



South West Music

Policy and Procedures Manual

SECTION 1

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2013

VERSION 1

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1.1 ENROLMENT POLICY

1.1.1 OBJECTIVE

South West Music will have systems that support the effective delivery of music education across the southwestern Riverina region of NSW which are transparent and accessible and ensure that the organisation delivers upon its strategic goals.

1.1.2 SCOPE

This policy relates to enrolments in all SWM programs delivered by SWM staff

1.1.3 PRINCIPLES

- i. Being accountable
- ii. Client focused service delivery
- iii. Building sustainability
- iv. Recognising and managing risk
- v. Ongoing review and evaluation
- vi. Accessibility of services

1.1.4 LINKAGES

Student Enrolment Form

Enrolment Terms and Conditions

SWM Make up and Credits Policy

SWM Schedule Lesson Charges

SWM Teacher Schedule Rates

Grievances and Complaints Policy

1.1.5 LESSON ENROLMENT

- i. All students/parents/guardians engaged in SWM services including individual lessons, group lessons and ensembles must complete and sign an enrolment form before tuition can commence. The enrolment form must be renewed annually. See Student Enrolment Form.
- ii. An invoice for individual lessons, group lessons and ensembles will not be issued until an enrolment form has been completed and submitted to the Administration Officer.
- iii. The enrolling student will not be timetabled for lessons until payment has been received. See section 1.1.7 Account Payment.

- iv. Enrolment is usually required for a minimum of one term.
- v. Information about students' special learning needs is shared as required with the teacher and with the approval of the student/parent/guardian.
- vi. Students who are involved in curriculum based classroom music programs delivered by SWM teachers will not be required to complete and sign an enrolment form. Data on students enrolled in curriculum based music lessons will be collected directly from schools.
- vii. An invoice for curriculum based classroom music programs will be provided by the Administration Officer to the school or early childhood facility.

1.1.6 EXPRESSION OF INTEREST IN ENROLMENT/WAITING LISTS

- i. Potential SWM students may complete an Expression of Interest form or alternatively contact the Administration Officer to request a place on the relevant waiting list.
- ii. Waiting lists will be managed by the Administration Officer in a fair and equitable fashion dealing with earliest applicants as a matter of priority.

1.1.7 ACCOUNT PAYMENT

- i. In order to secure the financial stability of the SWM Regional Conservatorium, all students must pay for arranged lessons in advance of lesson commencement. Where an account is outstanding, lessons may not recommence until full payment has been received.
- ii. A SWM teacher will not be paid for any services provided to students where the Office Administrator is not satisfied the account has been or will be paid in full.
- iii. The account status of each student is indicated on the time sheet for each teacher.
- iv. Teachers do not directly approach the student or their family about outstanding fees. That is the responsibility of the Administration Officer.
- v. An administration fee is charged each term. This fee is only charged once to each family each term.
- vi. All invoices issued by SWM for continuing music education services will have a 14 day account settlement period.
- vii. The Administration Officer will send reminders of account status to parents/guardians throughout the 14-day period via email and telephone.
- viii. Where an account is unpaid the student's position within the studio may be forfeited.
- ix. The Administration Officer reserves the right to arrange payment plans for individual tuition only, in order to facilitate lesson delivery where specific financial circumstances

preclude strict adherence to this policy. Such arrangements require approval from the Director.

- x. Payment Plans will not be offered for group tuition or ensembles. In these cases 100% payment in advance is required.

1.1.8 LESSON COMMENCEMENT

- i. Lessons may only commence after a valid enrolment form has been completed and all accounts have been settled.
- ii. The Office Administrator reserves the right to deny any student lesson commencement where these conditions are not satisfied.
- iii. Teachers may not engage students in music education when the Administration Officer has not entered the student's name into the relevant timetable and all account conditions have not been satisfied.
- iv. Teachers may not enter students' names into their timetable.
- v. SWM teachers will not be paid for lessons where the conditions of this policy have not been satisfied.

1.1.9 ENROLMENT CHANGE

- i. Lesson enrolment details may only change if the parent/guardian or student over 18 years of age contacts the Administration Officer.

1.1.10 CONTINUATION

- i. All SWM teachers are required to confirm student re-enrolment at the end of each term prior to week seven in order to facilitate prompt invoice generation and management.
- ii. The Office Administrator will confirm the continuation of all current students for the following term with the teachers during Week 7 of any school term.
- iii. SWM teachers are required under this policy to inform the Office Administrator of any changes to current enrolment.
- iv. Failure to inform the Office Administrator of changes may result in incorrect billing of students resulting in complaints or even cessation of lessons. Teachers may not be paid for lessons where confirmation of lessons has not met the conditions of this Policy.

