Student Handbook
# Table of Contents

- **Who is WAAM?** (2)
- **How old does my child need to be to start lessons?** (2)
- **What do I need to get started?** (2)
  - Instrument
  - WAAM Pack
  - Progressive learning Books
- **Practise expectations** (3)
- **Concerts** (3)
- **Exams** (3)
- **Reports** (3)
- **How do I communicate with WAAM?** (5)
  - Diaries
  - Text messages
  - Phone & Email
- **Registration Form** (6)
- **How much do lessons cost?** (6)
- **What happens if I miss a lesson?** (6)
- **What is your payment policy?** (7)
  - Make up Lessons
  - Lesson Suspension
- **Terms and Conditions** (8)
Welcome to WAAM

Who is WAAM?
Music is for everyone! WAAM takes pride in providing excellent tuition to musicians of all ages. Our teachers are all friendly, encouraging, and flexible to suit your needs and dreams. At WAAM we want everyone’s life to be a little more musical!

To do this we provide instrumental tuition on site for 10 different locations around Perth with enthusiastic and encouraging working with children checked tutors. We organise scheduling, room booking, tutors, books, instruments, concerts and more to ensure that you receive an engaging and well-rounded music education.

How old does my child need to be to start lessons?
We think that every age is the right age to start with music. However, choosing the right instrument for little children can be difficult. We recommend that around the age of 4 or 5 kids can start to learn the keyboard. This provides children with a firm grounding in musical theory – making it easy to move onto other instruments once your child is older. We also recommend the violin and the ukulele as instruments for our very young beginners. These can be purchased in small sizes and are manageable with little hands. There are plenty of sizes to move up to once you outgrow your violin and young ukulele players can upgrade to the guitar once they are big enough.

What do I need to get started?

Instrument
We ask that all students have an instrument at home to practice in between lessons. We request that portable instruments are brought from home to every scheduled lesson of the term, however, larger instruments like pianos and drum sets will be provided in the lesson space

WAAM Pack
The WAAM Pack includes a branded bag, student diary, folder, pencil and eraser – everything to keep your learning organised and ready to go. This pack is included in your termly administration fee.

Progressive Learning Books
It is really important that our students purchase a progressive learning book to work through. These are either a practical music book or a theory book (or both) to keep developing musical skills throughout tuition. Our music tutors recommend the right book for your child’s age and ability and we will contact you to organise purchase and delivery

<table>
<thead>
<tr>
<th></th>
<th>Fee (excluding GST)</th>
<th>GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practical Lesson Book</td>
<td>$29.00</td>
<td>$2.90</td>
</tr>
<tr>
<td>Theory Lesson Book</td>
<td>$27.00</td>
<td>$2.70</td>
</tr>
</tbody>
</table>

Book fees – include purchase and delivery on site to your school
Practice expectations
To get the most out of music tuition we encourage our students to practise the skills covered during classes in their own time. This allows time to build and reinforce techniques between lessons and will allow your child to progress much more quickly. Your child’s tutor will outline the specific skills covered during class in the student diary. Please feel free to go over the skills covered in lessons with your child.

Concerts
Performance is such an important part of musical tuition. We like to provide as many opportunities for our students as possible. Lunch time concerts are a great way to build enthusiasm for music tuition, watch other student’s progress, and to provide an excellent opportunity for feedback. These concerts are a fun and casual affair and will be put together entirely by our friendly staff.

At the end of each semester WAAM holds a much larger concert for all our students. These concerts include a small rehearsal with the principal prior to the performance date, ticketed seating, and a small preparation fee. We always have an entertaining day with plenty of pictures, food and entertainment.

Exams
Exams are a great way to regulate how learning is progressing. We support a variety of Exam syllabuses that you can sit for including the AMEB, and the ABRSM. Our tutors will help to guide you through the exam process and we can schedule you for extra lessons in the lead up to the date should you feel you require it.

We do understand that not everyone thrives in an exam environment, and don’t expect you to sit for them if you have other goals. We encourage playing for enjoyment just as much as our exam focused students.

Reports
At the end of each semester your tutor will compile a report based on your child’s progress. These reports are useful for setting goals for the coming semester and for you to see what is being covered in tuition. We will mail these out at the close of each semester and will provide copies to be kept on file at your school as well.
How do I communicate with WAAM?

