

WRMSTUDIO TERMS AND CONDITIONS

2022

1. SERVICES OFFERED

WRMStudio offers the following services for 2021:

1. Piano,
2. Guitar,
3. Mathematics (online only)

Although your tuition with WRMStudio is that of a private nature, it is still an educational one and as such follows the same basic code of conduct. It is the position of this studio that lessons are to be treated with the same level of importance as any other subject your child may be studying in school. Please respect my curriculum and my commitment to you or your child's musical education by maintaining a priority level for piano studies equal to that of other school subjects—regard it as a “private extension” of academics that would otherwise be unavailable to your child.

2. CURRICULUM CONTENT: MUSIC

The main curriculum used for music is that of a classical nature acquired from Trinity College London. During the course of tuition, the following areas are explored to maximise all areas of musicianship: Theory, Technique, Formal Analysis, Harmony, Aural Training, Sight- Reading, Performance and a comprehensive study of musical literature in a progressive fashion. The studio will henceforth not be entering students into exams for UNISA or Royals Schools Music.

3. CURRICULUM CONTENT: MATHEMATICS

WRMStudio make use of the following systems and techniques, dependent on the system that each student comes from to fill in the gaps or enhance the skills already learned: my own perspective and methods, methods required in school, development of unique problem-solving skills and step by step skills learning.

4. TUITION FEES COVERAGE

Tuition fees cover the following aspects: A one-on-one in-person or online session, time spent in preparation for each student, teacher training and experience, bookkeeping and development of a unique curriculum for each student. Fees also includes the maintenance of subscriptions to professional journals and online services, studio expenses and running costs as well as the maintenance of equipment and education material used for lessons.

Tuition fees **do not** cover books needed for an international exam, studio books or its printing or any other services not mentioned above.

5. LESSON DELIVERY

Lessons are to be delivered in two ways:

1. in-person at your private residence or
2. online on the digital studio platform

6. TUITION CONTRACT DURATION AND TERMINATION

Contracts are per month. Should a student decide to terminate lessons, a full calendar month's notice must be given. A cancellation form must be filled in for the cancellation to take effect.

7. LESSONS FEES

Students pay a flat rate monthly with the studio. Lesson fees have increased from R700 per month to R770 per month per 30 minutes.

For 30 minute lessons: R770 p/month

For 45minute lessons: R1155 p/month

For 60 minute lessons: R1540 p/month

For all new students or returning students that had a break in their tuition at any point, a once-off registration fee equivalent to 50% of one months tuition fee applies. All current students are required to also pay the registration fee at the beginning of each year.

8. BOOK/PRINTING FEES

A once-off printing fee will apply at the beginning of each year or upon registration for each in-person student. This will include your subject file as well as all the material that will be printed throughout the year. Printing fees are R400 per in-person student once-off for the year. No printing fee will be asked for online students. Students that will be doing subjects online are responsible for their own printing and filing of work.

9. TRAVEL FEES

Travel fees are calculated according to AA rates that is coupled with current petrol prices. There will also be a monthly base fee of R50 for Sandton and Midrand students as my point of travel will now be from Pretoria for all students.

For example: Student A lives in Bryanston and Student B lives in Waterfall Estates, 13 km away. Then travel fees for that particular lesson will be AA rate x 13 km. Should lessons move around in the schedule travels fees will also differ as the travel range will fluctuate. Please note, travel routes cannot be pre-determined as traffic may influence what route to use. Irrespective, WRMStudio will always ensure to choose the most optimal route to be on time for lessons or the shortest route to save you, the student charges and the studio additional running and vehicle maintenance costs.

10. TERM STRUCTURE

The studio follows its own term structure that overlaps with certain public, private and public holiday clusters to ensure the maximum amount of contact lessons possible. If all lessons are attended, students could get up to 43 contact sessions per year.

The terms are as follow for 2021:

TERM 1: 10 January – 11 April

TERM 2: 2 May – 5 August

TERM 3: 22 August – 9 December

Please be advised that the studio is not open for lessons on public holidays.

11. ATTENDANCE, MISSED LESSONS, MAKE-UPS

Regular attendance of lessons is an issue of responsibility and choice on the part of parents and students. The studio shall not assume any financial responsibility for a student's absence(s). Monthly rates are flat fees, and shall not be lowered nor refunded for missed lessons. Refunds for a particular lesson will only be given should the teacher not be able to attend a lesson. No make-ups will be done. Ensure you plan your schedule for music properly.

Please note that lessons missed on the online platform due to poor internet connection or any lessons due to load-shedding cannot be refunded. These are circumstances beyond the studios control. Ensure you have backup power available to power all digital devices and instruments. Ensure your devices are charged fully for lessons.