1.1.11 CESSATION

- i. When a parent/guardian/student decides to cease lessons, three weeks notice must be provided to the Office Administrator.
- ii. If a student withdraws from lessons during a term with the appropriate notice, a refund will be given for lessons not received.

- iii. Each student enrolment continues from term to term for the current year therefore three weeks notice to cancel lessons is required, otherwise it is assumed that lessons are continuing and fees cannot be refunded.
- iv. The Director reserves the right to discontinue/reassign any groups with insufficient enrolments at any time.

1.1.12 ENROLMENT DISPUTE RESOLUTION

- i. The Office Administrator will deal with all enrolment disputes.
- ii. In the event that the enrolment dispute is not resolved the Office Administrator will report to the Director.
- iii. The Director will follow 4.3.13 Grievances and Complaints Policy guidelines.

1.1.13 RESPONSIBILITIES

SWM TEACHERS

- i. SWM teachers are expected to be available for all timetabled lessons.
- ii. SWM teachers may not claim lessons for un-enrolled students.
- iii. SWM teachers must inform the Administration Officer immediately of changes to enrolments.
- iv. All SWM teachers are required to confirm student re-enrolment at the end of each term prior to week seven in order to facilitate prompt invoice generation and management.

OFFICE ADMINISTRATOR AND DIRECTOR

- i. The Office Administrator is responsible for the processing of all enrolment forms and the immediate issuing of tuition invoices.
- ii. The Office Administrator must action immediately any amendments to invoices incurred by a change in enrolment.
- iii. The Office Administrator will manage all account disputes and report to the Director when required.
- iv. The Director is responsible for ensuring all students are enrolled and that correct procedures are in place for the collection, management and processing of enrolment information.

BOARD OF MANAGEMENT

- i. The SWM Board of Management will provide oversight and policy management of all administrative procedures and operations relating to student enrolment.

PARENTS / STUDENTS

- i. Effective communication between parents/students and teachers is critical to the ongoing improvement in student learning outcomes.
- ii. Parents and students should not hesitate to seek clarification of practice expectations and student progress.
- iii. Parents and students should ensure that student absences are communicated to the teacher at least 24 hours in advance, as a matter of courtesy. The teacher is not obliged to conduct a make up lesson in the case of student absence.
- iv. Parents and students should ensure that books, diaries and instruments are brought to the lesson.
- v. Students should follow recommendations for daily practice.
- vi. Parents and students should read newsletters or other communications from the Conservatorium.
- vii. Parents/Students should familiarise themselves with the SWM Enrolment Terms and Conditions and follow the correct enrolment procedure.
- viii. Parents/Students should ensure payment of fees is made by the due date.

1.2 MAKE UP AND CREDITS POLICY

1.2.1 OBJECTIVE

South West Music will have systems that are equitable, fair and transparent to support the effective delivery of music education across the southwestern Riverina region of NSW and ensure that the organisation delivers upon its strategic goals.

1.2.2 SCOPE

This policy relates to enrolments in all SWM programs delivered by SWM staff

1.2.3 PRINCIPLES

- i. Being accountable
- ii. Client focused service delivery
- iii. Building sustainability
- iv. Recognising and managing risk
- v. Ongoing review and evaluation
- vi. Accessibility of services

1.2.4 LINKAGES

SWM Enrolment Policy

Make Up Lesson Recording Sheet

1.2.5 DEFINITIONS

- i. A **make up lesson** is a lesson provided to a student when the teacher missed the original lesson.
- ii. A **credit** is a refund when the teacher has missed a lesson and no makeup lesson can be reasonably provided.
- iii. A **student absence** is deemed to have occurred where a student fails to attend a scheduled lesson.

1.2.6 POLICY STATEMENT

All enrolments are taken to be for one term.

a. When a make up lesson will be offered:

- i. The SWM policy is that students are eligible for a make up lesson when the teacher is absent for any reason.

- ii. All make up lessons are the responsibility of the teacher concerned. See 1.2.7.
- iii. The teacher is required to use the Make up Lesson recording sheet to accurately record any completed make up lessons and update each week. The Administration Officer should be contacted if assistance is required.
- iv. Teachers will not be paid for a missed lesson due to teacher absence until the make up lesson has been carried out and recorded on the Make up Lesson recording sheet.
- v. Make up lessons must be completed by the end of the term in which they occur.
- vi. When a lesson is missed due to student absence a make up lesson is not required, unless it is at the teacher's discretion. Should the teacher decide to give a make up lesson in this situation there is no need for it to be recorded on the Make up Lesson recording sheet as the teacher will already have been paid for that lesson.

b. When a make up lesson is forfeited:

- i. A make up lesson will be forfeited where the opportunity to have a make up lesson is declined by the student on 2 separate occasions.
- ii. Teachers must provide suitable evidence of attempted communication with parents/guardians/students to the Administration Officer. Examples of suitable evidence include noting suggested dates on the Make Up Lesson recording sheet and the reason these dates were declined, times and dates of telephone conversations, copies of emails or text messages.