Diaries
In order to keep our parents informed WAAM provides every student with a yearlong WAAM diary. Your child’s tutor will make note of exercises and techniques covered during lessons and any practice that needs to take place. There is also an area for you to write any questions or concerns for your tutor to follow up on.

Text messages
Remembering to pack music books and bring along your child’s instrument to school can be a difficult task. At WAAM we want to take the stress out of bringing your music equipment to class. Every week you will receive a reminder message for your child’s lesson. Please feel free to reply to these messages with any queries you might have.

Email & Phone
Please feel free to email in or call us about any of your enquiries. Our friendly staff will be able to help resolve any questions you may have as you embark on your musical journey

Reception
PH: (08) 9314 1110
EMAIL: admin@waam.net.au

Schools Desk
PH: (08) 9314 7009
EMAIL: schools@waam.net.au

Accounts
PH: (08) 9314 1110
EMAIL: accounts@waam.net.au
New and Existing Student Registration Form 2014

**Student**

<table>
<thead>
<tr>
<th>Surname:</th>
<th>I am a new/existing student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Names:</td>
<td>I wish to have lessons at:</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td></td>
</tr>
<tr>
<td>Gender:</td>
<td>O’Connor</td>
</tr>
<tr>
<td>School Grade:</td>
<td>St Pius X PS</td>
</tr>
<tr>
<td>Class (if applicable):</td>
<td>Mary’s Mount PS</td>
</tr>
<tr>
<td></td>
<td>St Augustine’s PS</td>
</tr>
<tr>
<td></td>
<td>Yidarra PS</td>
</tr>
</tbody>
</table>

**Relevant Medical Conditions:**

**Parent/Guardian 1**

| Name: |
| Mobile Number: |

**Parent Guardian 2**

| Name: |
| Mobile Number: |

**Address**

| Street: |
| Suburb: |
| Email: |

**Home Phone:**

**Emergency Contact Details (someone other than parent/guardian listed above)**

| Surname: | Relationship to Student: |
| Given Names: | Contact Phone #1 |
| | Contact Phone #2 |

**Lesson Information**

| Instrument: | Lesson Type: |
| Preferred Day*: | Casual | Individual |
| Preferred Time*: | Shared | Group |
| Previous Musical Experience: |

* Due to tutor and school restrictions it is not always possible to provide you with your preferred time and day

**Lesson Tools**

| I need a new WAAM essential Learnings Pack |
| I need a new progressive learning Music Book |
| I would like more information about HIRING an instrument through WAAM |
| I would like more information about BUYING an instrument through WAAM |

**Agreement**

I have read and agreed to the terms and conditions outlined in the WAAM Student Handbook and I certify that, to the best of my knowledge, all the information I have provided on this form is accurate.
How much do lessons cost?
Lessons are charged at the start of each term and need to be paid in full before tuition starts. Please read our Payment Policy for more information.

All lessons are 30 minutes.

Lessons taken on site at school during the day are affected by all of the activities, incursions and sports carnivals scheduled throughout the term. At WAAM we plan ahead for these distractions by invoicing you for 8 lessons for each term. If you are aware that you will be missing more than 2 lessons in the 10 week term please advise us before term starts so we can amend your invoice. Otherwise we will assume that all 8 scheduled lessons will go ahead as normal.

<table>
<thead>
<tr>
<th>Fee/Lesson Type</th>
<th>Per Lesson (Excluding GST)</th>
<th>Per Term (Excluding GST)</th>
<th>GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin Fee</td>
<td>$25.00</td>
<td>$2.50</td>
<td></td>
</tr>
<tr>
<td>Individual Lessons</td>
<td>$38.50</td>
<td>$308.00</td>
<td>$30.80</td>
</tr>
<tr>
<td>Shared Lessons (2 students per class)</td>
<td>$29.50</td>
<td>$236.00</td>
<td>$23.60</td>
</tr>
<tr>
<td>Small Group Lessons (3 students per class)</td>
<td>$22.00</td>
<td>$176.00</td>
<td>$17.60</td>
</tr>
</tbody>
</table>

What happens when I miss a lesson?
In the event of any student absence, please notify the office as soon as possible to let us know. WAAM does not offer make up lessons or classes for absences and/or missed lessons that occur because students have conflicts, travel out of town, or due to illness. This is in respect for our tutors, who set aside a specific time for each student. This time is reserved and we cannot give the time away to someone else while you are enrolled. We hope you understand this policy.

