



Student Handbook

Term 3 2022



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1. Welcome to South West Music

South West Music Regional Conservatorium (SWMRC) teaches students of all ages and abilities at our premises in Cressy St, Deniliquin, and in schools across the region.

SWMRC is funded through student tuition fees and by the Department of Education. We are a member of the Association of NSW Regional Conservatoriums.

SWMRC 'enriches lives through music' and provides leadership, resources, and expertise to ensure that every person has the opportunity to make, learn, and appreciate music.

Child Protection

SWMRC is a child-safe organisation and all staff and volunteers are committed to a Code of Conduct, and the care, protection, and welfare of all the SWMRC community.

All employees and volunteers are required to provide evidence of Working with Children Check and Police Checks and receive mandatory annual Child Protection training.

All staff are mandatory reporters of suspected child abuse and neglect under the provisions of the NSW Children and Young Persons (Child Protection) Act 1998.

All staff and volunteers are fully vaccinated against COVID-19.

Communication

SWMRC wants to ensure good communication with our parent and student community.

Please observe our line of communication to ensure the best flow of information.

SWMRC administration coordinates communication between parent, students and teachers.

Please call the SWMRC office on 03 58814736 for all student and administration matters.

At no point should a teacher communicate directly with a student outside of lessons.

The Team

Anne Atley manages student administration and is your first point of contact for student scheduling, absences and fees. admin@swmusic.org.au

Louise King directs the music program, mentors teachers, and is a strings specialist. She is the first point of contact for educational matters. Louise.King@swmusic.org.au

Leone Knight has overall responsibility for SWMRC and welcomes any feedback: leone.knight@swmusic.org.au or call on 0488212121.

Gemma Rennie coordinates the Live Music concert series and our marketing, communications, and media. concerts@swmusic.org.au

The teaching team at SWMRC is under the leadership of Louise King our highly credentialed and experienced Head of Music. The teachers provide tuition in the full range of instruments.

For more information on individual teachers, you can visit www.swmusic.org.au/learnwithus

Music Tuition

SWMRC provides individual music tuition, ensembles, bands, classroom music, choir, and masterclasses, to students of all ages, interests, and abilities

Our professional and highly dedicated teachers will help you to establish and work towards your individual learning goals.

Music tuition in the instrument of your choice is available during the day, after school, and during the evening.

Student Performances

An important part of a student's musical education is the opportunity to perform.

The preparation for performance teaches the student about their instrument and themselves. It gives them a goal to work towards, a focus for their practice, and builds their self-esteem.

Our teachers are committed to providing performance opportunities throughout the year. Student recitals are conducted on the third Friday of each month within school terms.

Recitals are conducted in a casual atmosphere of fun, support and encouragement!

Live Music Events

SWMRC presents a Live Music concert series each year in Deniliquin and surrounding towns, bringing world-class musicians into our region.

Live performance can inspire our students, enable education workshops and present opportunities for our students to support professional touring musicians.

Admission to all these concerts is free for SWMRC students.

The concert series is organised by Gemma Rennie and the volunteers of the Live Music committee and supported by our partners and sponsors.

Live Music Events subscriptions are available through our office and online from

www.swmusic.org.au

2. Enrolment

Enrolment Terms and Conditions

- An enrolment form must be completed, signed, and submitted to Admin for all students. admin@swmusic.org.au
- The assigned lesson day and time will be kept for the student for the whole year. At the end of the year, students will be asked to re-enroll.
- Students wishing to keep their current lesson time for the following year can make that request by submitting their forms on time.

- Changes to lesson days and times will need to be agreed upon by Admin and students/parents before each term starts.
- Changes to lesson days and times during the term will only be accommodated in extenuating circumstances.
- Lessons can be conducted weekly or fortnightly and can be individual or shared with another student of a similar skill level.
- Lessons are delivered during NSW public school term, which can be for a period from 8 to 10 weeks, contingent upon Department of Education term dates.
- Where there are no vacancies for particular instrument tuition, students will be put on a waiting list and will be notified when a vacancy becomes available.
- Students will be allocated to a particular teacher and if a teacher is absent for a lesson or lessons, SWM will substitute another teacher if necessary.

Fees and Payment

- Fees are payable on a term basis in advance of lesson commencement unless a payment plan is arranged before commencing lessons.
- Payment plans need to be arranged at the beginning of the term by contacting the Administration Manager.
- For payment plans regular payments must be received as agreed, and invoices will need to be paid in full by week 8 of the term.
- An invoice will be issued once the enrolment form has been processed with a 14-day settlement period.
- Where an account is unpaid the student's enrolment may be terminated.
- An administration fee is charged each term, once per family.
- A family discount of 10% applies to tuition fees where three or more students from the same family are concurrently enrolled.
- Notice will be given of any fee increase.