c. Credits:

- i. The student will be given a credit for the tuition component when the teacher has missed a lesson and no make up lesson can be reasonably provided.
- ii. If a student is unable to attend an individual or shared lesson no credit or refund will be given except in circumstances described in the following points iii and iv.
- iii. If a student is absent for more than two successive lessons and appropriate notice is given and the absence is due to a protracted illness or a debilitating injury, supported by a medical certificate, then the Director may use their discretion to approve a credit.
- iv. If a student is absent for more than two successive lessons due to a family holiday and prior reasonable notice has been provided to the Administration Officer, then the Director may use their discretion to approve a credit.
- v. Credits will be included on the invoice for the term that follows the approved incidents described above. If the student is withdrawing from lessons altogether or if the approved incident occurs in Term 4 and a credit is due then it will be given as a refund.
- vi. A refund will be provided if the Office Administrator or Director discontinues an ensemble.

1.2.7 RESPONSIBILITIES

SWM TEACHING STAFF

- i. SWM teachers are required to facilitate all reporting and recording of lessons taught and missed.
- ii. It is the responsibility of the SWM teaching staff to contact parents immediately if 2 successive lessons are missed.
- iii. Teachers are required to manage make up lessons to ensure they are completed within the appropriate term.
- iv. Teachers are required to work closely with the Administration Officer to track and maintain the Make up Lesson recording sheet.

DIRECTOR AND ADMINISTRATION OFFICER

- i. The Administration Officer will liaise with SWM teaching staff in their management of their make up lessons.
- ii. The Administration Officer will notify the Director where this policy is not being adhered to by SWM teaching staff.
- iii. The Administration Officer will raise concerns regarding make up lessons and credits with the Director.
- vii. The Director will review all policies relating to make up lessons and credits to ensure equity for both teaching staff and students.

SWM BOARD OF MANAGEMENT

- i. The SWM Board of Management will oversee all aspects of the policy on make up lessons and credits to ensure equity for both teaching staff and students

1.3 STUDIO TEACHING POLICY

1.3.1 OBJECTIVE

SWM Regional Conservatorium is committed to the provision of quality music education across South Western Riverina. Accordingly, it aims to provide an appropriate and professional environment for the delivery of music education programs.

1.3.2 SCOPE

This policy relates to all SWM music education programs, which take place on SWM premises or approved SWM venues.

1.3.3 PRINCIPLES

- i. Being accountable
- ii. Client focused service delivery
- iii. Building sustainability
- iv. Recognising and managing risk
- v. Ongoing review and evaluation
- vi. Accessibility of services

1.3.4 LINKAGES

Child Protection Policy

WHS Policy

1.3.5 POLICY STATEMENT

- a) To comply with SWM's policies on Child Protection and WH&S no teacher may teach enrolled SWM students at venues other than those approved by the Board of Management.
- b) Some venues are automatically regarded as approved venues. These include:
 - i. SWM premises
 - ii. Public and non-Government schools where an official relationship between SWM and the school exists.
- c) All other venues require formal approval from the SWM Board.

1.3.6 IMPLICATIONS OF POLICY STATEMENT

- a) The implications of this statement are that where possible, SWM teachers will be provided with a suitable teaching studio at one of the SWM approved venues. When a

studio is provided the teacher must use these facilities. A teacher may not relocate teaching activities to an alternative venue without direct approval from the SWM Board of Management.

- b) Formal applications are required through the Director for the use of alternative venues. Upon application, an inspection of the alternative venue may be required. Application or inspection does not guarantee that the alternative venue will be approved, and teaching may not take place at that alternative venue until approval has been granted.
- c) All alternative venues proposed for SWM activities must have the following minimum facilities:
 - i. Facilities for safe entry, exit and parking for students, parents and teaching staff.
 - ii. Accessible toilet and washroom facilities available for staff and students.
 - iii. Another adult always present on site.
 - iv. Access for disabled students
 - v. First Aid Kit
 - vi. Adequate evacuation procedures and meeting points
 - vii. Fire extinguishers for all types of fire situations
 - viii. Secure waiting areas for students and parents
 - ix. Current Property Public Liability
 - x. Appropriate equipment for teaching
 - xi. Safe walkways to and from teaching space including obstacle free walkway and adequate after-hours lights

1.3.7 RESPONSIBILITIES

DIRECTOR

The Director will manage all applications for SWM venues; assess the risks associated with an alternative venue and report on the recommendations to the Board of Management.

BOARD OF MANAGEMENT

The Board of Management will make all decisions relating to the approval of alternative venues.

