

# WRMSTUDIO TERMS AND CONDITIONS

*Revision 2: 2021*

## **1. SERVICES OFFERED**

WRMStudio offers the following services for 2021:

1. Piano,
2. Guitar,
3. Ukulele,
4. Mathematics and
5. Afrikaans as additional language.

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. CURRICULUM CONTENT: OTHER SUBJECTS**

The language curriculum used are to fill in the gaps of what students find the most difficult in their specific grades. Strict rules and guidelines are followed to enhance or improve on the school work and activities. Emphasis on a fun and unique experience is created at all times so that maximum retention of the language is attained.

## **5. 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.

## **6. 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.

## **7. TUITION CONTRACT DURATION AND TERMINATION**

Contracts are per term. This means that should a student/parent decide to terminate lessons at any given time during the term, the student/parent is responsible for payment until the end of the active term. Lessons cannot be put on hold and must follow the guidelines on missed lessons and make-up criteria.

## **8. LESSONS FEES**

Lesson fees have increased from R190 per 30 minutes in 2020 to R210 per 30 minutes in 2021. This increase is roughly 10%. Due to the devastating effects and impact the pandemic has left financially on the studio as well as other contributing factors that will influence teaching in 2021, the studio had to make a more drastic adjustment to lesson fees.

Lesson fees are the same for both delivery methods. There is no discount for an online lesson as it involves the same amount of time spent with each student which equally requires the same amount of preparation and setup.

You will receive a maximum amount of 40 lessons each year.

Fees are determined as follows:

Lesson Fee (*per 30 min lesson*): R 210

Total maximum number of lessons for the year: 40

Tuition fee payable monthly:  $(R210 \times 40) / 12 = R700$  per month.

Applying the same formula for 45-minute lessons @ R315 per lesson = R 1050 per month.

And for 60-minute lessons @ R420 per lesson = R1400 per month.

For all new students or returning students that had a break in their tuition at any point, a once-off registration fee of R200 per subject applies.

## 9. BOOK FEES

For each new student or student that requires new material a book fee applies. The book fees range from R200 to R600. These books contain all the necessary pieces, scales, sight reading, aural exercises as well as music theory to last at least 1 year. These books are compiled and printed by WRMStudio and either couriered to you or delivered in person, depending on the platform of teaching chosen as well as the area the student is located. Please note, from 2021 mathematics and additional subjects will not be receiving books but printing will be at your own cost as all assignments will be found online.

## 10. TRAVEL FEES

Travel fees are calculated according to AA rates that is coupled with current petrol prices. As WRMStudio won't have an office in Rivonia for 2021, travel fees will be worked out from point-to-point. This means that your travel fees will differ each month. 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. A proper log will be kept for these purposes and you may request access to the log at any time. 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.

## 11. TERM STRUCTURE

The studio follows its own term structure that closely aligns with the public-school term structure consisting of 4 school terms. The reason for choosing a 4-term structure is that it minimises teaching breaks due to general and extended public holidays as well as lengthy breaks that private schools tend to have. Factoring in all missed lessons caused by 3-term school structures, it becomes very expensive to students and creates problems with scheduling and getting sufficient amounts of work done. The term structure cannot be adapted for 3-term school students, so please ensure you are available for lessons to avoid missing too much tuition times.

The terms are as follow for 2021:

TERM 1: 18 January – 31 March

TERM 2: ~~12 April – 25 June~~ 12 April – 9 July

TERM 3: ~~12 July – 17 September~~ 26 July – 1 October

TERM 4: ~~4 October – 10 December~~ 11 October – 10 December

*Please note, there are additional days the studio will be closed for normal lessons, reserved only for make-up lessons. Refer to the new make-up lesson structure.*

Please be advised that the studio is not open for lessons on public holidays. The studio will have normal lessons on 22 March, the observed public holiday after Human Rights Day on the 21<sup>st</sup> of March. However, this public holiday will be moved to a later date to maximise lesson times.

## 12. LESSON TIMES AND SCHEDULE BREAKDOWN

There is an average of 10 lessons during each term which equates to a maximum of 40 possible lessons any student can have during one year of tuition. Lessons are structured in a cycle for 2021: Each cycle will consist of 3 lessons practical, followed by 1 lesson theory, 1 lesson practical, again a lesson theory and then Practical and Aural/Sight reading lessons in alternating fashion. Thus, one cycle will be 8 lessons, that will repeat 5 times throughout a year or at least once throughout each term focusing on all music elements needed to create an abled and well-rounded musician.

