



# Music Programs Participant Guidelines

This information sheet offers guidelines on how lessons and activities are run by Macquarie Conservatorium, and outlines the general expectations for behaviour in the teaching room, onsite at Macquarie Conservatorium and in participating schools where Conservatorium staff teach.

During the year more than 800 individuals participate in Macquarie Conservatorium music programs and more than 150 hours of music activity are scheduled for each week of the term. In order to keep things running smoothly, we would appreciate our members' help and support with the following points.

## **Punctuality**

- Please ensure you are ready at your designated teaching room to start your lesson on time.
- At the completion of your lesson, please pack up and vacate the room as quickly as possible. This process may occur within the last minutes of your designated lesson time. Most lessons run back-to-back and it is essential that lessons start and finish at the scheduled time.
- In order to keep lessons running on time, it is not recommended for teachers to enter into discussions with students or their parents before or after lessons.
- If you wish to discuss your progress or your child's progress with your teacher and you are taking individual lessons, that discussion can take place during your individual lesson time.
- If you wish to discuss your progress or your child's progress with your teacher and you are taking group lessons or a group activity, please contact the Conservatorium office to make an appointment with the teacher, if a mutually convenient time can be found. Macquarie Conservatorium does not provide members with phone numbers for Conservatorium teachers.
- Please advise the Conservatorium office as soon as possible if you or your child are unable to attend a class. Please read the full Fee Policy, posted on our website and office notice-board, regarding conditions governing missed lessons.

## **Conduct in the teaching room**

- For group tuition lessons and group activities, with the exception of MusicPlay, only the enrolled participants are to be in the teaching room. Parents and siblings may not sit in on group lessons or activities as a normal practice, unless specifically invited to by the teacher.
- For individual lessons, the presence of parents in the lesson will be at the discretion of the teacher.
- It is not acceptable for students or parents to enter a teaching room while another person or group's lesson is in progress. This can be very disruptive.
- If you urgently need to enter a teaching room to retrieve something you have left behind or for some other reason, please knock and wait outside until the teacher invites you to enter.
- Please make sure you bring everything you need to your lesson: missing music books or instruments make it difficult to have a productive lesson. Students who attend lessons without their instrument and/or music books may have their lesson cancelled by the teacher, without refund.
- Eating and drinking are not permitted in the teaching rooms. Participants should be prepared to stay in the teaching room for the duration of their lesson or activity: toilet or refreshment breaks should not generally be needed, as most lessons and activities are an hour or less in duration.
- Teaching rooms should be left in a neat and orderly manner. If requested by your teacher, please assist with stacking chairs against the walls, and returning any extra music stands or other equipment to where they came from.
- Disruptive or unco-operative behaviour in the teaching room by any student will not be tolerated. Macquarie Conservatorium reserves the right to discontinue a student's enrolment in any program if there is a persistent problem in this area.
- Parents will be advised if their child is responsible for persistent disruptive behaviour. If there is not a satisfactory change of behaviour after parents being advised twice, Macquarie Conservatorium reserves the right to discontinue that child's enrolment.

## **Programs in schools**

- The points above apply to students receiving lessons from Conservatorium teachers on site at their schools.
- Teaching rooms at a school should be of a suitable size and type for the lesson or ensemble scheduled. Teaching rooms should be suitable in sound quality and proofing, both internally for the student and teacher, and externally for the surrounding school activities. Macquarie Conservatorium cannot guarantee the quality or continuance of music teaching if a suitable room is not available.
- Rooms used in schools for music teaching should remain consistent. Changing rooms from week to week may lead to student confusion and missed lessons, for which Macquarie Conservatorium does not accept any responsibility.

- Music lesson and ensemble timetables in schools should not be varied. Changing the scheduled lesson or ensemble time may lead to student confusion and missed lessons, for which Macquarie Conservatorium does not accept any responsibility.
- Conservatorium staff will wait at their appointed teaching room for their student(s) to attend their scheduled lesson or ensemble activity. Conservatorium staff will not leave their teaching room to search for a student, as valuable lesson time is lost this way. The School should arrange for Conservatorium staff to call the office or use some other message procedure if a student is missing.

#### **Child supervision**

- Macquarie Conservatorium does not provide childcare. There are no facilities or staff to care for youth students outside their scheduled lesson or activity times.
- Youth students should arrive at their designated music room at the scheduled start time of their lesson and be collected immediately after the scheduled finish time from that class room. They should not be asked to wait outside in the grounds or in the back carpark, as this can be hazardous.
- Macquarie Conservatorium does not provide supervision for youth students who arrive early or are collected late. Youth students and their friends or siblings should be supervised by their parent or carer at all times while they are on the premises, including the grounds and carpark, when not in the teaching room for their scheduled lesson or activity.

#### **Conduct in and around the Macquarie Conservatorium**

- Please behave courteously and considerately towards all others.
- Except for the designated lesson or activity time, Conservatorium rooms may not be used by students or members for any other purpose or at any other time without prior arrangement with the Conservatorium office. Please do not enter vacant rooms to practice or for any other purpose.
- Students and members are not permitted to enter or use the Staff Room, unless this is organised by and in the presence of a Conservatorium staff member.
- Members found with alcohol or illegal drugs or found to be under the influence of alcohol or illegal drugs while on the premises will be asked to leave and to show cause why they should be allowed to participate in any future Conservatorium programs, events or activities.
- Smoking is prohibited on the premises, including the grounds, of the Macquarie Conservatorium. Chewing gum is also prohibited in the Macquarie Conservatorium.
- The Macquarie Conservatorium building is not purpose-built as a music centre. Sound travels easily around the building. Please keep unnecessary noise to a minimum.
- Teaching room doors must be kept shut while lessons or activities are in progress.
- Noise in the hallways and alcoves can be very disruptive to the lessons being given in the teaching rooms. Please keep quiet outside teaching rooms.
- Running, climbing on chairs or structures, ball games or any other kind of boisterous activities are not allowed inside the building or in the carpark and grounds.
- Foyers and hallways should be used in a sensible and considerate way. Please do not block exits or access points and please do not move chairs and tables from the areas in which they are placed. If eating or drinking in the hallways, please ensure that any garbage or mess is cleaned up.
- Care needs to be exercised when students and their families are in the carpark of the building.

#### **Emergencies**

- First aid kits are kept in the Staff Room.
- Fire or other emergencies: if the fire alarm sounds or if you are directed by the fire warden, exit the building as indicated on the Emergency Procedures map posted in your teaching room or hallway.
- Ambulance: where the Conservatorium calls an ambulance to attend to someone in need at any Conservatorium event or activity, any costs incurred shall be the responsibility of the patient.
- Please refer to our Emergency Procedures, posted on our website and office-notice board, for more emergency information.

#### **Administration and complaints**

- Please note that Conservatorium teaching staff are not permitted to collect or convey enrolment or other official forms, or any fee payments or money to the Conservatorium office on behalf of students or schools.
- For complaints or grievances, please refer to the Complaints Policy and Procedure, posted on our website and available from the Conservatorium office.