1.4 TEACHING AT SCHOOLS POLICY

1.4.1 OBJECTIVE

SWM is strategically focused on improving music education programs within schools in South Western Riverina.

1.4.2 SCOPE

This policy will outline the responsibilities of SWM teachers in a school environment across all teaching programs provided by SWM to schools in the southwestern Riverina region.

1.4.3 PRINCIPLES

- i. Being accountable
- ii. Promoting music education programs in schools
- iii. Client focused service delivery
- iv. Building sustainability
- v. Recognising and managing risk
- vi. Ongoing review and evaluation
- vii. Accessibility of services

1.4.4 LINKAGES

SWM Code of Conduct Policy

Enrolment Policy

Makeup and Credits Policy

1.4.5 POLICY STATEMENT

The Director is responsible for negotiating all programs in schools with the school Principal or their delegate.

1.4.6 RESPONSIBILITIES

SWM TEACHERS

SWM teachers, working on behalf of SWM within a school environment must remember that schools are important clients and ensure that the following guidelines be followed. SWM teachers must:

- i. Adhere to the SWM Code of Conduct Policy
- ii. Treat all school personnel with respect and utmost courtesy
- iii. Coordinate all matters relating to SWM's schools' programs through the Director

- iv. Be punctual and ensure lessons begin and end on time
- v. Present a neat and tidy appearance, appropriate for a school setting
- vi. Adhere to the SWM Enrolment Policy
- vii. Adhere to the Makeup and Credits Policy
- viii. Conduct lessons in a constructive and non-threatening manner as per the SWM Code of Conduct
- ix. Work towards clearly defined musical and educational outcomes that support SWM strategic initiatives and the school's music program
- x. Make every effort to locate the student if they have not presented at the arranged lesson time
- xi. Endeavour to rotate their timetable to avoid the student repeatedly missing the same subject in class
- xii. Adhere to the school's policies regarding photocopying
- xiii. Maintain clear communication with the parents of students particularly in regard to practice expectations and student progress.
- xiv. Report any serious student misconduct to the School Principal and the Director

SCHOOLS

To enable effective music teaching to be carried out in a timely manner, the school should:

- i. Provide adequate space with proper temperature control and outside visibility
- ii. Facilitate the student's safe arrival at the teaching venue
- iii. Encourage the students to remember lesson times and location
- iv. Notify the Director of any transgression or non-adherence to policy by SWM staff
- v. Support the SWM teacher in the event of serious student misconduct.

PARENTS /STUDENTS

Effective communication between parents and teachers is critical to the ongoing improvement in student learning outcomes.

- i. Parents and students should not hesitate to seek clarification of practice expectations and student progress.
- ii. Parents and students should ensure that student absences are communicated to the teacher at least 24 hours in advance, as a matter of courtesy. The teacher is not obliged to conduct a make up lesson in the case of student absence.
- iii. Parents and students should ensure that books, diaries and instruments are brought to the lesson
- iv. Students should follow recommendations for daily practice

- v. Students who are taught in schools are expected to adhere to normal school rules and disciplinary expectations. Any serious student misconduct will be reported immediately to the School Principal and the Director.
- vi. Parents and students should read newsletters or other communications from the Conservatorium
- vii. vii. Parents/Students should familiarise themselves with the SWM Enrolment Terms and Conditions and follow the correct enrolment procedure
- viii. viii. Parents/Students should ensure payment of fees is made by the due date

DIRECTOR

The Director is responsible for maintaining open lines of communication with all schools in relation to this policy and other matters

- i. The Director is responsible for negotiating all programs in schools with the school Principal or their delegate.
- ii. The Director will manage all complaints and student issues raised by schools or SWM staff in relation to SWM teaching programs
- iii. The Director will report to the Board of Management, all relevant matters arising from SWM School Programs

ADMINISTRATION OFFICER

- i. The Administration Officer will maintain effective and frequent communication with the Director in relation to administrative and financial matters arising from SWM School Programs

1.5 STUDIO OR PERFORMANCE SPACE BOOKING AND HIRE POLICY

1.5.1 OBJECTIVE

South West Music will have systems that support musical performances and education programs across the southwestern Riverina region of NSW and ensure that the organisation delivers upon its strategic goals.

1.5.2 SCOPE

This policy relates to performances and music education programs, which take place on SWM premises.

