



## PORTLAND DANZ X-TENSIONS LIST OF POLICIES AND PROCEDURES

### ENROLMENT POLICY

- Any student wishing to enrol at Portland Danz X-tensions must first complete a registration form either online or an official paper form. This official paper form is available on our website or from the studio, 24 Henty St Portland.
- Participation in a class is not available until a registration form as been completed, received, and processed by our 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 according to Portland Danz X-tensions standards.
- Where a class has reached maximum capacity, students will be placed on the waiting list.
- To enrol, a registration fee must be paid (\$36). This fee is non-refundable and non-transferable.

### ATTENDANCE POLICY

- Students are expected to attend all classes.
- Parents/guardians are responsible for communicating absences with teachers.
- Teachers must be notified in advance if a student is going to be absent from class. This can be done by emailing or texting 0418 521 127
- Where a student is injured, they are expected to attend the class to observe.
- When a student is unwell but not contagious, they may still attend to observe the class.
- When a student is unwell and contagious, they are not expected to attend and students will be sent home if that still come to class in a condition that may be harmful to others.
- Students who do not attend regularly may be withdrawn from classes, sections of routines or entire routines.
- In the event of absence of 5 or more consecutive weeks in one term where a parent has given prior notice of absence an appropriate discount will be applied to student account while still maintaining their place in the class. A 50% discount on each weeks' tuition only while student is away.
- In the event of absence of 5 or more consecutive weeks in one term where a medical certificate has been supplied notifying of the students' withdrawal from classes altogether an appropriate discount will be applied to student account and arrangements for a refund made. A 100% discount on class tuition for the weeks remaining in the term where the student can no longer dance.

## **LATENESS POLICY**

- If a student is late to class, they are to apologise to the teacher and join in with the class with as little disruption as possible. The student will be reminded not to be late next time.
- It is appreciated for students/parents to advise teacher if they are aware that they will be late.
- Students who are regularly late to a class, may be advised to withdraw from the class.

## **FEES POLICY**

- Fees are invoiced to families on the 1<sup>st</sup> of Jan due end of Feb 1<sup>st</sup> April due 30<sup>th</sup> April 1<sup>st</sup> July due 31<sup>st</sup> July 1<sup>st</sup> October due 31<sup>st</sup> October.
- All tuition fees are per term and remain the same regardless of casual absenteeism.
- Students will not be permitted to participate in further classes if the previous terms fees have not been paid in full by the last day of the first week of the current term.
- Students dropped off for class even through their fees for the previous term has not been paid will be not permitted to participate in the class. Student will only be permitted sit and watch until payment of the previous term has been made in full.
- Fees left unpaid will be given straight to our collection agent and you will be liable for all fees charged by agent.
- Teachers must be informed in writing two weeks before the end of the term if a student will not be returning to class the following term. Failure to do so will result in the student's place being held in the class and fees charged accordingly until notification of termination of enrolment is given.
- All fees are the responsibility of the person who signed up the student regardless of plans to share payment with other parties.
- Invoices will not be split when an account is to be paid by more than one party.
- It is the responsibility of the person who enrolled the student to ensure full payment is made each term. Any disputes between the paying parties regarding payment is to be resolved by those involved and it is not up to Danz X-tensions to intervene on personal disputes. Failure of full payment regardless of the dispute between paying parties will result in the student's enrolment being terminated.

## **ANNUAL PERFORMANCES COSTUME POLICY**

- Costumes for the performances will be measured, fitted and ordered by Portland Danz X-tensions.
- Each class attended requires one costume for the midyear performance and two costume for the end of year performance, one of which is purchased in full by the student/family.
- Please see information handbook to costume hire and purchase pricing.
- Preschool students that do not perform in the performances, do not require a costume.