12. LESSON DEFERRALS

The studio are somewhat flexible regarding deferring lessons to a later time or day should you have a clash. However, please notify the studio at least 24 hours in advance if you need to defer a lesson. Only if the schedule for the week allows it, will lessons be moved to a timeslot later during that week or day. If there is no space open, the lesson will be missed.

13. STUDENT RESPONSIBILITIES IN TERMS OF LESSONS

The studio will send out a message each day to notify each student of their upcoming lesson. It is however, the student/parents' responsibility to ensure that students remember to be on time and present for their lessons. It is not the responsibility of the studio to enquire whether a student will be attending a lesson or why the student is late. Should a student log in late for an online lesson or forget to attend a lesson whether online or in-person, the studio will assume that there was interference. Please notify the studio should there be any complications prior or after lesson as assistance can be provided to resolve problems.

14. COVID-19 & LOCKDOWN ARRANGEMENTS

While the COVID-19 pandemic is active, the studio requires each student and parent take active steps to keep all parties involved for in-person lessons safe. There is no real regulations for private tuition and as such it is important to remember that there are more risks associated with in-person tuition.

The studio requires that:

- The student and teacher wear a mask during lessons at all times.
- A safe distance is maintained during lessons or contact with contents of the teacher as well as other household items is minimised during a lesson.
- Hands, instruments and stationery need to be sanitized before lessons. The teacher will ensure proper products is used as not to damage any instruments.
 - o The student or teacher may not use each other's stationary during a lesson.
- Both teacher and student temperatures will be taken at each lesson.
 - o Should the temperature taken be too high, lessons will not continue.
 - o The acceptable range for lessons to continue should not be higher than 37.5 - 38 degrees.
- The room in which lessons are to be held be well ventilated at all times.
- No other members of the family may be present during a lesson or need to maintain a safe distance at all times.
- A contact tracing app be used to minimise the risk of infection.

It is of utter most importance that both student and teacher notify each other should there be contact with any infected persons. In perspective: should the teacher or any student fall ill with the virus, it would mean contact tracing for all students and families and can cause a complete shutdown of services either temporarily or indefinitely. Should another lockdown be imposed or a student or direct family member of the student get infected, all in-person lessons will be converted to online lessons until lockdown or affected parties have recovered fully. Should another lockdown be imposed, lessons cannot be stopped for the remainder of the term and need to make use of the online platform until it is safe to resume in-person lessons. The student/parent will still be liable for all outstanding term fees.

The studio has the right to move lessons online at any time should the risk of exposure or infection become too high. The studio cannot be held responsible for loss of lessons or tuition fees due to sudden online conversions. The studio cannot negotiate on these terms. **Please be absolutely sure of all the dynamic risks involved before choosing to have in-person lessons.**

Illnesses other than COVID-19:

- As other illnesses like contracting flu, respiratory illnesses and so forth can contribute to an increased risk of contracting COVID-19 due to a lowered immune system, the studio recommends the following:
 - o Should a parent or student be aware of an illness, it is their responsibility to notify the studio in advance so that lessons can rather be moved to a make-up day.
 - o Should it be found that a student is sick and the studio was not notified, the studio reserves the right to not attend that lesson. No credit or make-up opportunity will be given for that lesson.

15. STUDIO ASSESSMENTS

All students are required to complete 2 studio assessments throughout the year. The first assessment will be in June, followed by the second assessment in December. The tests are non-negotiable for all students including adult students. The assessments are important as it determines whether a student is allowed to continue studies with WRMStudio. The pass rate is 60%. Please note that the high pass rate is not thought up by the studio but a general, worldwide practice in music.

Should a student fail to maintain an average of 60% for the tuition year, the studio reserves the right to terminate lessons and return that student to the waiting list. Achieving below 60% indicates that the student is not working adequately, there is no interest in the subject or the maximum potential of the student has been reached at that time.

16. YEARLY ACHIEVEMENT COMPETITION

The studio runs a competition throughout the year for the students based on their hard work and marks achieved throughout the Assessments. Prizes are awarded for the Top 3 Students and various special certificates are handed to students that excelled in different areas of their music studies. This is the studio's way of rewarding hard work and giving back to each student. The studio encourages all students to work hard and do their best throughout the year as any student can achieve top tier status. To be eligible for prizes and special certificates, a student must have completed both the assessments within the year of study.

17. OFFICIAL EXAMINATIONS

As the studio follow the curriculum of Trinity College London, students have the option to enter into and play or write the official graded examinations once they have completed the requirements for each grade.

