or damaged items and instruments. Please ensure valuables and other goods remain under supervision, remain at home or are stored safely for protection.
- Parents, caregivers and students are responsible for advising the staff and teacher of any medical conditions, mental health concerns/difficulties or injuries. Please be advised that we are not health professionals. Our teachers are **NOT** expected to carry first aid, CPR and Mental health first aid qualifications. Any serious health concerns will prompt a call for emergency services at the expense of the student, parent and/or caregiver.
- Please be advised that any serious injuries that prevents participation, must be cleared by a doctor to prevent lesson participation. A copy of a medical certificate must be provided to Engadine Music Centre.
- Students are not permitted to attend lessons Ill or Sick. Here at Engadine music we would like to see our students thrive and learn to their full potential. Students who present sick, cannot absorb the lesson material effectively. We also wish to avoid the spread of viruses to other students, parents and/or caregivers and teachers where possible.

Etiquette

- Our teachers and staff conduct themselves in a professional manner, please ensure that you provide us with the same respect. This ensures a harmonious environment fit for learning and teaching.
- Here at Engadine Music, we want our students to enjoy their lessons, learn and grow and continue to develop their skills through practice and theory. We ask Parents and Caregivers to support this process at home to increase the students learning ability.

- Adult Students are encouraged to apply self-management skills to ensure adequate time to practice for each lesson.
- Practice is encouraged between each weekly lesson. Should a missed lesson occur, the student, parent and/or caregiver may request that the teacher provide information on what needs to be practiced, until their next weekly lesson.
- We endeavor to request our Teachers provide annual feedback reports to parents and caregivers and students regarding progress. Teachers may also prefer to provide this verbally, after each lesson to ensure continual requirements are met for progress.
- Students who wish to be taught a specific piece of music, must access this resource themselves and provide a copy to their teacher. The teacher can request the student purchase music material for their benefit at any time. If need be, the teacher can provide their own existing resources to the student, at their own discretion.
- Any material provided to the student must be held and utilised with privacy and confidence in mind, as most material provided for the purpose of learning, may also carry Copyright laws and protection.
- Positive and Negative feedback may be provided discreetly to the teacher and or management, where applicable.

Confidentiality

- Student information is kept in confidence and only disclosed to the attending teacher, administrative staff and management. This may be broken in the event that fees are unpaid and therefore, the student/parent or caregiver's information is provided to a 3rd party (E.G. Debt collecting agency for payment recovery).
- Student information will be disclosed to a 3rd party, in the event that a health or medical emergency exists, or if a threat exists to where relevant authorities and emergency services are notified.

Payments

- All lessons require you to have your own instruments for practice at home (purchase and rental options available). Guitar, bass guitar, all woodwind and all brass instruments must be brought to lessons. Piano, drums and guitar/bass amps are provided within the studios for lessons.
- Payment methods we accept are;
 - Cash during shop open hours
 - Eftpos/credit card in store or over the phone
 - Direct deposits using your invoice number as the reference and forward the receipt to lesson@engadinemusic.com.au. **Bank:** Commonwealth Bank
BSB: 062 164
Account number: 10 444 942
 - Creative kids vouchers - Your voucher will be applied to your account once we receive it from you. It will only be accepted when the complete voucher has been emailed to lessons@engadinemusic.com.au. Your child's full name including any middle name initial and date of birth.

The terms, conditions and processes provided in this document are current as of the 1st February 2021.

This policy will be reviewed annually. Prices and processes are subject to change as necessary.