

STUDIO POLICIES & GUIDELINES

CODE OF PRACTICE

1. Enrolment

- a. When enrolling your child, you are committing to four (4) terms of tuition including performance in the Annual Showcase.
 - i. Term dates will generally follow the NSW school calendar and operate 9 – 10 weeks each Term.
- b. New students will be invoiced a one-off \$25 enrolment fee to secure their place.

2. Classes

- a. All students must arrive on time and in correct studio uniform.
- b. The class timetable is posted on the website and, unless absolutely necessary, will remain unchanged throughout the year.
 - i. When rehearsals for the Annual Showcase take place, the Studio Directors reserve the right to alter class times, days or venues.
 - ii. If at any stage, minimum class numbers are not met, Serenade Ballet Academy reserves the right to cancel this class and relocate students into an alternative, suitable class.

3. Physical Contact

- a. Some physical contact may be deemed necessary to demonstrate exercises and for personal correction; or if a member of staff needs to administer first aid.

4. Studio Uniform

- a. Students are required to wear the class uniform detailed on the website: <http://www.serenadeballetacademy.com.au/uniform>
- b. Proper footwear, dancewear and hair tidiness is necessary for safety and success in class.
- c. Appropriate warm up attire should also be worn to and from the studio.

5. Drop Off & Pick Up

- a. All parents must drop off and collect their children at the stairwell entry door.
 - i. No parents are permitted access to the stairwell entry or studio.
 - ii. No students are permitted to wait in the carpark or at the bottom of the stairwell.
- b. If you are running late, please contact us via phone.

6. Mobile Phones

- a. We recognise that at times it is genuinely appropriate and useful for students to have a mobile phone.
- b. Phones must not be used during class time and we strongly discourage phone usage before class, as this time should be spent warming up.
- c. Mobile phones brought to the studio are entirely at their owners' risk and we cannot accept any responsibility for loss or damage.

7. Consumption of Food, Alcohol and/or Smoking

- a. Any food containing nuts must not be brought into the studios or consumed by a parent, student or sibling.

- b. Popcorn is also not permitted. Consumption of alcohol and/or smoking is expressly prohibited within the studios and car park.

8. Costume & Concert Fees

- a. Students are required to pay and wear the chosen costume for their class and dance style.
- b. Costumes will be either ordered or custom-made for students.
- c. Hired tutus must be returned at the end of the performance, costumes that are ordered or custom made are kept by the student.
- d. Care and consideration are taken when sizing and fitting costumes and we endeavour to deliver quality and appropriate costuming.
- e. A non-refundable 50% costume deposit will be added to the Term 3 Invoice, with the remainder added to Term 4.
- f. A compulsory concert rehearsal & DVD fee will also be added to the Term 4 tuition invoice.

9. Private Lessons

- a. Private lessons must be arranged via email with Studio Directors and paid in cash in envelope, with name and date, at the scheduled private lesson slot.
- b. If unable to attend your private lesson, 48hrs notice must be given, with the exception of unforeseeable sickness or injury.

10. Online Tuition via ZOOM

- a. In respect of any coaching or instruction that is undertaken remotely, participants are advised that:
 - i. By participating they are doing so at their own risk;
 - ii. They must ensure and confirm they have suitable, non-slip floor space in which to participate;
 - iii. The activities should be avoided if they have, or suspect they may have any current health concerns, injuries, aches and pains;
 - iv. Sessions are conducted for the benefit of existing members/participants/contacts only;
 - v. Who have enrolled and demonstrated sufficient suitability to participate;
 - vi. Participants have suitable adequate, non-slip floor space in which to be instructed;
 - vii. The session is recorded and retained for viewing in the event of an incident being reported;
 - viii. There is no use of, or instruction to use Weapons of any description;
 - ix. Physical contact with other participants is excluded;
 - x. All students must be supervised by a parent or guardian at all times.
 - xi. Acrobatics and tumbling are excluded.

CODE OF CONDUCT

All Serenade Ballet Academy activities are approached with professionalism and integrity. We are committed to providing a safe, welcoming and nurturing environment that seeks to instil a love of dance in our students, but to develop important life skills as well – respect, commitment, reliability and teamwork.

To ensure a happy and positive experience for all involved, it is important that students, parents (including carers or legal guardians), extended friends and family members and staff understand and comply with the below.

Student Etiquette

- Demonstrate respect for teachers, parents, staff and other students at all times.
- Arrive at least five minutes prior to your scheduled class.
- Present to class in a tidy and well-groomed manner with hair tied back neatly off the face. Ballet buns are required for all ballet classes.
- Dance uniforms and dance shoes must be worn for classes, where specified. School uniform is not appropriate dance attire and not permitted.
- Bring a clearly named bottle of water to every class.
- Maintain a committed attendance to class unless ill or injured, or in the event of a family emergency.
- Honour prior commitments made to the studio by attending classes, rehearsals and performances above other social events.
- Serve as a role model to younger dancers at all times, including appropriate language and behaviour.
- Mobile phones should be switched off or on silent mode and are not to be used during class.
- Put rubbish in the bins provided and clean up after yourself.
- Show respect and care for studio equipment and facilities.
- Ask for help if you need it – we are here for you.