If a lesson is cancelled because of a pupil free day, a sports carnival or because of the teacher’s inability to attend tutoring, WAAM sets aside certain days each term as make up days. On these days there are no regularly scheduled lessons or classes so that teachers can compensate for such missed lessons. Teachers may choose other days to make up missed lessons or classes outside the scheduled make up day.
What is your Payment Policy?
At WAAM we are passionate about music; it is such an important and beautiful part of our lives. However, we are a small business and we rely upon prompt payment of our term fees. This allows us to keep the cost of our lessons down so we can share music with students of all backgrounds. **We ask that term fees are paid within 14 days of receiving your term invoice.**

If you are unable to pay the full term payment please contact our friendly staff and we can organise a payment plan for your lessons.

Make up lessons
Makeup lessons will only be offered if the tutor is absent and no relief tutor can be found, if you do not wish to have a lesson with the relief we find, you will forfeit the lesson. All of our tutors and relief tutors are of the highest standard. Please note: No credits or refunds will be given for missed lessons. If you are aware that you will miss more than the allotted 2 weeks of tuition in term please contact us before term starts so we can adjust your invoice accordingly.

Lesson Suspension
If your tuition fees fall behind the due date on your invoice/s, lessons will be suspended until payments are made. However, you will be required to pay for the suspended lessons. This is not an action that we like to take, however as we are a small business we rely upon these payments to keep lesson costs down. If you know you cannot make payment in time please contact us to make arrangements.

It is your responsibility to ensure you have received an invoice from us and double check that the correct lesson/s have been invoiced for (invoices are posted and emailed a month before lessons commence for the term or once we have received your completed registration form, whichever comes last).

We thank you for your understanding. It is necessary for us to implement this policy in order for us to continue to serve you: our valued client, better. Please note: If there are any outstanding fees from previous terms, accounts will need to be settled before lessons for the new term can begin.
Terms and Conditions

Returning the student registration form via email is acceptance for the West Australian Academy of Arts and Music (WAAM) terms and conditions stated below.

- Fees are payable upfront and in full on processing completion.
- Finance charges of 11% will apply to all unpaid accounts after 30 days unless other arrangements are made. We reserve the right to cancel lessons if not paid for in advance.
- Notice must be given in writing (Email or SMS acceptable) if you wish to withdraw from lessons. (Casual students exempted)
- It is your responsibility to ensure that all 8 scheduled lessons are attended; no refunds, credits or make-ups will be given for lessons not attended.
- WAAM operates through all public holidays except Good Friday, ANZAC day and Christmas Day, lessons at O’Connor and Oberthur PS will go ahead on all public holidays unless otherwise informed. No credits or make-ups will be given for lessons not attended due to a public holiday. (This is to ensure that all students can fit all lessons into the year).
- If the regular tutor is unable to make a lesson a relief tutor will be found to take the lesson, in these cases, no credit or make-ups will be given if you choose not to have this lesson. If a relief tutor is unable to be found a make-up lesson will be organised.
- Casual student’s lesson times are subject to availability, a set time each week may not always be guaranteed.
- WAAM reserves the right to collect 20% of any income earned by any WAAM band or ensemble a management fees.
- WAAM is committed to upholding the National Privacy Principals contained in the Privacy Act 1988. Personal information is collected and maintained by the academy solely for the purpose of processing your application and enabling us to run our programs effectively.
- If your child is undertaking WAAM lessons at their school, we reserve the right to obtain contact information from the school in the case of unpaid accounts.
- When participating in WAAM activities, you or your child/ren may be photographed or filmed. Photographs &/or video may be used in promotional publications. If you wish for this not to happen, please inform the WAAM office at admin@waam.net.au.
- It is your responsibility to ensure that your personal information is correct and up to date. If you move or change phone numbers or email addresses, please inform WAAM office on (08) 9314 1110 or at admin@waam.net.au so that we can update your information in our system.
Reception
PH: (08) 9314 1110
EMAIL: admin@waam.net.au

Schools Desk
PH: (08) 9314 7009
EMAIL: schools@waam.net.au

Unit 2/4 Ladner St
O'Connor, WA, 6163