Student and Teacher Absences

Teachers Absence

From time-to-time teachers may be absent due to illness, emergencies, or music commitments such as touring or professional development.

- If a teacher cannot attend a lesson, students are eligible for a makeup lesson scheduled and completed by the commencement of the following term.
- We aim to ensure continuity of lessons for the student and reserve the right to find an appropriate substitute teacher.
- SWMRC has a casual teaching pool of suitably qualified and experienced teachers to support continuity of learning.
- If no make-up lesson can reasonably be provided, the student will be given a credit which will be included on the invoice for the following term.

Student Absence

From time-to-time students may be absent due to illness, emergencies, or other commitments.

We need 7 days notice of an absence, (unless a student is unwell) to enable a make-up lesson or credit. Notice periods of more than 48 hours may apply by exception.

See below for more details.

Unplanned Absence due to illness, injury, or emergencies

- In the event of illness, injury, or emergencies, parents, and students should phone Admin (not teachers) 24 hours in advance or as soon as reasonably possible.
- Where we have been notified about illness, injury, or emergencies teachers will provide makeup lessons if their schedule permits, but no credit will be provided.

Planned Absence

- Where 7-days notice is given to SWM Admin of an absence, a makeup lesson will be offered for a single absence.
- Each student is allowed TWO planned absences per term where lessons will be rescheduled or credited if a make-up lesson cannot be provided.
- After two excused absences in a term, missed lessons will not be rescheduled and payment must be made for lessons regardless of attendance.
- Where 7-days notice is given to SWM Admin, credits may be offered for three or more consecutive absences, due to compassionate reasons.

Unplanned Absence

- Cancelling a lesson with less than 7-days notice is considered an unplanned absence.
- Makeup lessons and credits will not be offered if a student fails to attend a lesson or gives less than 7-days notice of non-attendance.
- In exceptional circumstances where more than 48 hours' notice of the absence is given a makeup lesson is at the discretion and availability of the teacher.

Terminating Enrolment

- Students or their parent/guardian should give 5 weeks notice in writing to SWM administration if they wish to cease lessons and terminate their enrolment.
- Where termination is part-way through a term and sufficient notice has been given, a refund will be given for lessons not received.
- SWM reserves the right to discontinue or reassign any groups or ensembles that have insufficient enrolments at any time and a refund will be given.

Access to SWM Premises

- South West Music is located at 241-245 Cressy Street, Deniliquin
- Our office hours are 8.30 am to 5.00 pm, Monday to Friday
- Students may enter the building during and after hour from the front doors only.
- It is the student and parent's responsibility to exercise caution in the entry and egress of the building to ensure traffic safety.
- When leaving the building, all primary-aged students must be accompanied by a parent or carer over the age of 18 years.

3. Responsibilities

SWM Teachers and Staff support a *Bullying Free Zone* and have zero tolerance for any form of bullying, harassment, discrimination, or exclusion.

Students

SWM expects students (and parents/guardians where applicable) to:

- Be respectful at all times
- Arrive at their lesson on time with all equipment, instruments, music books and resources needed
- Look after their instrument and practice regularly
- Let their teacher or another employee know if they feel unsafe or have any concerns
- Follow South West Music's requirements for health and safety, including hygiene practices to minimise the spread of infectious disease
- Primary aged students, should not leave the premises unless accompanied by a parent or carer or under the supervision of a staff member
- Students who are taught in schools are expected to adhere to normal school rules and disciplinary expectations
- Students should not come to the lesson if they are sick or potentially infectious
- Teachers and students have a right to be free from bullying and harassment.

Adult student and Parents/Carers

- As a child-safe organisation and two adults are required to be on the premise during teaching; in some instances, parents may need to stay for their child's lesson.
- Notify SWM of any absences as soon as possible by phoning Administration (not teachers) 03 5881 4736 during office hours.
- Parents and students should not hesitate to seek clarification of instrument practice expectations and student progress.
- Adult students/parents to ensure that the student arrives at the designated time

- Parents should encourage their children to practice daily and provide a suitable environment for practice.
- Parents and students need to read newsletters or other communications from the Conservatorium.
- Parents/Students should read and understand 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

SWM teachers will provide each student with individual attention, respect, and care, to develop their skills, talents, and confidence.

All teachers will provide a positive learning environment and guide the student to achieve their personal goals and musical dreams.

All teachers will be prepared, on time for lessons, and fully focused on their student's learning.