Parent, Carers or Legal Guardians Etiquette

- Demonstrate respect for teachers, students, staff and other parents at all times.
- Take responsibility to read email updates and keep up-to-date with current activities and important information.
- Refrain from entering either dance studio stairwell or studio unless invited by a teacher. This extends to dancer siblings.
- Encourage children to show commitment and positivity while working to the best of their own ability.
- Refrain from taking photographs or video without permission.
- Respect our approach to establishing and maintaining professional relationships with our students and parents by (1) ensuring all contact is made by phone or email and (2) refraining from direct communication with staff via personal email, text, phone or social media unless on platforms managed directly by Serenade Ballet Academy (e.g. a private Facebook group) or deemed necessary (e.g. rescheduling a private lesson).
- Raise any concerns with a teacher or staff member by making an appointment.

Teacher Etiquette

- Refrain from developing any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children);
- Do not exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps);
- Do not do things of a personal nature that a child can do for themselves, such as toileting or changing clothes;
- Do not engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities);
- Do not use inappropriate language in the presence of children;
- Do not express personal views on cultures, race or sexuality in the presence of children;
- Do not discriminate against any child, including because of culture, race, ethnicity or disability;
- Do not have contact with a child or their family outside of our organisation without Serenade Ballet Academy's knowledge and/or consent (for example, no babysitting). Accidental contact (such as seeing people in the street) is appropriate;
- Do not have any online contact with a child or their family (unless necessary, for example in a Facebook Group managed by Serenade Ballet Academy);
- Do not ignore or disregard any suspected or disclosed child abuse.

Disciplinary Actions

- Inappropriate, disrespectful or aggressive behaviour by students, parents (including carers or legal guardians), extended friends and family, staff or volunteers will not be tolerated and may result in immediate cancellation of enrolment with no refund or further discussion or immediate termination of employment or contract.
- A breach of the Code of Conduct will result in one written warning. Further breaches may result in immediate cancellation of enrolment with no refund or further discussion or immediate termination of employment or contract.
- Serenade Ballet Academy is a Child Safe environment committed to understanding and abiding by the NSW Government Child Safe Standards. Information on these standards is available on the Department of Human Services website.

PERFORMANCES & EVENTS

1. Annual Showcase Performance

- a. The Annual Showcase Performance is for all students and held at the end of Term 4 at Laycock Street Theatre, North Gosford.
 - i. It is the culmination of the student's progression and achievements, and is integral to their performance development, as well as being an invaluable part of their continued training.
 - ii. All students are required to participate in both performances.
 - iii. Students may be required to take days off school for compulsory rehearsal and/or performances.
 - iv. A compulsory concert rehearsal & DVD fee will also be added to the Term 4 tuition invoice.

2. Competitions, Auditions & Eisteddfods

- a. Serenade Ballet Academy arranges opportunities for students to perform locally and regionally in auditions, competitions, eisteddfods and public performances.
 - i. Students must seek prior permission from the Studio Directors to enter or participate in eisteddfods, competitions, auditions and public performances.

3. RAD Ballet Examinations

- a. Students wanting to complete RAD Ballet Examinations must undertake a minimum 2 RAD classes per week.
 - i. RAD Graded students in Grade 2 and above must also participate in a weekly CTFC class.
 - ii. RAD Vocational students in Intermediate Foundation and above must also participate in a weekly CTFC & Pointe class.
- b. RAD Examination students must attend an RAD School Holiday Intensive in the lead up to their Examination.
 - i. If your child is completing their examination in Sydney Session 1 (May/June), their Intensive will be held in April.
 - ii. If your child is completing their examination in Sydney Session 2 (November/December), their Intensive will be held in October.
- c. RAD Examination entry fees for RAD examinations will be invoiced 3 months prior to the examination.
 - i. More information about RAD Examinations can be found on the Royal Academy of Dance website: www.au.royalacademyofdance.org
- d. The location of the RAD Examinations takes place at the Sydney Headquarters: 20 Farrell Ave, Darlinghurst NSW 2010

4. Internal Mid-Year Assessment

- a. Serenade Ballet Academy arranges an internal mid-year assessment for all students.
 - i. This provides every student (excluding Pre-school & Pre-Primary students) with a graded report detailing their personal progress in RAD Examination classes & Jazz / Contemporary classes.
 - ii. Students must be present at the Mid-Year Assessment to receive their graded report.

