

WPAS POLICIES

TRIAL CLASS POLICY

- Any individual requesting to attend a trial lesson at Woolgoolga Performing Arts Studio, must complete the 'trial registration' online prior to trying the class.
- Individuals will only be permitted to book a trial class, if the class has vacancies.
- A student's place in the trialed class will be held for 24 hours post the physical trial taking place, to allow for formal registration. After this time, the position will become vacant.

ENROLMENT POLICY

- Any student requesting to enrol at Woolgoolga Performing Arts Studio must first complete online registration. This is available on the Woolgoolga Performing Arts Studio website, <https://www.woolgoolgaperformingartsstudio.com/enrol-now>
- Participation in a class is not available until a registration has been completed, and processed by the WPAS office.
- Enrolment is valid for one calendar year only. A new registration form must be completed to commence classes in a new calendar year.
- Students will be allocated to the most suitable class level and age group determined by Woolgoolga Performing Arts Studio.
- Where a class has reached maximum capacity, students will be placed on the waiting list.
- To enrol, a registration fee must be paid. This fee is non-refundable and non-transferable. This fee can only be paid via credit card online, during the registration process accessible by https://dancestudio-pro.com/online/index.php?account_id=10790
- It is the responsibility of the parent/guardian to update WPAS with any changes to personal information that was previously provided on their registration form.

ATTENDANCE POLICY

- Parents/guardians are responsible for communicating absences with the WPAS office.

- Parents are required to lodge an absence via the parent portal, https://dancestudio-pro.com/online/index.php?account_id=10790
- Where a student is injured, they are expected to attend the class to observe.
- Students who do not attend regularly may be withdrawn from classes, sections of routines, or routines entirely. No refunds, credits or make up classes will be provided.
- Students should not engage in external activities that may affect their ability to attend their Backstage classes.
- Attendance at compulsory rehearsals is mandatory. Where a student does not attend, they may be withdrawn from the group, class, and/or routine immediately.

MAKE UP CLASS POLICY

- Make up classes requests must be emailed to info@woolgoolgaperformingartsstudio.com
- Make up classes are only available if taken within the same term as the missed class.
- Maximum of ONE make up class per student, per term
- Make up class times will be allocated by WPAS, if places permit.
- An absence must be lodged via the Woolgoolga Performing Arts parent portal prior to the absence taking place, to be eligible for a make up class.

FEE POLICY

- All fees are inclusive of GST.
- Fees are advertised in the Woolgoolga Performing Arts Studio information packs.
- Class fees are charged by the term. The full term must be paid, regardless of the number of classes the student actually attends. Refunds, credits, or transfers will be taking into consideration pending the reason for not completing the term.
- Class fees are due by the end of week 3 of each term.
- Additional fees are charged and due in a timely manner.
- Term fees are direct debited from the allocated credit card on your parent portal account.
- Weekly Direct Debit payment plans are available. An email request must be completed prior to the due date. Additional fees may apply.
- Where an invoice is 7 days overdue, the student will not be able to participate in classes. Their position in a class will be held for 2 weeks only.
- All fees are non-refundable. This includes classes, workshops, events and other.

LATENESS POLICY

- If a student is a no more than 5 minutes late to class, they expected to apologise to the teacher however they are still able to participate. The student will be reminded not to be late next time.
- It is appreciated that students/parents advise the WPAS office if they are aware that they will be late.
- Where a student is too late to participate or attend a class, a refund or credit will not be provided.

ANNUAL SHOWCASE COSTUME POLICY

- Costumes for the showcase will be measured, fitted and ordered by WPAS.
- Costumes are designed and selected by WPAS.
- For some routines, students may be asked to provide their own costume. For example, a black top with jeans for Hip Hop.
- Each class requires one costume.
- Classes that do not perform in the Showcase, do not require a costume.
- To the extent permitted by law, costume costs are non-refundable.
- Costume costs will be charged in Terms 2 & 3.