SWM teachers will discuss desired outcomes with students and parents and provide verbal and written reports throughout the year.

All teachers will communicate any issues, absences, and makeup lessons with students, parents, or carers.

Teachers will ensure that all students, participating in percussion or band, where noise levels are elevated, are provided with and encouraged to wear, ear protection equipment.

SWM teachers will inform students about performances, concerts, workshops, and masterclasses with visiting musicians to motivate and inspire them.

Feedback on teachers is welcome and can be directed to the Head of Music Louise King.

Acknowledgement of responsibility

By completing and signing the SWMRC enrolment form, you acknowledge that SWMRC is only responsible for your child when inside approved SWMRC premises.

This includes official school grounds and the SWMRC building. The parent/guardian is responsible for students once they have exited the SWMRC-approved premises.

Payment

We will invoice you on enrolment or the beginning of term; payment is requested in 14 days.

EFTPOS, Cash & Credit card (including over the phone)

Online Direct Deposit: BSB: 633-000 Account no: 108660788

Cheque or Money Order: Made payable to South West Music

Acceptance of Terms & Conditions

This Student Handbook forms part of the Terms & Conditions of enrolment. By enrolling you are accepting these Terms & Conditions

Please read this carefully and if you have any questions or concerns, please do not hesitate to contact this office by phone or email Anne at Admin@swmusic.org.au

Term Dates – NSW Dept of Education (Western District)

Term 1	School Holidays				
7 th February	to	8 th April	11 th April	to	22 nd April
Term 2					
26 th April	to	1 st July	4 th July	to	15 th July
Term 3					
18 th July	to	23 rd September	26 th September	to	7 th October
Term 4					
10 th October	to	20 th December	21 st December	to	2 nd February

NSW Dept of Education – Staff Development Days (Pupil free days)

Term 1 (Western) – 4th Feb and 7th Feb 2022

Term 2 – 26th April

Term 3 – 18th July

Term 4 – 20th December

Student Recitals – SWMRC – 6.00pm to 7.00pm

Term 2

Friday 20th May

Friday 17th June

Term 3

Friday 19th August

Friday 16th September

Term 4

Friday 21st October

Friday 18th November

(Dates may change with notice)

Appendix – Child Safe Adult Code of Conduct

This *Child Safe Adult Code of Conduct* outlines appropriate standards of behaviour for all adults in the SWMRC environment towards children and young people who may be involved with SWMRC.

The *Child Safe Adult Code of Conduct* serves to protect children and young people, reduce any opportunities for abuse or harm to occur, and promote child safety in SWMRC environment. It provides guidance on how to best support children and young people and how to avoid or better manage difficult situations.

It is SWMRC policy that any breach of the *Child Safe Adult Code of Conduct* is a child safety incident that must be reported internally. Any breach that meets the threshold for external reporting must also be reported to the relevant external authority.

SWMRC reviews the *Child Safe Adult Code of Conduct* annually. The Board has endorsed this *Child Safe Adult Code of Conduct*.

Our *Child Safe Adult Code of Conduct* is published on our public website.

Our Child Protection Program also includes a *Child Safe Professional Boundaries* policy that provides detailed guidance for all staff, volunteers and contractors on how to maintain professional boundaries between children and young people and adults at SWMRC.

Scope

The Child Safe Adult Code of Conduct applies to:

- Board members
- the Chief Executive Officer
- all staff members, including temporary or casual Staff
- all volunteers
- all contractors
- parents/carers and other adult family members of children and young people who access SWMRC services or facilities
- Visitors

Together referred to as “*the SWMRC Community*” for the purposes of the *Child Safe Adult Code of Conduct*.

The *Child Safe Adult Code of Conduct* applies in all SWMRC environments including both physical and online environments, as well as any environment where SWMRC related activities are occurring.

Certain staff members, volunteers and contractors at SWMRC may have other professional or occupational codes of conduct that regulate their profession or occupation. These codes of conduct must also be complied with. In the event that the staff member, volunteer or contractor considers that there is a conflict between these codes of conduct and the *Child Safe Adult Code of Conduct* in a particular matter, the relevant staff member, volunteer or

contractor must seek advice from their professional or occupational regulatory body and must advise the CEO of their proposed course of action.