5. Student Choreography Competition

- a. The Student Choreography Competition is generally held in the school holidays and is open to all students to participate.
 - i. Students create their own self-choreographed solo, duo or small troupe to perform to any genre of music.

6. Holiday Intensive

- a. In the school holidays, Serenade Ballet Academy arranges a one-week school holiday program for students to attend.
- b. The Holiday Intensive is open to both students of Serenade Ballet Academy as well as students from other studios.

7. Class Viewings

- a. Viewing days are generally held during the Mid-Year Internal Assessment period.
 - i. Notice of these dates will be given via email.
 - ii. Due to limited studio space, only parents and siblings are welcome to class viewings.

TUITION FEES, CHARGES & REFUND POLICY

1. Tuition Fees

- a. Tuition fees are payable within the first three (3) weeks of each term and can be paid by cash in envelope (name & date) or electronic funds transfer (EFT).
 - i. All payment details will be listed on the invoice.
 - ii. Classes missed due to illness, impromptu holidays or other commitments are non-refundable and non-transferable.
 - iii. If given advanced notice of a planned holiday prior to the beginning of the Term, you will only be invoiced for the weeks your child is present.
- b. Once you have enrolled in a class for the term, fees on this class are payable for the entire term.
 - i. Invoices are issued in the last week of the preceding term for Terms 2, 3 and 4 and in the first week of Term 1.
 - ii. If your child decides to drop a class during the term, we do not provide refunds or credit notes. Students are enrolled and charged for the full term.
- c. Students who miss a class for any reason are permitted to make up a maximum of one class per term for the class missed.
 - i. Makeup lessons for missed classes must be arranged via email.
 - ii. Invoices paid after the due date will incur a \$25 late fee.
 - iii. Invoices paid after the end of Term will incur a \$50 late fee.
- d. If you wish to discontinue a class you must notify the Studio Directors immediately via email at admin@serenadeballetacademy.com.au and any outstanding fees for that class must be paid in full for the remainder of the Term.
- e. Queries regarding fees, payment dates or any other administrative inquiry should be directed to admin@serenadeballetacademy.com.au.

YOUR OBLIGATIONS

1. Medical Conditions & Injury

- a) When completing the Serenade Ballet Academy enrolment form, parents/guardians are required to confirm the student is in good health and may participate in dance activities at the studios by signing the forms.
- b) Any medical condition(s) must be identified, and consent given in case of an emergency requiring medical treatment or treatment at a hospital facility.
- c) Failure to provide this information is of the sole responsibility of the parent/guardian.
- d) Parents/Guardians (or the emergency contact) will always be contacted first before any action is taken, unless life threatening.
- e) All information is kept confidential.
- f) The Parent/Guardian is responsible to inform the Studio Directors of any injury that has occurred outside of the studio prior to attendance, supported by a Doctors Certificate.
- g) Students who inform a teacher upon arrival in class of an injury will not be permitted to participate until such notification has been confirmed by either parent/guardian or doctor's certificate.
- h) Unreported injuries are at the detriment and full accountability lies with the Parent/Guardian/Student.

2. Child Safety

- a) Parents are responsible for their child's behaviour and safety at all times whilst on the premises.
- b) Students and their siblings are not permitted in the studios whilst other classes are in progress.
- c) The teaching faculty are not responsible for students or their siblings playing unsupervised in the stairwell or car park.
- d) Please be on time when dropping or collecting students at the end of their classes, preferably no earlier or later than 15 minutes before or after class.

3. Damage to Property

- a) Students, parents, guardians and siblings are financially liable for any damage to studio contents, property and external surrounds.

4. Personal Property

- a) Lost property is collected and placed in a box outside the studio door. It is suggested that all clothing and belongings are clearly labelled with the student's full name and checked regularly.
- b) At the end of each term all unclaimed lost property will be donated to charity.
- c) Serenade Ballet Academy operates a *Buy, Swap & Sell* Facebook Page, for second-hand studio uniform and clothing. See link here:
www.facebook.com/groups/467822053951842/

5. Photographic and Video/DVD Permission Release

- a) Enrolment at Serenade Ballet Academy gives automatic permission for all photographs and/or video/DVD recordings taken in the course of classes or performances to be used for publicity purposes – including on the Serenade Ballet Academy website, social media platforms and any other related marketing materials.
- b) Photographs or videos may only be taken by a photographer authorised by the Studio and this content is considered the intellectual property of Serenade Ballet Academy.

6. Unforeseen Circumstances

- a) If Serenade Ballet Academy is unable to comply with any of the provisions of this agreement, by virtue of any cessation or interruption of electricity or gas supplies, industrial disputes, severe weather or any other unforeseen contingency or accident, Serenade Ballet Academy will not be liable.