To visualize the cycle:

Prac >> Prac >> Prac >> Theory >> Prac >> Theory >> Prac >> Sight/Aural

The schedule breakdown for 2021 will be as follows:

MONDAY	Pretoria and surroundings
TUESDAY	Online lessons only
WEDNESDAY	Sandton and surroundings
THURSDAY	
FRIDAY	Online lessons only.

## 13. 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.

A new lesson make-up structure will be introduced. This structure will enable you to maximise the number of lessons for each year and prevent any redundancy occurring for the studio.

First and foremost, lessons will only be made up on the online platform. No lessons missed will be made up in-person.

Certain dates will be set aside for making up lessons:

TERM 1	22-23 March	
TERM 2	16 June	
TERM 3	10 August	20-23 September
TERM 4	13-15 December	

Lesson may be made up between 10AM and 6PM on the above dates. These dates enable the studio to make up approximately **88 hours** of lesson time missed.

Please take note that should you schedule a make-up and fail to attend on the date, the lessons may not be rescheduled again on other future make-up lesson dates and will be seen as forfeit. No credit will be given for the lesson.

## 14. QUALIFYING CRITERIA FOR MAKE-UP LESSONS

Only certain lessons will qualify for a make-up slot during the above-mentioned dates:

### FOR THE STUDENT:

- Missing a lesson due to illness or accident, providing a doctor's note can be provided.
- Due to the attendance of a funeral.
- The same rules apply for the online lesson platform.

### FOR THE TEACHER:

- Missing a lesson due to traffic complications.
- Missing a lesson due to illness or accident, a doctor's note will be posted on the studio portal.
- Due to the attendance of a funeral.
- The same rules apply for the online lesson platform, with traffic complications excluded.

## 15. DISQUALIFYING CRITERIA FOR MISSED LESSONS

Scenarios where lessons will not be made up for either teacher or student:

- Clashing activities including any school activity, business trip or function.
- Personal matters interfering with lesson times.
- Scheduling and overlapping holidays with lesson times.
- Forgetting to attend scheduled lessons.
- I am aware that half of my students are in private establishments following a 3-term school schedule. If and only if you have an away holiday scheduled, may you use the make up dates to make up missed lessons but only for a **maximum of 2 lessons per term**. Any other lessons will be seen as missed and will not be made up to ensure that every student and the teacher gets an equal opportunity to make up lessons.
- In case of breaking one arm or hand, or one leg or foot, lesson will not be made up as work can still be done should the student be mobile and can sit in front of the piano, desk or other instrument.
- Should both legs or arms or both hands or feet be broken, lessons can be made up.

For the online platform:

- Lessons won't be made up due to load shedding or poor internet connection.
- Please ensure that you have backup power and that your internet and devices are working properly before each lesson.
- The studio recognizes that technical difficulties may occur but cannot be held responsible should these interfere with lessons.
- Each scenario where technology is the failing aspect during a lesson will be assessed accordingly and lesson make-ups will be granted accordingly.

## **16. LESSON CREDIT**

- Lesson credit will only be given should the teacher not be able to:
  - o Provide a doctor's note when sick
  - o Provide proof of attending a funeral
  - o Have a schedule clash due to a personal matter.
- Lesson credit will not be given for lessons that could not be made up during the year due to limited space on make-up days. This means that should you have 6 lessons to make up and only get to make up 4, the fees for the 2 outstanding lessons will be forfeited and cannot be credited or carried over to the next year.
- It is therefore important that each student attend as much lessons as possible and on the scheduled dates in order to prevent disappointment or tuition fees becoming costly.

## **17. LESSON TRANSFERS OR CONVERSIONS**

- The online platform may not be used to convert in-person lessons.
- Should you start with in-person lessons, you will not be allowed to switch to the online platform for the remainder of the active term.
- Switching between the platforms at the beginning of each term is free, but should you have outstanding lessons to be made up, these will not be carried over with your conversion and no credit will be given.

## **18. STUDENT RESPONSIBILITIES IN TERMS OF LESSONS**

The studio will from 2021 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.

## 19. 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.

## **20. 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. These assessments will be done online via an online test. For the practical component, the studio will require each student to create a performance video to be sent in on classroom. For the theory or written component, the students will complete an online test or will be required to print out and complete the question paper, scan and resubmit it on classroom. These assessments will not be done during lesson times to minimize lessons missed due to progress reporting.

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.

## **21. 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.

## **22. 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 practicing 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.

### **23. 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.

### **24. 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 3<sup>rd</sup> 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.

## **25. 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.