



South West Music

STUDENT INFORMATION HANDBOOK

Revised August
2013

*To promote, foster and develop the playing, learning,
appreciation and availability of music through out the region*

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1.TUITION

South West Music provides quality music education and the opportunity for musicians to develop their performance and ensemble skills. Music is an important part of every culture and is a shared activity. Students are offered individual lessons and are also encouraged to participate in group lessons, ensemble or band lessons and rehearsals.

2.TEACHERS AND STAFF

Music teachers enrolled with South West Music have appropriate teaching qualifications. South West Music Board is responsible for ensuring the quality of tuition.

All music teachers engaged by SWM are required to provide evidence of the Working With Children Check and Police Check. They are also required to attend annual training updates as directed by the organisation. All staff and teachers are mandatory reporters under the provisions of the NSW Children and Young Persons (Child Protection) Act 1998.

3.STUDENT CONCERTS

SWM teachers are expected to organise multiple performance opportunities for their students each year, ensuring that all students are given fair and equitable access to these opportunities. The performance opportunities may include a Term Concert, a school assembly performance, the monthly Muso Night, busking or a special event.

Some students will be invited to perform at the annual SWM Christmas Concert, which is held on the first Sunday in December.

4.EXAMINATIONS

Students may be invited, by their teacher to enter for examinations (eg. AMEB, ANZCA), eisteddfods or competitions. Examinations should be a positive learning experience and we encourage students and parents to use them as feedback on how well the student is doing.

5.VISITING PERFORMERS

South West Music in conjunction with South West Arts organise concerts in Deniliquin and the region. We would encourage our students to attend live music performances as often as possible as these experiences are an important part of their music education. Some of the performers generously offer time for workshops and master classes.

6.EARLY CHILDHOOD MUSIC

From time to time music experiences will be offered to very young children in day care and preschool settings. There is much research on the value of music education in the development of children. Please watch for notices about Early Childhood Music.

7.VIDEO CONFERENCE LESSONS

Some students are studying an instrument for which there are no teachers locally. South West Music in partnership with other regional conservatoriums is able to deliver lessons via videoconference. This can be a very effective method of lesson delivery and is usually supplemented by some face-to-face component.

8.ENROLMENT

All students/parents/guardians engaged in SWM services must complete and sign an enrolment form before tuition can commence. The enrolment form must be renewed annually. An invoice for the coming term will then be issued and once payment has been received the student will be placed on the timetable.

Information about the student's learning needs is shared as required with the teacher and with the approval of the student/parent/guardian.

9.TUITION IN SCHOOLS

Student tuition in schools is only possible with a close working arrangement between the school (administration and teachers), parents and the music teacher.

Music classes are scheduled at regular times and these can clash with excursions, sports days or other events in the school calendar. Parents are requested to keep the music teacher informed of absences from music class due to changes to the school timetable and program.

South West Music teachers will ask for a copy of the schools newsletter each time they attend so they can be as informed as possible.

South West Music strongly supports lessons in school time so that students who live out of town and students whose parents work long hours can have the opportunity to learn.

10.STUDENTS'/PARENTS' RIGHTS AND RESPONSIBILITIES

Parents and students should not hesitate to seek clarification of practice expectations and student progress.

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.

It is the responsibility of the students/parent to ensure that the student arrives at the designated time and leaves promptly at the conclusion of the lesson.

Students under 18 years of age must wait inside the building until collected by the parent.

Parents and students should ensure that books, diaries and instruments are brought to the lesson.

Students should follow recommendations for daily practice.

Parents and students should read newsletters or other communications from the Conservatorium.

Parents/Students should familiarise themselves with the SWM Enrolment Terms and Conditions and follow the correct enrolment procedure.

Parents/Students should ensure payment of fees is made by the due date.

Teachers and students have a right to be free from bullying and harassment.

Students who are taught in schools are expected to adhere to normal school rules and disciplinary expectations.

Students should be encouraged to wash their hands before lessons and not come to the lesson if they are sick or infectious.

11. STUDENT ABSENCES

It is SWM policy not to offer make up lessons or refunds for lessons missed by the student. If the absence is due to a family holiday, protracted illness or a debilitating injury then the student/parent must contact the SWM office immediately. In these cases the Director may use their discretion to approve a credit.

12. TEACHER ABSENCES

Students are eligible for a make up lesson when the teacher is absent for any reason. It is the teacher's responsibility to directly advise the parent/student that they will be absent and no supervision will be provided. The teacher must provide at least 2 opportunities to organise a mutually convenient time to schedule a make up lesson. If the student declines on 2 separate occasions then the make up lesson will be forfeited.