7. Teachers

- a) All Serenade Ballet Academy teachers have current WWC clearances, First Aid & CPR Certificates.
- b) Teachers have been selected for their quality and experience.
- c) At times, scheduled teachers may not be available, and an alternative teacher will be scheduled.
- d) Due to the nature of the entertainment industry and or unforeseen circumstances, teachers may change at the discretion of the Studio Directors.

STUDIO LOCATIONS & ENQUIRIES

Locations

SBA Erina Studio
Shop 15C, 8 Karalta Road Erina NSW 2250

Enquiries

To ensure the teaching faculty are not interrupted during and between classes, please direct enquires to admin@serenadeballetacademy.com.au

COVID-19 SAFE POLICY

At Serenade Ballet Academy we take the position and role we play for young people in our studio community very seriously. We are committed to maintaining best practices in relation to hygiene standards, vaccination rates and will always strive to make our environment safe, supportive, nurturing and joyous for our students.

1. COVID Studio Policy

- a. All Serenade Ballet Academy students and their parents or guardians must comply with the Serenade Ballet Academy COVID-19 Safe Policy and associated procedures.
 - i. Only fully-vaccinated staff will be permitted to teach in the studio environment.
 - ii. A hybrid, virtual and studio class, timetable will be made available to accommodate teachers and students during periods of isolation.
 - iii. Students and teachers must not attend class if they are unwell, or have had contact with a known or suspected case of COVID-19.

2. Drop-Off Procedures

- a. Only one adult, should accompany a student to drop-off and pick-up.
 - i. Drop-off parent must sign in using the QR check-in located on the stairwell entry window.
 - ii. Proof of QR check-in, 'green tick', will be requested by the teacher before students are taken upstairs to their class.
 - iii. A non-digital paper check-in option will also be available upon request.
- b. The stairwell common area may only be accessed by staff and students.
 - i. Parents are not permitted in the studio or common area unless absolutely necessary.
 - ii. If it is absolutely necessary for a parent or guardian to enter the building, a face mask must be worn and hands must be sanitised prior to entry, with social distancing observed at all times.
- c. Parents or guardians are to be punctual at pick-up and drop-off times to avoid students needing to stay in waiting areas.

3. Class Procedures

- a. All staff, guardians and students, ages 12 years and over, must wear face masks in the common area and the studio at all times.
 - i. Face masks must be worn before entering the premises and whilst dancing, unless eating or drinking.
 - ii. Teachers will instruct those ages 12 years and over that they will be allowed to lower their mask below their chin if they are having difficulty breathing in class.

- iii. Disposable face masks will be stocked in the studio for those who forget or request.
 - iv. Disposable face masks are recommended to promote breathability whilst dancing.
- b. Serenade Ballet Academy will provide hand sanitiser, soap and disposable hand towels and tissues in the studio and bathroom areas.
- i. Hand sanitiser must be used upon entry into the studio and when leaving class.
 - ii. Teachers will remind students to engage in good hand washing hygiene and ask all students to sanitise hands before and after each class and after bathroom breaks.
 - iii. Serenade Ballet Academy staff will deep clean and sanitise all areas of the building daily, this will include wiping down “high-touch” surfaces in between each class, including barres, door handles, handrails, common equipment and mopping the studio floor.
 - iv. Display posters will promote awareness of hand hygiene whilst in class at all times.
- c. Serenade Ballet Academy will promote social distancing at all times.
- i. Social distancing posters will be displayed in studio and common areas to promote awareness of one person per 4 square meter rule.
 - ii. Teachers will ensure there is no contact partner work and limited corner or across the floor work taking place during classes.
 - iii. Students should only bring necessary belongings to class: including a change of shoes, drink bottle, face mask and yoga mat. **ENSURE ALL BELONGINGS ARE NAME LABELLED.**
 - iv. We encourage parents to wipe these items before coming to class and when they get home.
 - v. Upon entering the studio, students will be asked to space and place their belongings around the perimeter of the studio to avoid crowding during rest breaks.
 - vi. Students should refrain from any unnecessary body contact and abide by the social distancing practices in place at the studio (e.g. hugging, high five etc).

Resuming our operations means that we will need to run a little differently to how we have in the past. These measures are in line with current government and industry body guidelines and will be regularly reviewed and updated as necessary.

Our COVID-19 Safe Policy and procedures have been developed in accordance with Public Health Orders, Create NSW and Ausdance NSW best practice guidelines.

OUR COMMITMENT TO PRIVACY

Your privacy is important to us. Please read this notice which explains how we protect your privacy, the choices you can make and the way your information is collected and used.

The information that may be collected by Serenade Ballet Academy are: Name; DOB; Age, Address; Email address; Phone number(s); COVID-19 Vaccination Certificate; IP Address. We will not collect sensitive information via the website, your information is protected both online and off-line. We will not use the collected information for any other purpose than in the context of any discussion and information exchange with you while your child attends Serenade Ballet Academy. We will not share any information we collect with any third parties unless required by law.