



## **STUDENT TERMS, CONDITIONS AND GENERAL INFORMATION**

### **Ceasing Tuition**

If a student wishes to cease tuition this may only be done at the end of a term, at least 2 weeks notice must be given to the Key Music Australia Office prior to the end of term. Payment will be required for a full term of lessons; Key Music Australia does not offer refunds.

### **Lesson Cancellations**

24 hours notice must be given to the Key Music Australia Office if missed lessons are to be considered for a make up lesson. It is not sufficient for the student to only tell their tutor, the Key Music Australia Office must be notified by the student.

### **Missed Lessons**

If a student misses a lesson without giving sufficient notice to the Key Music Australia Office no make up lesson or credit will be given. Special circumstances will be considered by our office.

### **Make Up Lessons**

#### ***Student Cancels a Lesson***

When a student cancels a lesson and has given the Key Music Australia Office sufficient notice they are eligible for a make up lesson. This make up lesson is valid for the school term the lesson was missed in and the following school term. If a student does not arrange for their make up lesson within this timeframe it will become void. All make up lessons must be made up by the end of Term 4, make up lessons do not carry to the following school year. No credits will be given on unredeemed make up lessons when the student has cancelled the lesson. Students wishing to book a make up lesson need to contact the Key Music Australia Office to arrange a time. Make up lessons will be conducted throughout the term depending on the availability of tutors and students. It is the student's responsibility to book make up lessons; Key Music Australia will not send reminders for make up lessons owed. Key Music Australia will keep a record of all make up lessons owed to students. If students are unsure if they are owed any make up lessons they can confirm by contacting the Key Music Australia Office.

#### ***Key Music Australia Cancels a Lesson***

When a lesson is cancelled by Key Music Australia the student is eligible for a make up lesson. This is valid for the school term the lesson was missed in and the following school term. If a student and tutor are unable to arrange a make up lesson within this timeframe a credit will automatically be added to the student's next invoice. If the student is still owed a make up lesson at the end of the school year due to a cancellation by Key Music Australia, the credit for this lesson will be carried to their Term 1 invoice. Key Music Australia will contact students to arrange make up lessons for lessons that we have cancelled. Students can also contact Key Music Australia to arrange their make up lesson. If students are unsure if they are owed any make up lessons they can contact the Key Music Australia Office to confirm. Key Music Australia will keep a record of all lessons owed to students.

#### ***Missed Group and Shared Lessons***

No make up lesson is offered for missed group or shared lessons due to student's absence. If Key Music Australia cancels an entire group lesson then all students will be granted a make up lesson.



## **Fees & Payments**

### ***Invoices***

Tuition fees are for a full term's lessons, usually 10 weeks. An invoice will be mailed to you at the beginning of each term. Invoices are to be paid by the due date which is clearly marked on the invoice. Late payments will result in a late fee of \$35 and lessons being put on hold until payment is received or an arrangement is made with our office. If payments are continually received late the student will be placed on a prepayment system where no lessons will be given until all fees are paid.

### ***Payment Methods***

Payments can be made by Cheque, Direct Transfer or Credit Card (Visa or Mastercard). All payments made by Credit Card attract a 1.45% Transaction Fee which will be calculated by our office and added onto your payment. Extra fees apply if your credit card is declined. All cheques and credit card payment slips must be mailed to the Key Music Australia Office. Tutors cannot receive any payments. When paying by Direct Transfer please ensure that the description clearly states your invoice number Eg. INV1271 . Due to the high volume of Direct Transfer payments that we receive, it is not possible to track a payment without the invoice number.

### ***Discounts***

Key Music Australia offers various discounts throughout the year. These include an Early Bird Discount and a Family Discount for families with more than one student enrolled. Students that have lessons on more than one instrument with Key Music Australia also receive the Family Discount. Key Music Australia reserves the right to withdraw discounts at any time without notice.

## **Tutors**

All Key Music Australia tutors have undergone a selection process and have been carefully chosen because of their teaching skills, musical abilities and rapport with students. Key Music Australia will where possible retain the same tutor for a student, however in some circumstances a tutor may need to be changed at short notice.

### ***Child Protection***

All Key Music Australia tutors have been screened with the "Working with Children Check" under the Child Protection Act. Key Music Australia considers child protection to be an important issue and all tutors have an understanding of the duty of care towards the students they teach.

### ***Insurance***

Key Music Australia has Public Liability insurance. All tutors are covered by both public liability and workers compensation insurance whilst working for Key Music Australia.