Child Safe Code of Conduct

Each member of SWMRC is responsible for promoting the safety and wellbeing of children and young people by adhering to the following standards of behaviour:

DO:

- Uphold SWMRC statement of commitment to child safety at all times.
- Comply with applicable guidelines published by SWMRC with respect to child safety, such as the *Child Safe Professional Boundaries policy*.
- Behave as a positive role model to children and young people.
- Promote the safety, welfare and wellbeing of children and young people.
- Be vigilant and proactive with regard to child safety and protection issues.
- Provide age-appropriate supervision for children and young people.
- Treat all children and young people with respect.
- Promote the safety, participation and empowerment of children and young people with a disability.
- Promote the cultural safety, participation and empowerment of linguistically and/or culturally diverse children and young people and Aboriginal and Torres Strait Islander children and young people.
- Use positive and affirming language towards children and young people.
- Encourage children and young people to 'have a say' and then listen to them with respect.
- Respect cultural, religious and political differences.
- Help provide an open, safe and supportive environment for all children and young people to interact, and socialise.
- Intervene when children and young people are engaging in inappropriate bullying behaviour towards others or acting in a humiliating or vilifying way.
- Ensure as far as practicable that adults are not left alone with a child.
- Report any breaches of this *Child Safe Adult Code of Conduct*.
- Report concerns about child safety to the CEO and ensure that your legal obligations to report child abuse or other harm externally are met.
- Where an allegation of child abuse or other harm is made, ensure as quickly as possible that the child or young person involved is safe.
- Call the Police on 000 if you have immediate concerns for a child or young person's safety.

- Respect the privacy of children and young people and their families and only disclose information to people who have a need to know.

DO NOT:

- Engage in any form of inappropriate behaviour towards children and young people or expose children and young people to such behaviour.
- Engage in prejudicial or oppressive behaviour, or use inappropriate language with children and young people.
- Express personal views on cultures, race or sexuality in the presence of children and young people or discriminate against any child or young person based on culture, race, ethnicity or disability.
- Engage in open discussions of an adult nature in the presence of children and young people.
- Engage in any form of sexual conduct with a child or young person including making sexually suggestive comments and sharing sexually suggestive material.
- Engage in inappropriate or unnecessary physical conduct or behaviours including doing things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.
- Engage in any form of physical violence towards a child or young person including inappropriately rough physical play.
- Use physical means or corporal punishment to discipline or control a child or young person.
- Engage in any form of behaviour that has the potential to cause a child or young person serious emotional or psychological harm.
- Develop 'special' relationships with children and young people that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children and young people).
- Engage in undisclosed private meetings with a child or young person who is not your own child.
- Engage in activities with a child or young person who is not your own child, outside of SWMRC endorsed activities and without permission from the child or young person's parent/carer.
- Engage in inappropriate personal communications with a child or young person through any medium, including any online contact or interactions with a child or young person.
- Take or publish (including online) photos, movies or recordings of a child or young person without parental/carer consent.

- Post identifying information about a child or young person online unless it is necessary for the school's activities or you have consent from the child or young person and/or their parents/guardians. Identifying information includes things such as the child or young person's: full name; age; e-mail address; telephone number; residence; school; or details of a club or group they may attend.
- Ignore or disregard any suspected or disclosed child abuse or other harm.

Agreement to Child Safe Adult Code of Conduct

A copy of the Child Safe Adult Code of Conduct is provided to all staff, volunteers and contractors prior to them commencing work SWMRC. It is also communicated via refresher training at regular intervals for all staff, as well as relevant volunteers and contractors

All staff, as well as relevant volunteers, must sign an agreement to adhere to the *Child Safe Adult Code of Conduct* prior to commencing work at SWMRC.

The *Child Safe Adult Code of Conduct* forms part of the contract between SWMRC and any relevant contractors. Therefore, all relevant contractors are deemed to have agreed to adhere to the *Child Safe Adult Code of Conduct* upon signing the contract prior to commencing work at SWMRC.

A copy of the *Child Safe Adult Code of Conduct* is provided to parents/carers, who must sign an agreement to abide by the *Child Safe Adult Code of Conduct* on engagement with SWMRC services.

Consequences for Breaching the Child Safe Adult Code of Conduct

Staff, including Board Members and CEO, volunteers and contractors who breach the *Child Safe Adult Code of Conduct* may be subject to disciplinary actions that may result in a range of measures including (depending on the severity of the breach):

- remedial education
- counselling
- increased supervision
- the restriction of duties
- appointment to an alternate role
- suspension or
- in the case of serious breaches, termination of employment, contract or engagement.

Where any other member of SWMRC breaches any obligation, duty or responsibility within our *Child Safe Adult Code of Conduct*, SWMRC will take appropriate action.

It is SWMRC policy that any breach of the Child Safe Adult Code of Conduct is a child safety incident. Therefore, all staff, volunteers and contractors who witness, or suspect, any breach of this Code of Conduct must report their concern internally and, if required, also externally.