- Costume costs are non-refundable.
- Costume costs will be invoiced in Terms 2 & 4.
- Withdrawal from the end of year concert after August 30th, 2020 will still incur the relevant costume hire charge to cover the cost of costumes already prepared for the student for the concert.
- Costumes purchased by students but not collected by the end of term 1 the following year will be charged a storage fee of \$5 per month the costume still remains at the studio and must be paid before costume can be collected.
- Costumes purchased by students but not collected by the end of the following year will be forfeited to the studio and sold to recoup storage fees.

### **PERFORMANCE POLICY**

- The midyear and end of year performances are compulsory for all students except Preschool classes
- Students must attend compulsory Theatre Rehearsals, in order to participate in the performances.
- All students must attend a compulsory Dress Rehearsal, in order to participate in the performances.
- Students leave all costumes at the studio until 'costume pick up day' the Wednesday after the concert
- All choreography remains the intellectual property of Portland Danz X-tensions and cannot be used outside the studio in competition of other non Danz X-tensions event without the written consent of the studio director.

### **UNIFORM POLICY**

- The uniform set out by Portland Danz X-tensions is compulsory for all students. The set uniform must be worn to all classes.
- Students, who do not wear the correct uniform to class, will not be able to participate in or observe the class.
- Uniform items that have been cut, are ripped or torn, or damaged are not permitted in class.
- Danz X-tensions teachers have the right to refuse a student to participate in the class if they are wearing incorrect uniform or shoes that the teacher feels will jeopardise the safety the student or any other person in that class.

### **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 newsletters and emails that are sent from Portland Danz X-tensions, to keep informed.

- Portland Danz X-tensions website will include current information, available to parents and guardians.
- Communication involving children 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.

### **COMMUNICATION POLICY**

- Communication of concerns or queries must be directed to studio director.
- Teachers are not available during or in-between class time to discuss matters or answer queries.
- Students are encouraged to seek feedback and assessment from their teacher. Please understand that the teacher may not be able to dedicate class time to such conversations. Teachers will try their best to accommodate the student's request.
- Students and parents will not be 'accepted as friends' on private social media platforms.
- Social media communication should be passed through the Portland Danz X-tensions page.
- Students and parent private contact information will not be passed to other students or parents.
- Indecent or inappropriate language or communication must be reported to studio director.

### **STUDIO LOYALTY, COMMITMENT & COURTESY**

- It is a conflict of interest to attend more than one studio. It is expected that students show 100% loyalty to their studio, teachers and fellow classmates. Students must obtain written permission to participate in external dance classes or events.
- Where a student has permission from Portland Danz X-tensions to participate in an external class, workshop or event, the parent/guardian must ensure that the students can still fulfil their Portland Danz X-tensions commitments first.
- Students are permitted to dance at their Primary and Secondary schools, if these commitments don't conflict with their Portland Danz X-tensions commitments or restrict the student from being able to commit 100% to their Portland Danz X-tensions commitment.

### **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, other than your own, should not be posted on social media platforms without the permission of the parent/guardian.
- Performance and/or competition videos are not to be posted on public websites such as YouTube or Facebook, without studio director permission.
- Photography and filming of theatre performances is strictly prohibited.

- Portland Danz X-tensions may use photographs/videos of the students to promote the studio via flyers, website, social media and advertising.
- Staff are not to film, photograph a student without permission from studio director. Staff are not permitted to share photographs or videos of students without the permission of studio director.

## **HEALTH & SAFETY POLICY**

- Portland Danz X-tensions 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.
- Portland Danz X-tensions 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 Portland Danz X-tensions of any prior or current illnesses or injuries.
- In the event of an injury, First Aid treatment will be administered. 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. Portland Danz X-tensions will not provide supervision to minors outside of class time.
- Students under 13 are not to wait outside the premises. No student (under 13 years) is to wait outside or leave the Premises unaccompanied by a parent or guardian.
- Fire extinguishers and fire hose reel are located within the premises.
- No jewellery is to be worn during classes, including watches, Fitbit, necklaces.
- The door to the student change area is to remain closed and locked while class is in session.
- Where students are waiting in between classes without the supervision of a parent they are required to wait in the student change area with the door closed/locked.