ANNUAL SHOWCASE POLICY

- The Annual Showcase is compulsory for 'Industry' and 'Pre-Pro' students. The Annual Showcase is optional for all other students.
- Some classes do not perform in the Annual Showcase.
- Students enrolled in allocated classes must attend a compulsory Theatre Rehearsal, in order to participate in the Annual Showcase.
- All school aged students must attend a compulsory Dress Rehearsal, in order to participate in the Annual Showcase.
- Students must collect their costumes by the due date, in order to participate in the Annual Showcase.
- Students who do not wish to perform in the Annual Showcase must notify our office so we can let staff know.
- To view the performance, a ticket must be purchased. Audience members may only enter the auditorium with a purchased ticket.
- Tickets must be purchased promptly. Woolgoolga Performing Arts Studio are not responsible for families who miss out on purchasing tickets due to delay.

UNIFORM POLICY

- The uniform set out by WPAS is compulsory for all students. The set uniform must be worn to all classes.
- Parents are to be strongly encouraged to affix name tags to all items of uniform.
- All items of uniform are available from Woolgoolga Performing Arts Studio and local dance wear stores.
- Second hand uniform items are also available to parents via the Facebook group,
- The Woolgoolga Performing Arts Studio is not to be affixed or printed to any garment without the written approval of WPAS.
- No jewellery may be worn with the exception of small studs.
- Hair is to be worn in a bun for Ballet classes and tied up into a secure style for any other genre.

PARENT/GUARDIAN-STUDIO COMMUNICATION POLICY

- Parents/Guardians must have a valid email address and contact phone number.
- Important information, invoices and newsletters will be emailed to the parent, at the provided email address.
- It is the responsibility of at least one parent/guardian to read information and emails that are sent from WPAS, to keep informed.
- Communication involving minors will be directed to the parent/guardian.
- Digital communication should be restricted to studio matters only.
- Digital communication must not offend, intimidate, humiliate or bully another person.
- Digital communication must not be misleading, false or injure the reputation of another person.

PARENT-TEACHER COMMUNICATION POLICY

- Communication of concerns or queries must be directed to the WPAS office. The appropriate staff member will be contacted, and the information will be relayed to the parents via our admin.
- Teachers are not available during or in-between class time to discuss matters or answer queries.
- Parents and teachers should not seek access to each other's profiles on Facebook.
- Parents and teachers should not communicate via email, phone or social media. All communication should be passed through WPAS office.
- Parents and teachers are not to pass out their private contact information.
- Indecent or inappropriate language or communication by either party must be reported to WPAS office.

STUDENT-TEACHER COMMUNICATION POLICY

- Students and teachers should not be communicating privately through social media platforms.
- Students and teachers should not communicate via email or phone. All communication should be passed through WPAS office or take place during class time.
- Students and teachers are not to pass out private contact information.
- Indecent or inappropriate language or communication by either party must be reported to the WPAS office.

STUDIO LOYALTY, COMMITMENT & COURTESY POLICY

- It is considered a conflict of interest to attend more than one studio. Students are not permitted to attend another dance studio as well as Woolgoolga Performing Arts Studio without written permission from the Director.
- Where a student has permission from WPAS to participate in an external class, workshop or event, the parent/guardian must ensure that the students can still fulfil their WPAS commitments.
- Students are permitted to dance at their Primary and Secondary schools, as long as these commitments don't conflict with their WPAS commitments or restrict the student from being able to commit 100% to their WPAS commitment.
- Students may forfeit their enrolment at Woolgoolga Performing Arts Studio if they participate in external events, without WPAS permission.

PHOTOGRAPHY/FILMING POLICY

- Students/Parents are not permitted to video or photograph classes, students or staff at any time, unless given permission by the staff or individuals involved. Photos of children should not be posted on social media platforms without the permission of the parent/guardian.
- Annual showcase, performance and/or competition videos are not to be posted on public websites such as YouTube or Facebook, without WPAS's permission.
- Photography and filming of theatre performances is strictly prohibited.
- WPAS may use photographs/videos of the students to promote the academy via flyers, website, social media and advertising. All students are required to sign a photo release form. This signed agreement is valid for 2 years.

HEALTH & SAFETY POLICY

- WPAS have set up and will maintain safe dance environments for their students. The studio flooring and equipment used enable and ensure safe dance practices.

