



School Policies and Procedures

By Signing the Student Registration form, you have agreed to all the policy and procedures terms as outlined below.

An updated version of this form can always be found on our website at www.vivamusic.com.au

ATTENDANCE

- Regular attendance of lessons is a responsibility of parent/guardians and students.
- Lessons are held weekly during the Victorian Public School Term Dates.
- We do not run lessons on Victorian public holidays. If you are unsure of term dates or about lessons running on a particular Victorian public holiday, please ask.
- Please be sure to arrive on time for the scheduled lesson. There will be no make up for the lost time due to student's late arrival.

PAYMENT AND CONFIRMATION OF LESSONS

- Lessons are invoiced on a per term basis (unless discussed directly with Sabrina). Payments must be made prior to the commencement of term, in full, in order to secure your regular lesson time and day.
- Once a student's time and day is confirmed (via payment for the lessons), the student is expected to attend all lessons for that term.
- Please see missed lessons and make-ups if you know you will be away for an extended period during the term. Commitment is expected for the whole term once a student's time is confirmed (please see 'termination of lessons').

MISSED LESSONS AND "MAKE-UPS"

- Two Make-up Lessons ONLY will be issued per Term regardless of notice given
- Make-up lessons will only be given when 24-hour notice is given via email, text or a call, Viva School of Music shall not assume any financial responsibility for a student's absence without sufficient notice.
- A scheduled makeup lesson will not be rescheduled if cancelled regardless of notice.
- For a student's absence where 24 hours notice has not been given, you will be charged in full. A student (or carer) who cancels a lesson with less than 24 hours notice will only be given a make up lesson if a medical certificate is provided.
- Absolutely no make-up will be given for any missed lessons in which no notice was given.
- There are no make-up lessons given for missed group music or band classes.
- If you are going away for an extended period, you will need to inform the school prior to the beginning of the new term in which you will be absent. If you would like to reserve your time and day for the term, you will need to make payment for that term minus two lessons only, regardless of the amount of lessons you will miss.
- Lessons which are issued as make-up lessons must be rescheduled within the respective term. Make up lessons will not be carried to the next term.

TERMINATION OF LESSONS

- Four weeks advanced notice prior to the commencement of any new Term is required to discontinue lessons or you will be charged a termination fee of \$160.
- Viva School of Music does not refund tuition under any circumstances.
- Withdrawal notice from lessons must be submitted in writing via email to info@vspa.com.au
- Unused lesson fees are non-transferable or non-refundable.

SCHOOL HOLIDAYS

- Piano, Voice, Guitar and Drum lessons are not run during the school holidays.
- We sometimes host holiday programs which include individual lessons and workshops or masterclasses. Please email in advance to find out if we are hosting any holiday programs.

MUSIC BOOKS & SHEET MUSIC

- From time to time students will require musical materials (books, sheet music CDs). If any music needs to be ordered for the student, the school agrees to purchase this music with the understanding that, the student will reimburse the school upon arrival of the music. You will be notified when the materials are ordered and an invoice will be sent home to let you know the cost of the materials. Music will also often be printed or photocopied at the school for students, please note photocopied music should only be used for practice purposes.

PRACTICE AND PARENT/GUARDIAN SUPPORT

- Sufficient scheduled practice time on a daily basis is the surest guarantee that you, or your child, will experience consistent progress. Learning the necessary skills to become proficient will not occur by simply going to lessons. It takes committed practice on a daily basis during the week to put skills covered at the lesson into motion. Parent/guardian support is an extremely important factor in musical training. Children whose parent/guardians take an active and honest interest in their child's progress tend to be more enthusiastic and productive. Learning a music instrument can be challenging and it requires self-discipline, motivation, persistence and the decision to practice on a regular basis. Consistent progress results in pride, satisfaction and a sense of accomplishment.
- At Viva we use different practice incentives in order to encourage students to practice, however without parent/guardian support these incentives do not amount to much. If you have any questions regarding practice or how to get your child to practice regularly please feel free to discuss this with us.

RECITALS/PERFORMANCES AND EXAMINATIONS

- During the year, there will be performance and examination opportunities available to students. These events provide pupils with further incentives to practice and excel, and can have a positive effect on a student's sense of accomplishment. Recitals build confidence and reinforce the concept that good practice habits result in good musicianship. Participation in the school soirees and concerts is highly encouraged.
- Video and photographs will be taken at these events and will be posted on social media or on the schools website. Students who are enrolled at the school and have signed or had a parent/guardian/guardian sign a registration form, agree to have their photos and videos used on Facebook, Instagram, Snapchat, the schools website and other media sites, which have been taken at concerts, at the school and in lessons (if you do not want yours, or your child's photo/video used, please inform the school upon registration).

TEACHERS AND SUBSTITUTE TEACHERS

- If the students regular teacher needs to be absent or becomes unavailable, due to illness, performances or rehearsals (most of the teachers are working musicians as well as teachers), a substitute teacher will be arranged to take the lesson (especially if a teacher needs to be absent for more than one week).
- If a substitute teacher cannot be arranged, make-up lessons will be scheduled.
- Viva School of Music will try to give parent/guardians and students as much notice as possible if the regular students teacher is absent.
- If a substitute teacher is arranged, the student agrees to have a lesson with them in place of their absent teacher.

SCHOOL AND SCHOOL PROCEDURES

- Please try to arrive on time for your lesson, if you are early please take a seat in the waiting area and your teacher will collect you at your designated start time.
- Piano and Guitar students are expected to have clean hands; the bathroom is located at the top of the stair case.
- No food or drink (except water) is allowed in the individual practice rooms and must always have a lid. Snacks can be eaten in the waiting room, but please be mindful of mess, and please clean up after yourselves.
- Lesson time must remain as focused as possible, therefore, we greatly DISCOURAGE parent/guardians, siblings or guests sitting in on the lesson. The waiting room is a comfortable place to relax while you wait for your child or sibling, or you can take a short stroll up bustling burke road.
- If people feel they absolutely must sit in on the lesson, is it important they are quiet and do not interfere with the communication between the teacher and pupil, that includes any sibling and parent/guardians. Building trust and rapport between teacher and student is extremely important and constant distractions, (especially with younger students who will try to impress or show off with their parent/guardians, friends or siblings present) will not allow the student to achieve the most out of their individual lesson.

GROUP LESSONS

- Upon registration students will be automatically enrolled in a group class that the teacher believes will benefit the student (an option will be ticked on the registration form).
- This group class enrolment gives the student 3 free group lessons and if the student then wishes to continue for the term, they will be given a significantly discounted rate for the remainder of that term.

REMEMBER

- Please give 24 hours notice for any absences or you will not be given a make-up lesson unless a the school is given a medical certificate.
- Only two make up lessons per term will be given (please see 'Missed Lessons and Make-Ups' above).

If you have any questions regarding any of the above terms, please email, call or text Sabrina at any time.

Sabrina Surace

Director Viva School of Music