1.5.3 PRINCIPLES

- i. Being accountable
- ii. Promoting performances and music education programs in the community
- iii. Client focused service delivery
- iv. Building sustainability
- v. Recognising and managing risk
- vi. Ongoing review and evaluation
- vii. Accessibility of services

1.5.4 LINKAGES

SWM WH&S Policy

SWM Smoking, Alcohol and Other Drugs Policy

[Studio or Performance Space Hire Fee Schedule](#)

1.5.5 POLICY STATEMENT

- i. South West Music has available performance rooms and studios that may be used for performances, workshops, or classes that are related to music performance, music education or other purposes approved by the Director.
- ii. No SWM rooms, performance space or studio will be available for the purpose of private teaching by SWM staff or outside teachers unless approved by the Director.
- iii. Bookings for rooms, performance spaces or studios may only be made with the Administration Officer
- iv. Room hire fees are set out in the appropriate schedule

- v. Rooms and SWM equipment must be treated with care and respect. Persons or organisations using RCM facilities may be held responsible for rooms and/or equipment damaged during booking periods.
- vi. All visitors to SWM must sign the visitors' book located at the front desk. This book will be made available both during and after office hours.
- vii. SWM accepts no responsibility for personal property including instruments or sheet music that is left on the premises.
- viii. Toilet facilities are available at the rear of the building near the Band Room.
- ix. No person may serve or consume alcohol on the premises without the prior approval of the Director.
- x. It is expected that all persons under the age of 18 be appropriately supervised.
- xi. SWM is a non-smoking facility

1.6 ENSEMBLE POLICY

1.6.1 OBJECTIVE

South West Music will have systems that support the development of active participation in musical activities throughout the southwestern Riverina region of NSW.

1.6.2 SCOPE

This policy relates to all enrolled SWM students who participate in music education programs delivered by SWM teachers.

1.6.3 PRINCIPLES

- i. Improving student learning outcomes in music education
- ii. Promoting active participation in musical activities
- iii. Client focused service delivery
- iv. Building sustainability
- v. Accessibility of services

1.6.4 LINKAGES

SWM Enrolment Policy

SWM Schedule Lesson Charges

SWM Teacher Schedule Rates

SWM Make Up and Credits Policy

1.6.5 POLICY STATEMENT

- i. SWM encourages all students to engage in ensemble activities that provide students with opportunities to develop their reading, performance and musical skills. Additionally, SWM promotes the creation and development of ensemble opportunities for adult and community music makers to ensure music in the community is both accessible and of the highest quality.
- ii. For the purposes of this policy, an ensemble is defined as an organised group of two or more persons. This does not include shared lessons. An ensemble must have clearly defined aims and outcomes including the development of ensemble skills, sight-reading and group performance skills.
- iii. For the purposes of this policy, a rehearsal is an organised time that brings together the ensemble for tutoring, practice and concert preparation.

1.6.6 RESPONSIBILITIES

SWM TEACHERS

- i. An approved SWM teacher must conduct all SWM ensembles.

STUDENTS/PARENTS

- i. All persons participating in SWM ensembles must be enrolled as students of the SWM Regional Conservatorium and will be expected to abide by the Terms and Conditions of enrolment.
- ii. Student participation fees and teacher payment rates will vary according to the size and type of the ensemble. See ensemble fee schedule.

ADMINISTRATION OFFICER

- i. The Administration Officer will manage the enrolment of all SWM ensemble members and oversee the adherence to SWM Policy and Procedure in relation to SWM ensembles.

1.7 INSTRUMENT AND EQUIPMENT POLICY

1.7.1 OBJECTIVE

SWM will have systems that provide for the acquisition, storage, lending and hiring, maintenance and disposal of musical instruments and equipment in order to develop active participation in musical activities throughout our region.

1.7.2 SCOPE

This policy relates to all instruments and sound equipment owned by SWM, which are available for hire or use by SWM staff and enrolled students or other parties who have been approved by the Director.

1.7.3 PRINCIPLES

- i. Improving student learning outcomes in music education
- ii. Promoting active participation in musical activities
- iii. Client focused service delivery
- iv. Building sustainability
- v. Accessibility of services

1.7.4 LINKAGES

[Instrument and Equipment Database](#)

[Instrument and Equipment Hire Agreement including information on proper care](#)

[Instrument and Equipment Hire Schedule of Fees](#)

1.7.5 INSTRUMENT ACQUISITION

- i. Instruments selected for purchase will be good quality models.
- ii. Instruments will be purchased from suppliers offering best value for money in regard to purchase price, freight charges, return or repair of faulty instruments, supply of replacement parts and general after-purchase service.
- iii. Staff must submit in writing to the Director any requests for the purchase of instruments. The Director will then select models for purchase on the appropriate advice from staff members or suppliers.
- iv. The Administrator will maintain a database detailing the complete identification details of all instruments. No instrument shall leave the Administrator's office until its details are recorded within the abovementioned database.

1.7.6 INSTRUMENT / EQUIPMENT HIRE AGREEMENT

- i. Instruments and sound equipment will be available for hire.
- ii. SWM students over 18 years of age and parents of those under this age will sign an Instrument/Equipment Hire Agreement and receive a copy of the Conditions for Hire of Instruments and Equipment and they will take priority over community members.
- iii. The hire of instruments/equipment outside these guidelines will be at the discretion of the Director.
- iv. The relevant teacher must inspect the instrument/equipment to check its condition prior to returning to storage.
- v. Instruments will be available for hire to SWM students for up to two years.
- vi. The drum kit is not for hire. It is to be used by SWM teachers for lessons or for student performances.