## **FOOD, DRINK, ALCOHOL AND DRUG POLICY**

- Food and/or drink is not permitted in the studio, except for a water bottle.
- Food and/or drink must only be consumed in the allocated waiting areas or break rooms.
- Portland Danz X-tensions 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 is not acceptable at any time.
- Parents, students, volunteers and/or employees must not arrive at Portland Danz X-tensions or any event representing Portland Danz X-tensions, 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 Portland Danz X-tensions. The parent will incur these costs.
- Where an injury occurs, the student's parent/guardian will be contacted using the contact information given on the student's registration form.
- It is the responsibility of the student/parents to notify Portland Danz X-tensions 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. No costs will be incurred by Portland Danz X-tensions.
- Injuries that occur on the premises will be recorded on the Incident report form.

## **BEHAVIOUR / CONDUCT POLICY**

- Portland Danz X-tensions 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 Portland Danz X-tensions 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 Portland Danz X-tensions. This includes at the Premises or outside of the Premises, social media, or on the internet.
- Any person who does not comply with Portland Danz X-tensions Terms and Conditions of enrolment will forfeit their position at Portland Danz X-tensions 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.
- Where any persons feel 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 studio director 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 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 Portland Danz X-tensions must be reported immediately.

### **CANCELLATION POLICY**

- If WE (Portland Danz X-tensions) must cancel a class, registrants will be notified in advance via email, Movitae and Facebook students and parents' group.
- If a class is cancelled by Portland Danz X-tensions all attempts will be made to provide a replacement class if it is possible to do so.
- If a student/parent cancels a class, there will be no refund or credit given.

### **WITHDRAWAL POLICY**

- Where a student wished to withdraw from a class or from Portland Danz X-tensions entirely, written notice is required.
- There will be no refunds or credits for withdrawal from classes. Classes are invoiced by the term.

### **EMERGENCY EVACUATION PROCEDURE**

- In case of an emergency 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 back of 'Reject Shop', or an alternative safe area.

### **SOLO/DUO/TROUPE COMPETITION POLICY**

- Private lessons and comp team classes to prepare competition work are available by invitation only.
- Students may represent Danz X-tensions in solos, duos and/or troupes.
- All choreography belongs to Portland Danz X-tensions and cannot be used without written permission.
- Students must enrol classical ballet group class the corresponding class of the solo/duo/trio style to be eligible for that routine. For example, a student must be enrolled in group Ballet and Tap undertake a Tap solo.
- Students must enrol in private singing lessons to pursue singing solos/duos/trios or song & dance solos/duos/trios.
- Students are required to undertake a regular weekly private lesson of at least 30 minutes per class, to learn, improve and maintain the standard of their routines.
- Students can enter competitions throughout the year, at the discretion of Portland Danz X-tensions as long as it does not conflict with any other Portland Danz X-tensions event.

- Students are not permitted to miss Portland Danz X-tensions classes, rehearsals or events due to a solo competition.
- Costumes for solos and duos are to be organised by the parent. Parents are to seek out designs from the choreographing teacher during the allocated private lesson time.
- Students/parents are responsible for providing music at competitions. Please request your music by providing a USB memory stick.

## **GRIEVANCE POLICY**

- A grievance is a real or perceived cause for complaint.
- Portland Danz X-tensions 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 using such procedures whether decisions are found for or against their grievance. The first step to raising a complaint should be with studio director. 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 and the student's wishes will be considered in the determination of appropriate steps and actions. All complaints and questions will receive thoughtful consideration in a timely manner 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.

## **AMMEMDMENT POLICY**

- Any policy or procedure may be added to or altered at any time to further improve the safety of Portland Danz X-tensions students, parents, teachers and volunteers.
- Portland Danz X-tensions students and parents will be notified of any changes to any current policy or the introduction of new policies via email.