

OASIS MUSIC SCHOOL

STUDENT GUIDELINES

Registration & Payment

1. An enrolment form should be completed before the first lesson. If under the age of 18 years of age this should be completed by the student's parent or legal guardian.
2. Unless extenuating circumstances apply, enrolment is for the term (if commencing mid-term then until the conclusion of the term).
3. Refunds will not be given to students wishing to cancel lessons midway through a term.
4. While lesson fees can be paid weekly (prior to undertaking your lesson), our preferred method of payment is for fees to be paid in advance for the terms tuition. People that use this payment method will receive a 10% discount.
5. Payment must be made in advance of lessons. Lessons will not be delivered without prior payment.
6. Students that pay on a weekly basis are required to pay a \$70 deposit in advance of starting lessons. When students cease lessons, this will be used for their last two lessons.
7. Once a student has completed a term of lessons, they will automatically be allocated the same lesson time for the following term.
8. Oasis Music School will not reveal information about students to a third party without the consent of the student and / or guardian unless for a clear legal reason.

Lesson Attendance

1. Students are to attend weekly lessons at a regular lesson time. Irregular spaced or one off lessons can be undertaken but is subject to teacher availability (one-on-one lessons only).
2. Oasis Music School operates over four terms each year, dates available on our website (www.oasismusicschool.com).
3. Lessons do *not* occur on public holidays.
4. Lessons operate as normal on student free days.
5. Students should arrive 5-10 minutes prior to the lesson start time. Time will not be taken from the following lesson to accommodate late arrivals.
6. If a student's regular teacher is ill or unable to teach due to unforeseen circumstances, a replacement teacher may deliver the lesson. In the case of a replacement teacher being unavailable, the lesson may be rescheduled at a time suitable to the teacher and student.
7. Students must place priority of their lessons, only requesting lesson rescheduling in extreme circumstances, such as medical emergency or illness.
8. If a student is unable to attend a lesson, a minimum of 24 hours notice must be provided to Oasis Music School. This can be done in person, over the phone (07 49

271 466), or via e-mail (contact@oasismusicschool.com). Parents and students should *not* contact the teacher directly.

9. If less than 24 hours notice is given the student is liable for the cost of the lesson and a make up lesson will not be provided.
10. The delivery of makeup lessons is at the discretion of the Oasis Music School Principal.
11. In extreme circumstances, a refund/credit may be given. This is at the discretion of the Oasis Music School Principal.
12. In order to create lessons, students must give two weeks notice. They are liable for fees associated with the remaining lessons.

Safety

1. Oasis Music School is responsible for taking all reasonable steps to promote a safe environment for teachers, students and all who visit the premises.
2. While on our premises, students are to conduct themselves in a sensible manner with due regard for property, teachers and other students.
3. Students must sign in at the Oasis reception prior to the commencement of each lesson and sign out prior to leaving the premises. Parents that enter the premises for the purpose of lesson observation will also be required to sign in and sign out.
4. Oasis Music School is not responsible for students that are dropped off for their lesson well before time or picked up late.
5. Oasis Music School is not liable for the loss of personal property on our premises.
6. In the event of extreme weather, Oasis Music School may choose not to open. In these rare cases notification will be provided to parents (to the contact information provided on the enrolment form)

Instruments

1. Oasis Music School has a variety of instruments available for hire. These instruments are not covered by our insurance, except while on our premises.
2. Students and parents are responsible for the replacement cost of hire instruments lost or damaged beyond repair while in the student's custody.
3. Students and parents are responsible for the repair cost of hire instruments damaged while in the student's custody.
4. Students are advised to ensure their own musical instruments and related equipment.

Online Lessons

1. When engaging with people using online platforms, the highest level of integrity, respect and honour is expected.
2. Any online lesson involving students under the age of 18 must have express Parent/Guardian consent. Found on the Student Enrolment Form <https://www.oasismusicschool.com/enrolment-form>
3. Details of any person's full name, address or other contact information must not be disclosed, shared or available to others online.
4. Participation in online lessons, where possible, should occur in a common area, not a bedroom. Students should be dressed appropriately as they would for a face to face lesson.

5. Inviting another person to join the lesson is not allowed unless approved by the Principal.
6. Online private chat functions must be disabled in all lessons involving student under the age of 18 years.
7. Lessons involving students under 18 years of age must be recorded by the host for transparency and accountability. Recording functions must be disabled by students prior to the lesson. Recordings will be securely stored by our organisation and deleted from private devices.
8. Screenshots should not be taken of online lessons, unless approved by the principal. Screenshots of lessons involving students under the age of 18 years should not be uploaded to private social media accounts. Consent for a student's image to be used on the Oasis Music School social media and other Oasis Music School promotional material must be given by a Parent/Guardian.
9. Any screenshots taken on behalf of Oasis Music School on a private device must be deleted from that device.
10. Any concerns or disclosures of inappropriate online interaction by teachers or students must be reported to the Oasis Music School Principal. If there is reasonable grounds to suspect a student has been or is suffering abuse, this will be reported to the relevant bodies.