- Appropriate emergency procedures exist, and staff understand the procedures relevant to their location.
- WPAS staff have the responsibility and authority to ensure that health and safety objectives are achieved. They will identify and eliminate unsafe acts, procedures, conditions, equipment, and hazards of all kinds.
- Behaviour from students, parents or visitors that may cause an unsafe environment, will not be tolerated.
- It is the responsibility of the student or parent/guardian to inform WPAS of any prior or current illnesses or injuries prior to enrolment or prior to class.
- In the event of an injury, WPAS will administer First Aid treatment by a qualified first aider. If medical services are necessary and an ambulance required, the student/parent will incur the costs. Physical contact may be required.
- Parents/Guardians must be responsible for minors before and after class times.
- Woolgoolga Performing Arts Studio MUST be notified of any allergies that a student may have. WPAS will not be held responsible for allergic reactions outside of class time; however, first aid will be provided.
- Fire extinguishers, fire hose reels and fire blankets are located within the premises.
- Any student who has been diagnosed by a Medical Practitioner as being at risk of anaphylaxis should bring an EpiPen to class. This EpiPen will be administered by a first aider if required, under the instruction of 000 staff if an emergency arises.

FOOD, DRINK, ALCOHOL AND DRUG POLICY

- Food and/or drink must only be consumed in the allocated waiting areas or break rooms.
- WPAS request that nuts are not brought on the premises, however, cannot ensure that the premises is 'nut free'.
- The possession or consumption of illicit or non-prescribed drugs or alcohol (including vaping devices) is not acceptable at any time.
- Parents, students, volunteers and/or employees must not arrive at WPAS or any event representing WPAS, impaired by the effects of illicit drugs or alcohol.

INJURY / FIRST AID POLICY

- Where an injury occurs, the student will receive treatment from a qualified first aider. Physical contact may be required.

- In the situation where an ambulance is required, an ambulance will be called by WPAS. The parent will incur these costs.
- Where an injury occurs, the student's parent/guardian will be contacted by WPAS using the contact information given on the student's registration form.
- It is the responsibility of the student/parents to notify WPAS of any previous or current injuries.
- Any injury sustained whilst training or performing in a competition or promotion will be the responsibility of the student/parent. WPAS will take into consideration assisting with injury claims for insurances purposes.
- Injuries that occur on the premises will be recorded on the Incident report form.
- Students who do not participate in classes due to injury may be prohibited to perform at an event or attend an event.
- Students enrolled in the Troupe or Industry program must attend and observe class when injured and unable to physically participate.

BEHAVIOUR / CONDUCT POLICY

- WPAS does not tolerate swearing, indecent or disrespectful language, defamatory comments, or indecent or disrespectful conduct from students, parents/guardians, family members, or visitors.
- Any individual who demonstrates any of the above will be asked to withdraw from WPAS immediately. This behaviour includes at the Premises or outside of the Premises, social media or on the internet.
- Negative communications between parents and/or students will not be tolerated by WPAS. Where negative communications take place, the parents and students involved will be asked to withdraw from WPAS immediately. This includes at the Premises or outside of the Premises, social media, or on the internet.
- Any person who does not comply with WPAS Terms and Conditions will forfeit their position at WPAS and, to the extent permitted by law, will not be entitled to refund.

BULLYING POLICY

- The following will not be tolerated in person, via email, via text messaging or via the internet; verbal abuse or shouting, physical abuse, excluding or isolating a person, psychological harassment, humiliating a person through sarcasm, criticism or insults, Ignoring or belittling a person's contribution or opinion.

- If any persons feels that they are the victim of bullying, they should discuss the matter directly with the person/people concerned and request an end to the behaviour. Should this approach fail or be inappropriate, the victim can contact the WPAS office for assistance in resolving the matter.

PHYSICAL CONTACT POLICY

- Physical contact between a teacher and student may be required to demonstrate, correct or assist with dance or tumbling movements.
- In the event of an injury, physical contact may be required between a First Aider and injured student or visitor.
- Any inappropriate or indecent physical contact between staff, students or visitors of WPAS must be reported immediately.

CANCELLATION POLICY

- If Woolgoolga Performing Arts Studio have to cancel a class, registrants will be notified in advance and fees paid will be refunded or credited.
- If a student/parent cancels a class, a credit will be considered pending how much notice WPAS admin are given.

WITHDRAWAL POLICY

- Where a student wished to withdraw from a class or from WPAS entirely, our admin must be notified as soon as this decision is made.
- There will be no refunds or credits for withdrawal from classes. Classes are invoiced by the term.
- Withdrawal policies for VTP and Industry programs are outlined in the Industry and VTP information packs.