1.7.7 INSTRUMENT / EQUIPMENT DISPOSAL

- i. When an instrument or piece of equipment is deemed by the Director, acting on the advice of the appropriate staff members or a repairer, to be no longer in good playing condition or working order, its database record will be marked 'withdrawn from stock'. The instrument/equipment will be offered for sale as a faulty item. If it cannot be sold it may then be otherwise disposed of at the discretion of the Director.
- ii. All instruments and equipment will be given a maximum life span which is recorded in the Instrument and Equipment Database at the end of which the instrument will be sold with sale funds to be used for the acquisition of a replacement instrument.

1.7.8 INSTRUMENT / EQUIPMENT STORAGE

- i. All instruments/equipment will be stored in their cases/containers in appropriate storage cupboards on-site.

1.7.9 INSTRUMENT / EQUIPMENT MAINTENANCE

- i. Students are required to maintain instruments in a good working condition.
- ii. Where major repair is required and damage is deemed by the Director not to be the fault of neglect or misuse by the hirer, SWM will arrange and pay for the repair. Students are not to organise repairs to any SWM instrument.
- iii. Printed information about instrument/equipment maintenance will be provided to users at the time of hire.
- iv. Teaching staff are to check every instrument on hire at least twice a year.
- v. At the end of the hire period each instrument will be inspected and where there is evidence of undue damage, the hirer will be asked to pay for repairs or replacement cost.

1.8 STUDENT PERFORMANCE POLICY

1.8.1 OBJECTIVE

SWM is actively engaged in the presentation of regular Student Performances. Performance is regarded as a vital education tool in the teaching of music. Further, SWM is committed to promoting excellence in music through the presentation of student concerts.

1.8.2 SCOPE

This policy relates to all student performances organised by SWM teachers or the Concert Committee, specifically for SWM students.

1.8.3 PRINCIPLES

- i. Improving student learning outcomes in music education
- ii. Promoting active participation in musical activities
- iii. Client focused service delivery
- iv. Accessibility of services

1.8.4 LINKAGES

SWM Risk Assessment Policy

SWM WH&S Policy

1.8.5 POLICY STATEMENT

This policy will cover the following areas:

- a. Management of student performance
- b. Management of performance schedules
- c. Management of performance content
- d. Management of performance logistics
- e. Management of performance promotion

1.8.5A MANAGEMENT OF STUDENT PERFORMANCE

- i. Teachers are expected to organise multiple performance opportunities for their students each year.
- ii. Students may perform in a Term Concert organised by their teacher.
- iii. Students may perform in a school assembly or special event.

- iv. Students may perform at the local monthly Muso's Night.
- v. The Director and Concert Committee will manage the Christmas Concert in collaboration with the teaching staff.
- vi. The Christmas Concert will take place on the first Sunday in December each year.

1.8.5B MANAGEMENT OF PERFORMANCE SCHEDULES

- i. With the exception of the SWM Christmas Concert it is the responsibility of the teacher to set student concert dates for their students.
- ii. Teachers will ensure that clashes with other student concerts are avoided by liaising with the Director.

1.8.5C MANAGEMENT OF PERFORMANCE CONTENT

- i. SWM will not tolerate performance material that contains violence, swearing, racial discrimination, religious discrimination, sexually explicit material or other offensive content.
- ii. SWM reserves the right to refuse to allow a student performance where it feels the performance could damage SWM in any way.

1.8.5D MANAGEMENT OF PERFORMANCE LOGISTICS

- i. With the exception of the SWM Christmas Concert, the student performance logistics will be the responsibility of the teacher.
- ii. The Director, will facilitate performance logistics where applicable.
- iii. The SWM Christmas Concert performance logistics will be the responsibility of the Director and Concert Committee, in collaboration with teaching staff.
- iv. All student performances will take place in SWM approved venues where the venue satisfies the SWM Risk Assessment Policy.

1.8.5E MANAGEMENT OF PERFORMANCE PROMOTION

- i. All SWM performance activities will be promoted in accordance with the SWM Marketing and Promotion Policy.

1.8.6 RESPONSIBILITIES

DIRECTOR

- i. The Director is responsible for overseeing all SWM student performance management.
- ii. The Director has the power to veto performances that do not comply with 1.8.5c Management of Performance Content.

SWM TEACHERS

- i. SWM teachers will undertake to ensure that all student performance activities adhere to the SWM Student Performance Policy.
- ii. SWM teachers will undertake to ensure that all of their students are given fair and equitable access to performance activities throughout the calendar year.

