

Music World School Policy

Administration & Fees

- All correspondence regarding administrative issues such as scheduling of lessons, exams and so on, **must** be directed to the office. *Our teaching staff are **not** representative of our administration.*
- There is a \$10 admin fee per term/instrument, covering the cost of rescheduling of classes where necessary, as well as other administrative work (but not limited to) such as invoicing, organising of our concerts etc.
- Music World follows its own term dates. Students and Parents are responsible for being aware of their own lesson start and end dates. This can be found on your invoice, or you can ask our admin staff for clarification.
- Students and Parents are responsible for advising our Music World administrative staff in writing about any absences due to school related activities or otherwise.
- Tuition fees are payable by the due date outlined on your invoice each term, which you will receive electronically via email. Lessons will not be secured without tuition payment by the due date and will be seen as not enrolled unless you have spoken to us prior regarding payment on a later date.
- Late payments for term invoices will incur a late fee of \$25 on top of the original invoice.
- Lesson Fees are subject to change without notice, but Music World will always endeavour to email parents with these updates.
- If you require extra lessons for an event (exam, competition, concert etc.), this will be at an additional cost and not in place of lessons later in the term.
- Discontinuation of lessons from the next term/year must provide two weeks courtesy written notice. For individual lessons, refunds are not available for discontinuations after 3 weeks of a term. Discontinuations prior to this period may receive a refund with a cancellation fee of \$60. For group or paired tuition, refunds are not available at any point during the term.

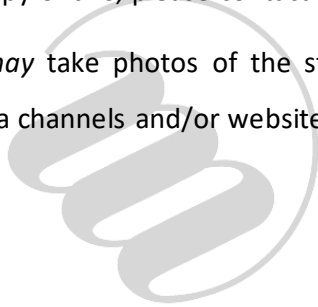
Cancellations and make up lessons

- To be eligible for a make up lesson, **24hrs prior notice** is required for non-attendance to an Individual lesson. Same day notice will result in a forfeited lesson. However, in special cases, ie. Illness/accident, where supported by medical certificates within 24hrs of the occurrence, the teacher may consider a make up lesson.
- There are no make ups available for group or paired tuition.
- Music World will always endeavour for the makeup lessons to be with the student's regular teacher. However, should the student's regular teacher be unavailable, the make up will be scheduled with a different teacher.
- Holiday make up lessons are not guaranteed as it is subject to teacher availability.
- Make up lessons are not transferable from term to term and will be deemed forfeited if not completed within the appropriate timeframe. Refunds are not available for missed classes.

- If Music World has provided the student with two or more make up lesson options, but the student is unable to attend any of those, the lesson will be forfeited.
- Travel related absences must be communicated to the Music World office at least 3 weeks prior to the end of each term, allowing teachers and the Music World office time to arrange make up lessons before the student departs.
- Lessons will be credited to the next term if the student has sustained injury or has a serious health condition and is unable to attend class for an extended period.

Behaviour Code and Marketing

- I will ensure that my child(ren) are dropped off and picked up in a timely manner for lessons/events and I understand that Music World Office and Teaching Staff are not responsible for the supervision of my child(ren) outside of their lesson/event time.
- I agree to adhere to Music World's Behaviour Code to ensure a safe, supportive, and positive learning environment. If you would like a copy of this, please contact our office.
- I understand that Music World *may* take photos of the students during their events and use them on promotional materials, social media channels and/or website.



Music World Behaviour Code

Music World aims to create a safe, supportive and positive learning environment for all. In doing so, Music World expects all parties to behave in an appropriate manner*.

This means that **students** shall...

- be respectful and kind to all teachers/staff, parents, and fellow peers
- treat the school furniture and instruments with respect and care
- wait quietly and sensibly for their lessons
- listen to their teacher's instructions or other staff/adult responsible for their learning/care
- observe any rules and regulations that are in place

This means that **parents** shall...

- supervise their child's behaviour and address this with their child if necessary
- demonstrate kind and respectful behaviour to fellow parents, teachers/staff and other students
- ensure their child is punctual and maintains regular attendance to lessons or events
- ensure their child is picked up promptly, or has communicated any delays clearly with office staff, or the teacher upon drop off if this is after office hours.
- ensure their child has brought the music books and instruments required

This means that **staff and teachers** shall...

- demonstrate kind and respectful behaviour to fellow teachers/staff, parents, and students
- ensure highest level of professional conduct
- provide a safe, supportive and positive learning environment
- monitor and moderate students' behaviour, whether in individual or group settings
- ensure clear communication of learning expectations or other office matters

***Music World reserves the right to suspend or refuse to teach a student if they or their parents have been found to demonstrate disrespectful and hurtful behaviour and language to those around them.**