EMERGENCY EVACUATION PROCEDURE

- Staff will direct and advise all persons to move safely to the nearest exit
- Staff will then direct all persons to the muster point at the front of the studio, or an alternative safe area.

SOLO/DUO COMPETITION POLICY

- Students may be invited to represent Woolgoolga Performing Arts Studio in solos, duos and/or trios.

- Choreography is to be taught by Woolgoolga Performing Arts Studio staff only, at the Woolgoolga Performing Arts Studio premises.
- All choreography, music, and costume designs belong to Woolgoolga Performing Arts Studio and cannot be used without written permission.
- Students must enrol in the Woolgoolga Performing Arts Studio group class of the solo/duo style to be eligible for that routine. For example, a student must be enrolled in group Tap at Woolgoolga Performing Arts Studio to undertake a Tap solo.
- Students must enrol in private singing lessons to pursue singing solos/duos or song & dance solos/duos.
- Students may be invited to undertake dance sections, vocal sections and/or song and dance sections.
- Students are required to undertake a regular weekly private lesson of at least 10 minutes per class, to learn, improve and maintain the standard of their routines. 'Choreography lessons' may also be available to learn new routines.
- Students are able to enter competitions throughout the year, at the discretion of Woolgoolga Performing Arts Studio.

GRIEVANCE POLICY

- A grievance is a real or perceived cause for complaint.
- Woolgoolga Performing Arts Studio recognises that open communication and feedback are essential elements of a satisfying and productive environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Students can be assured that they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance. The first step to raising a complaint should be with the reception staff. Should you not be satisfied, a formal avenue can be taken. To raise a formal complaint, your complaint must be put in writing and dated.
- All formal avenues for handling of grievances will be fully documented. All complaints and questions will receive thoughtful consideration and will be discussed with the individual who raises them. Discussions held are confidential.
- At any time, the student or parent have the right to withdraw their grievance. It is requested this is dated and put in writing.

PARKING POLICY

For the safety of our students, staff, and visitors, we kindly ask that all those attending Woolgoolga Performing Arts Studio adhere to the following:

- Be mindful of the nature of Woolgoolga Performing Arts Studio and that it involves a sizeable number of children. Please allow extra care when in the car park.
- Please park in the allocated car parking areas in the rear of the studio, or on the roadside.
- Please DO NOT block the driveway at any time.

CCTV POLICY & PROCEDURES

- Woolgoolga Performing Arts Studio operates a CCTV system to deter anti-social and/or criminal behaviour. This system will aim to provide a secure & safe environment for the children, parents / guardians, and staff involved.
- Access to the CCTV system display monitor will be limited to authorised staff only. Authorised staff include the office receptionists and the Director. Authorised staff will utilise the system for Occupational health and safety and security reasons only.
- Access to recorded footage will be limited to the Director, and is password protected.
- Recorded footage will be accessed by the Director if a serious offence, allegation, or incident has taken place.
- Should an offence, incident, or allegation lead to a criminal investigation or lawsuit, the recorded footage may also be accessed for this purpose.
- Recordings will be stored on the system's hard-drive which is located in a secure location with restricted access as outlined above. An authorised staff member will be present in this location during all opening hours. During closed hours, the premises is locked and alarmed. The recordings will be held on the system for approximately 14 days. These recordings will then be exported to an external storage hard drive which will be stored in a secure location and accessed by the director only. The operating system hard drive will then be overwritten.
- It should be noted that the current system within the premises only records video and has no capacity to record sound.
- It should be noted that all cameras are visible.
- It should be noted that there are signs in place to notify individuals of the presence of the cameras.
- It should be noted that cameras are not located in private areas, such as the toilets and/or change rooms.
- It should be noted that footage will not be used to assess or evaluate staff or student performance.

ENVIRONMENTAL POLICY

- WPAS endeavours to be an environmentally responsible provider of dance and performing arts classes, and aim to minimise our environmental impact in the following ways:
- Build environmental awareness amongst our employees and students.
- Meeting all relevant environmental legislations and requirements
- Continually reviewing our environmental management and performance
- Striving to lead by example, encourage best practice and drive sustainable outcomes

CLASS WATCHING POLICY

- Class viewing is closed for all private lessons, VTP classes, exam classes, adult classes and rehearsal classes.
- Open viewing classes usually happen in the last week of terms 1, 2 and 3. Parents will be notified by email when open week is scheduled.