- iii. SWM teachers will undertake to ensure that student performances organised by them are communicated with the Director providing reasonable notice.
- iv. SWM teachers will undertake to ensure that clashes do not occur with student concerts organised by other SWM teachers.
- v. SWM teachers will ensure that students and parents receive appropriate notice and information regarding student performances, which they are involved in.

BOARD OF MANAGEMENT

- i. The Board of Management will hold responsibility of Risk Assessment and policy management regarding all SWM student performance activities.

1.9 PROFESSIONAL PERFORMANCE POLICY

1.9.1 OBJECTIVE

SWM is actively engaged in the presentation of quality music performance across all genres of music. Performance is regarded as a vital education tool in the teaching of music. Further, SWM is committed to promoting excellence in music through the presentation of concerts performed by a variety of local, national and international performers. It is also committed to providing the South West Riverina region with access to live music performance as a means of building community and cultural appreciation.

It is the aim of SWM to present all concerts and performances in a professional and dignified fashion.

1.9.2 SCOPE

This policy relates to all performances by professional musicians organised by SWM staff and the Concert Committee.

1.9.3 PRINCIPLES

- i. Improving student learning outcomes in music education
- ii. Promoting active participation in musical activities
- iii. Client focused service delivery
- iv. Accessibility of services

1.9.4 LINKAGES

SWM Risk Assessment Policy

SWM WH&S Policy

SWM Marketing and Promotion Policy

1.9.5 POLICY STATEMENT

This policy will cover the following areas:

- a. Management of performance schedules
- b. Management of performance content
- c. Management of performance logistics
- d. Management of performance financial and administrative processes
- e. Management of performance promotion

1.9.5A. MANAGEMENT OF PERFORMANCE SCHEDULES

- i. The management of performance schedules is the collective responsibility of the Director, the Project Officer and the Concert Series Committee.
- ii. SWM will strive to present a balanced schedule of performances across the teaching year. Consequently it will aim to balance student and professional performances within each school term.
- iii. Where possible, all performance dates within a given calendar year will be finalised by 30th November of the previous year

1.9.5B. MANAGEMENT OF PERFORMANCE CONTENT

- i. SWM aims to represent all musical styles and genres through its performance program.
- ii. Management of the content of SWM performance programs will be the responsibility of the Director, Project Officer and Concert Series Committee. They will seek comment from audiences and consider all suggestions from audience members regarding future programming.
- iii. All program decisions must consider audience appeal and ease of marketing, relevance to the SWM Strategic Plan and potential risk to SWM in view of content and financial cost.
- iv. SWM will not tolerate performance material that contains violence, swearing, racial discrimination, religious discrimination, sexually explicit material or other offensive content.
- v. SWM reserves the right to refuse performance rights to any performance where it feels the performance could damage SWM in any way.

1.9.5C. MANAGEMENT OF PERFORMANCE LOGISTICS

- i. Performance logistics will be the responsibility of the Project Officer and will be overseen by the Director and the Concert Committee.
- ii. The Project Officer, Director, teaching staff where applicable, will facilitate all stage and on-site artist management.
- iii. The Project Officer will manage all front of house logistics and will allocate tasks to the Director, Administration Officer and Concert Committee where required.
- iv. All performances will take place in SWM approved venues where the venue satisfies the SWM Risk Assessment Policy.

1.9.5D. MANAGEMENT OF PERFORMANCE FINANCIAL AND ADMINISTRATIVE PROCESSES

- i. SWM reserves the right to refuse performance activities where it perceives the performance will expose SWM to unnecessary financial risk.
- ii. Where applicable, the Project Officer or Director will prepare a comprehensive budget of all income and expenditure in relation to any given performance event likely to incur financial cost to SWM.

- iii. The Project Officer will prepare and provide for sale, tickets for all revenue generating SWM performance events.
- iv. The Project Officer will prepare comprehensive program notes for all Concert Series performance programs.
- v. In the interests of maintaining professional standards, SWM will undertake, where relevant, to remunerate performers at professional rates.

1.9.5E. MANAGEMENT OF PERFORMANCE PROMOTION

- i. All SWM performance activities will be promoted in accordance with the SWM Marketing and Promotion Policy

1.9.6 RESPONSIBILITIES

DIRECTOR

- i. The Director is responsible for overseeing all SWM performance management, logistics, financial and other administrative activities. The Director will oversee the preparation of funding applications, performance budgets and promotional activities and will submit them to the Board of Management for approval.
- ii. The Director has the power to veto performances upon the advice of the Executive or the Board of Management where that advice deems that a proposed performance activity exposes SWM to unnecessary financial or other risk

CONCERT SERIES PROJECT OFFICER

- i. The Project Officer will undertake to ensure that all performance activities adhere to the SWM Performance Policy.
- ii. The Project Officer is responsible for the preparation of funding applications, performance budgets and promotional activities.
- iii. The Project Officer will ensure that all performance activities are promoted equitably and in accordance with the SWM Marketing and Promotion Policy.
- iv. The Project Officer is responsible for the smooth stage presentation and logistical management of all SWM professional performance activities.
- v. The Project Officer will advise the SWM Director in relation to performance activities and assist the Office Administrator with ticketing procedures and administration.
- vi. The Project Officer will prepare a complete financial breakdown of all SWM professional performance activities within 4 weeks after the performance event.

