



## 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.

### **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 & Make Up Lessons**

#### *Missed Lessons*

Missed lessons fall into one of three categories.

1. Less than 24 hours notice given of missed lesson = No make up lesson
2. Student gives sufficient notice of missed lesson= **Student Make Up Lesson** granted
3. Key Music Australia cancels a lesson = **KMA Make Up Lesson** granted.

#### *Make Up Lessons*

When a student is granted a Make Up Lesson Key Music Australia will mail out a notice indicating the type of Make Up Lesson and the expiry date. 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.

**Student Make Up Lessons** are valid for 6 months from the date of the missed lesson. If a student does not arrange for their make up lesson within this timeframe it will become void. No credits will be given on unredeemed Student Make Up Lessons. Students are only eligible for a maximum of 2 make up lessons per term, these do not carry over from term to term. Special circumstances will be considered by our office if adequate notice is given.

**KMA Make Up Lessons** are when a lesson is cancelled by Key Music Australia not the student. These are valid for 6 months from the date of the missed lesson. If a student and tutor are unable to arrange a make up lesson within the 6 months a credit will automatically be added to the student's next invoice.

#### *Missed Group Lessons*

No make up lesson is offered for missed group 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. The Split Payment option incurs a \$15 administration fee which will be added to the first payment. 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 Cash, Cheque, Direct Debit 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.

Cheques, Credit Card and Direct Debit are our preferred means of payment as they are more secure. Cheques and Credit Card payment slips can be mailed to our office. If absolutely necessary Cash can be given to the student's tutor.

When paying by Direct Debit please ensure that the description clearly states your invoice number Eg. INV1271 . Due to the high volume of Direct Debit payments that we receive, it is not possible to track a payment without the invoice number.

### ***Split Payments***

A split payment option is provided on each invoice. This gives students the opportunity to pay 50% of the invoice at the first due date and the remainder of the invoice at the second due date. Split payments incur a \$15 administration fee which is added onto the first payment.

### ***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 vital to the structure of 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.

### **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 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. Some tutors operate throughout the holidays and you will be advised if this is relevant to you. In most schools, student free days are held on the first Monday of term in terms 1, 2 & 3. Key Music Australia private 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 an instrument. We have instruments available to rent as well as for sale.

## Performances

Our main performance in the year is our end of year concert in which each student is invited to perform; this is generally held in November. Tutors will help their students to prepare a piece to play at this concert. Piano accompaniment is provided at the concert as well as a tutor's band, most rehearsals are held immediately prior to the concert. Students can also be accompanied by a CD, their tutor or can perform unaccompanied. During the year we may have additional performances such as recitals as the need arises. We feel very strongly that performance is an integral part of a student's development.

## 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 five different teaching locations.

**HEAD OFFICE AND STUDIOS: Pennant Hills** – Level 1, 370 Pennant Hills Rd Pennant Hills

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

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

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

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

**Group Beginner Lessons** - Small group of beginner students (usually a maximum of 5) sharing a lesson all playing the same instrument. Lesson length is 45mins once a week.

**Key Kids** - Introduction to music program for children in the years before they start playing a band instrument. Group lessons for 45mins once a week.

## Tuition

We currently offer tuition for the following instruments: Flute, Clarinet, Saxophone, Trumpet, Trombone, Euphonium, Tuba, Piano, Percussion, Guitar, Electric Bass and Group Keyboard Lessons. We also offer singing lessons and Key Kids - Introduction to Music classes.