In order to play or write an official exam, it is important to take note of the following:

- Exams can be done either in-person in May/June or November/December or at any time via the online assessment platform should the teacher deem the student ready.
- For in-person exams, the student must purchase the original grade book. The studio will arrange this for the studio.
- There are fees connected to each Practical and or Theory exam. Fees are payable in full before registration can take place.
- Please note changes to registrations details after registration will cost R100 administration fees with the TCL Representative.
- No registration for exams will be made on behalf of any student should there be outstanding fees with the studio.
- The TCL representative will do her utmost best to accommodate the dates a student request; however, it is impossible to accommodate everybody due to very real constraints of available dates, location and working hours per day.
- If you indicate numerous dates/times as unsuitable, your entry may need to be deferred to a later session.
- It is important to know that entering into an exam is a serious decision and requires commitment in order to be ready. TCL holds a high standard with exams and poor performance due to inadequate practising and discipline during the preparation for the exam does not only reflect poorly on each student, but ultimately on me as teacher as well as TCL.
- I thus require each student practice or study more frequently should you decide to enter an exam.
- I require all students that enter into TCL exams to set aside at least 30 minutes a day to practice, Mondays to Fridays, or 5 days a week. This is non-negotiable and I will require you to be actively involved during the next 2 months to check whether the work is being done properly and on schedule.
- It is also my duty and right as teacher to request that a student withdraw from the exams should I find that she/he will not be ready to pass. The reason for this is in order to uphold the high standard of the

studio, me as teacher as well as to safeguard students against failure that could lead to loss of interest in music as subject. Music is foremost supposed to be fun, and students react different to music exams than any other school exam.

- In terms of online assessments:
 - Students will be required to record a video of their performance.
 - Guidelines for recording of these videos should be followed strictly.
 - Requests can be made for the studio to record the video but will incur additional costs:
 - Costs will be that of the required time needed for recording and will be equal to that of the lesson's fees. E.g. should a student require 30 minutes to record the video, costs will be R210 excluding travel fees and so forth.
 - Recordings cannot be done during a schedule lesson and need to be schedule on a different date.

18. MEDIA RELEASE

From time to time, photos, videos and audio recordings of students may be posted on the studio website and social media platforms for promotional and workshop materials. Identifying information will be excluded or limited to full names only as well as grade or skill information. Parents wishing to exempt their students from any published media may do so by providing a written exclusion request.

19. RECITALS, PERFORMANCES AND YEARLY CONCERTS

During the year, several performance opportunities will be made available to qualified students. These events provide pupils with further incentive to practice and excel, and can have a positive effect on a student's sense of accomplishment. Recitals build confidence and reinforce the concept that good practice habits result in good pianists.

When students reach an appropriate level of advancement, they will be eligible to participate in the studio's annual recital. This takes place at the end of the 3rd Term in August or September. Please note that annual recitals cannot always be held and with the COVID-19 pandemic, the studio reserves the right to cancel this event at any given time.

Students who take part in these programs commit to the event at least four months in advance, thereby giving ample time to prepare their respective piece(s). All music – except duets – is to be memorized. Deadlines for preparation are imposed and strictly adhered to in order to ensure that all participating students are secure with their piece(s). Those students whose piece(s) is/are not performance-ready by the deadline shall be withdrawn from the program.

Students scheduled to perform for recitals are required to attend and perform. Except in cases of family emergency or illness, students may not “drop out” from the program. Such behaviour then affects the entire recital, and is not fair to the other performers.

Performers must be at the facility no later than 20 minutes before the beginning of the recital. Participating students and their families are expected to remain for the duration of the entire recital, thereby providing ample audience and respect and support for all performers.

20. STUDIO PROCEDURES

No food or drink (except water) is allowed during a lesson.

Please take personal responsibility to uphold this directive. It is very uncomfortable for me to have to continually remind people of this. If in doubt, don't include it in your lesson.

For all students, no matter what age, the following rules apply at all times:

- Only the student having lesson are allowed inside the studio or classroom.
- Remember, I am your teacher and as such, I need to be treated and respected in that regard. I do not mind having fun with my students, but the focus must be on the work. Should a student not respect the lesson time, I will escalate the matter with each parent and bad behaviour will be added to the students record that could jeopardize future lessons with the studio and me as teacher.

As a piano instructor, I support and care for all of my students and their families in a very special way. One-to-one education is very concentrated, and the bond between teacher and student can grow quite strong.

Nevertheless, the studio reserves the right to terminate a student's lesson for the following infractions:

- Inappropriate behaviour toward me on the part of the student. This includes violent out lashings, swearing, defamation of character, unacceptable advances or any other displays which fall outside the realm of common respect and decency.
- Inappropriate behaviour toward me on the part of a student's parent(s). This includes all of the above.
- Attendance at lessons in any type of intoxicated state.
- Failure to pay invoices in full.