OFFICE ADMINISTRATOR

- i. The Office Administrator will undertake to assist the Director and the Project Officer in the preparation of budgetary material for all performance activities.
- ii. The Office Administrator will attend to the financial administration of professional performances including ticket sales, invoicing and banking.
- iii. The Office Administrator will assist with front of house, where required.

BOARD OF MANAGEMENT

- i. The Board of Management will hold responsibility for Risk Assessment and policy management regarding all SWM performance activities.

1.10 TEACHER TRAVEL POLICY

1.10.1 OBJECTIVE

South West Music will have systems that support the effective delivery of music education across the south western Riverina region of NSW and ensure that the organisation delivers upon its strategic goals.

1.10.2 SCOPE

This policy relates to contracted music teachers delivering music tuition for the organisation.

1.10.3 PRINCIPLES

- i. Being accountable
- ii. Providing and developing active participation in musical education throughout the region
- iii. Client focused service delivery
- iv. Building sustainability
- v. Recognising and managing risk
- vi. Ongoing review and evaluation
- vii. Accessibility of services

1.10.4 LINKAGES

Student Attendance Record

Teacher Travel Allowance Schedule

Agreement for the Private Use of a Motor Vehicle

Private Vehicle Usage schedule

SWM Motor Vehicle Policy

Safe Driving Practices Policy

1.10.5 POLICY STATEMENT

- i. South West Music provides music education across a number of communities in south western New South Wales. To achieve this, contracted teacher's travel will be supported, to undertake teaching programs across the region.
- ii. The allowance aims to provide an incentive for teaching across the region and recognises the time commitment of teachers.
- iii. All tuition programs across the region where this policy will be used will be established by the Director or negotiated with the Director prior to commencement.

- iv. The Director will seek approval from the SWM Treasurer or their Board member delegate at the commencement of any tuition program where this policy will be implemented.
- v. The South West Music vehicle will be prioritised for usage by teachers for the delivery of these programs.
- vi. If the South West Music vehicle is unavailable or the travel commences from a community outside Deniliquin then the use of a private vehicle may be negotiated with the Director for the delivery of a teaching program. See 1.10.7 - Use of Private Vehicles below.
- vii. All teachers will sign, prior to the commencement of any tuition program, or at the commencement of each tuition year, a document to say that they have received, read and understood the SWM Motor Vehicle Policy and Safe Driving Practices

1.10.6 TEACHER TRAVEL ALLOWANCE

- i. The allowance will pay compensation for the travel time required by teachers to deliver tuition programs.
- ii. The travel allowance will be paid for trips over 30 minutes to a maximum of two hours in each direction.
- iii. The travel allowance will not be paid for the first 30 minutes of travel required to travel to the destination or the first 30 minutes to return from the destination.
- iv. Where travel time is between the maximum and minimum allowance it will be prorated to the nearest 15 minutes.
- v. The travel allowance to be paid will be approved by the Director and SWM Treasurer and the teacher will be informed prior to any tuition commencing.
- vi. A minimum number of students / groups will be required prior to the commencement of these programs and through the ongoing delivery of the programs to ensure their viability.
- vii. Minimum numbers will vary depending on distance to be travelled and activity to be undertaken. The Director will determine the minimum number in each individual case.
- viii. The travel time is to be recorded on the teacher's record of Student Attendance submitted for payment.
- ix. ix. The teacher travel allowance will be at rates set by the SWM Board of Management. See Teacher Travel Allowance Schedule

1.10.7 USE OF PRIVATE VEHICLES

- i. Private vehicles may only be used by employees and contractors with written approval from the Director.
- ii. Private vehicles used for SWM business will not be covered by any SWM insurance policy and SWM will accept no liability for loss, theft or malfunction of the private vehicle while in use for SWM business.

- iii. An Agreement for the use of Private Vehicle, including a copy of the current insurance and registration details of the private vehicle to be used, must be submitted and signed off by the Director prior to usage for any SWM business.
- iv. Reimbursement for private vehicle use will only be for approved SWM business.
- v. Reimbursement for private vehicle use will be at rates set by the Board of Management. See Private Vehicle Usage Schedule.