All make up lessons need to be completed within the term when they occur. Make up lessons will not be carried over between terms.

13. BEHAVIOUR DURING LESSONS

Students will behave politely and display appropriate care for their instrument in lessons. If the student is behaving inappropriately the teacher may terminate a lesson

at any time and inform the director who will contact the parent immediately. The enrolment of a student whose behaviour is unacceptable may be terminated.

14. AFTER SCHOOL LESSONS

Music teachers will not leave South West Music premises if a student under 18 years of age has not been collected by his or her parents. Children will not be permitted to wait outside the building. Parents are welcome to wait inside.

15. PRACTICE

Each teacher will have a method for recording what practice the student needs to do each week and what equipment or books they need to bring. It is helpful if parents can take the time to listen to practice at home and be encouraging. Mistakes are part of learning; practice builds the skills and muscle memory so that the mistakes become fewer. Playing an instrument and singing should be fun and students should be encouraged not to just do their practice but to do it and have some exploration and fun time.

Teachers will have all sorts of ideas and techniques that are right for the age of the student to keep the fun happening and to encourage the student to do the technical and challenging parts of learning and performing music. If there are any problems with practice time, talk with the teacher. If practice starts being a struggle, something is wrong and it is best to talk with the teacher and let him or her know.

16. WITHDRAWING FROM LESSONS

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

No refunds will be given when a student withdraws from group or ensemble lessons.

The Director may use their discretion to approve a credit where a protracted illness or debilitating injury occurs and is supported by a medical certificate.

17. FEES

In order to secure the financial stability of the SWM Regional Conservatorium, all students must pay for arranged lessons in advance of lesson commencement and by the due date. Where an account is outstanding, lessons may not recommence until full payment has been received.

An administration fee is charged to each family each term.

Where an account is unpaid the student's position on the timetable may be forfeited.

Please contact the Administration Officer immediately if you have any difficulties in paying your invoice. The Administration Officer has the discretion to arrange payment plans for individual lessons where there is serious financial hardship. Payment Plans cannot be offered for group tuition of ensembles.

18. INSTRUMENT HIRE

SWM offers a small range of instruments for hire. Please see the Administration Officer for availability, cost and the process for hiring instruments.

19. PHOTOCOPYING, SCANNING OR REPRINTING MUSIC

Copyright laws are strict. Only music teachers are permitted to use the photocopier and they do so in full knowledge of Copyright requirements.

20. PHOTOGRAPHY AND PUBLICITY

You will be asked to give permission for the student to be photographed so that South West Music can celebrate student achievements and promote events like student concerts. The permission form is part of the enrolment process and is therefore updated each year.

21. COMMUNICATION AND FEEDBACK

South West Music appreciates feedback and ideas from parents and students. Communication is key to achieving successful music education programs. SWM works hard at communicating with students and parents through regular personal and telephone contact, the quarterly Newsletter, email, our website and the newspaper.

22. COMPLAINTS

If a student or parent thinks something has happened which is unfair or unreasonable that is “a complaint”. When you have a complaint we need to know about it and the ways to get your complaint resolved are:

1. Talk directly with the teacher or staff member involved and state that you have a complaint.
2. If the matter is not resolved immediately the teacher or staff member will report to the Director who will contact you within seven days. The Director will listen and seek to resolve the matter. They will write to you and report to the Board.
3. Where the complaint involves the Director then the complaint will be dealt with by a member of the Board Executive.
4. You can write or speak directly with a member of the Board. Call the South West Music office and ask for a Board member to call you about a complaint.

23.SOUTH WEST MUSIC HISTORY

South West Music Inc was established in 1984. It is a not for profit organisation whose aim is to provide accessible, quality tuition to the people of isolated rural communities in south western NSW.

South West Music provides students with access to a network of musicians and musical activities throughout the region. These include community orchestras and public performances and with the support of local organisations and businesses, South West Music will arrange visiting artists to provide concerts in the region.

South West Music activities are made possible through the assistance of the NSW Department of Education. Financial assistance is also received from Arts NSW. South West Music is a member of the Association of NSW Regional Conservatorium.

South West Music Inc is a registered charity and all donations are tax deductible.

South West Music
Regional Conservatorium of Music
PO Box 887
DENILQUIN NSW 2710

Phone: 03 5881 4736
Fax: 03 5881 5484
Email: admin@swmusic.org.au

ABN: 77 861 717 780