### ***Temporary Tutors***

If a tutor is away or sick Key Music Australia will where possible substitute a temporary tutor for lessons rather than have students miss lessons. All temporary tutors have been selected as per the Key Music Australia application process which includes screening under the Child Protection Act.

## **Practice Diaries**

Practice Diaries are issued to all private and shared lesson students and are vital to the structure of their lessons. Students are to fill in the amount practised every week and bring all their books to each week's lesson. Tutors will also use the practice diary to communicate with parents where appropriate. They are not used with group lessons as the tutors do not have time to write in multiple diaries.

## **Examinations**

Examinations are run at various times throughout the year. Key Music Australia chooses to use the examination company ANZCA. More information can be found at [www.anzca.com.au](http://www.anzca.com.au).

If students wish to be entered into an exam, please contact our office or speak directly with your tutor and they will advise if the student is ready. If a student is entered into an exam, we reserve the right to remove them at any time if we feel they will not be able to meet the examination requirements. This decision will be made in conjunction with the Music Director, Mr Matt Dalziel. The tutors will do all that they can to have students ready for their exams but in some circumstances this is just not possible.

## **Supervision**

Key Music Australia only provides supervision for students during their allocated lesson time. If students arrive onsite before their lesson time or stay onsite after their lesson time they are not the responsibility of Key Music Australia. Students must be picked up immediately at the completion of their lesson time.

## **Holidays**

Key Music Australia operates as per the NSW public school terms. Lessons are not held in school holidays or on public holidays. In most schools, student free days are held on the first Monday of term in terms 1, 2 & 3. Key Music Australia lessons are held as normal on these days unless otherwise specified. Key Music Australia group lessons will be notified whether they are running on these days. Always assume that lessons are on unless you are notified by the Key Music Australia Office.

## **Books and Instruments**

New books are important for a student's continued progression and interest. Tutors can arrange for the purchase of these books on your behalf which ensures students receive them quickly. You will be invoiced for the cost of the book.

Key Music Australia can assist students who are interested in purchasing or renting an instrument, please contact the Key Music Australia Office. We also have accessories such as reeds and valve oil available for sale.

## **Performances**

Throughout the year there are performances such as recitals and concerts organised through the students school or by Key Music Australia. We feel very strongly that performance is an integral part of a student's development and all students are encouraged to take all performance opportunities that are offered to them.

## About Key Music Australia

Key Music Australia is a music academy providing quality music tuition to students of all ages. Key Music Australia began in February 2004 as an expansion of the music tutoring business that Matt Dalziel had been running for a number of years. The decision to expand to a wide range of instruments and multiple tutors was based on the need that could be seen within the local area. It is appealing to families as all their music lessons can be held at one location. The use of local schools has proved convenient and effective.

For tutors working for Key Music Australia we provide a location and means of tutoring for those without the resources to do so on their own. By our office handling the administration such as invoicing students, timetabling, pay, tax and superannuation it leaves tutors free to concentrate on their teaching. We also aim to support and offer training to all our tutors.

## Locations

We operate out of a number of different teaching locations.

**HEAD OFFICE: Pennant Hills** – Suite 102/ 2 Hillcrest Rd, Pennant Hills

**Asquith Public School** – Dudley St, Asquith; **Mt Colah Public School** – Telopea St, Mt Colah;

*In school teaching for students attending the following schools is provided at:*

**West Pymble Public School** – Apollo Ave, West Pymble

**St Kevin's Primary School** – 28 Hillview Rd, Eastwood

**Holy Family Primary School** – Pacific Hwy, Lindfield

**Mt Colah Public School** – Telopea St, Mt Colah

## Contact Details

**Key Music Australia Office:** 1300 13 18 52

**Postal Address:** PO BOX 892, Pennant Hills 1715

**Website:** [www.keymusicaustralia.com.au](http://www.keymusicaustralia.com.au)

**Email:** [office@keymusicaustralia.com.au](mailto:office@keymusicaustralia.com.au)

## Lesson Types

**Private Lessons** - 1 to 1 tuition on any instrument. Standard lesson length is 30mins once a week.

**Shared Lessons** - 2 students sharing a lesson. Standard lesson length is 30mins once a week.

**Group Guitar Lessons** - Small group of students (usually a maximum of 5) sharing a lesson. Lesson length ranges from 30-45mins once a week.

**Group Lessons** - Small group of students (usually a maximum of 5) sharing a lesson all playing the same instrument. Students of similar standards are placed in the same group. Lesson length ranges from 30-45mins once a week.

## Tuition

We currently offer tuition for the following instruments: Flute, Clarinet, Saxophone, Trumpet, Trombone, Euphonium, Piano, Percussion, Guitar and Electric Bass.