



POLICIES AND PROCEDURES

Student and Parent Code of Conduct

As a representative of the Centre, each student must be encouraged to achieve the highest standards of etiquette and professionalism.

1. CODE OF CONDUCT: Students

- 1.1 All skills, learning and training is based on the appropriate age and physical ability of the student.
- 1.2 Students will represent The EDC in a professional manner at all times.
- 1.3 Students are expected to attend classes regularly.
- 1.4 Students are expected to be punctual. Warm-up is conducted at the start of every class and it is imperative that all dancers participate in warm-up to ensure that their body is ready for physical activity.
- 1.5 Students are required to follow safe dance practice instruction given by their dance teacher at all times to avoid injury. EDC is not responsible for any injury to students who do not follow safe dance practice instruction.
- 1.6 Students are expected to wear the EDC Dress Code to each and every class in order to positively influence the rhythm and structure of our classes. Throughout the year, EDC offers dancers the opportunity to step out of dress code and show off their personal style during our pre-determined Fundraising Weeks.
- 1.7 Students are expected to demonstrate respect for all EDC Staff and students at all times.
- 1.8 Students are encouraged to establish new friendships with other students in their classes. We enforce teamwork and fairness and students are expected to treat each other with respect.
- 1.9 Students observing a class for any reason are expected to be quiet and courteous to the performers, Teachers, and Assistants and should not disrupt a class for any reason.
- 1.10 Students are expected to focus and pay attention to the Teacher's instructions and keep talking to a minimum.
- 1.11 Students must treat the studios, the premises, and the possessions of all other students with respect, care, and consideration.
- 1.12 Students are expected to clean up after themselves and any mess that they create while at the studio.
- 1.13 Students understand that there is a zero tolerance to inappropriate behaviour at EDC. Dancers behaving inappropriately will be removed from the dance class and parents/guardians will be contacted.
- 1.14 Students are not permitted to be in any studio unless accompanied by a Teacher or Assistant teacher.
- 1.15 Students understand that there is a 'No Physical Contact' Policy at EDC. Students should not touch other dancers, or any members of The EDC Staff for any reason, unless necessary to perform teamwork-oriented choreography in a class or dance routine.
- 1.16 EDC strongly advises students against leaving the premises between classes or after classes without adult supervision.

Parents

- 1.17 Parents/ Guardians agree to abide and respect all Policies and Procedures set forth by EDC as outlined in the Registration Policies, Payment Policies, and Studio Policies.
- 1.18 Parents/ Guardians recognise that EDC classes operate in the safest manner by trained Dance Teachers and Assistants. Parents/ Guardians agree that their child/children are in good physical condition to participate in dance and fitness classes and will disclose all pertinent medical information, allergies and/or injuries in a timely manner.
- 1.19 Parents/ Guardians understand that children exhibiting inappropriate behaviour will be removed from the dance class. Parent/Guardians agree to partner with EDC Staff to resolve behavioural issues immediately so their child/children may return to class promptly.
- 1.20 Parents/ Guardians will inform the Administration Manager of any extended vacations or absences

- 1.21 which will affect their child/children. Parents/ Guardians are expected to respect all EDC Staff and families. Parents/ Guardians will not interact with anyone at EDC in a manner that is intended to provoke hostility. All concerns should be voiced to the EDC Administration Manager and the Director will respond appropriately within 5 business days.
- 1.22 Families with multiple class registrations may be expected to attend more than one End of Year Concert. EDC will attempt to resolve any conflicts by offering alternate classes; however, EDC makes no guarantees regarding the End of Year Concerts.
- 1.23 Photography and videotaping are not permitted during the year during classes or at any EDC Concerts including the professional theatre and eisteddfods. The only opportunity for photography and videotaping is during the In-Class Parent Observation Weeks and community events/performance.
- 1.24 Parents/Guardians must supervise their children while waiting at the studio to ensure that they do not disrupt classes, injure themselves or other dancers, or cause additional mess and havoc. Parents/ Guardians accept full responsibility for damages caused by unsupervised children.
- 1.25 Parents/Guardians understand that it is their responsibility to locate lost items in the Lost & Found. Unclaimed items will be donated to charity, with notice, four times a year.
- 1.26 Parents/Guardians recognise that the teachers/staff/parents/ guardians of The EDC are not responsible for my child outside of the classroom, it is understood that there is not 100% supervision for students at all times outside of the classroom and I am aware of all inherent risks in leaving my child unattended/supervised at the studio.

2. CLASSROOM ETIQUETTE

- 2.1 There will be no gum or candy allowed in class.
- 2.2 There will be no talking in class.
- 2.3 There will be no hanging on the barres at any time.
- 2.4 There will be no food or beverages allowed in the studios.
- 2.5 There will be NO mobile phones in class. Mobile phones are strictly prohibited except in the reception area.
- 2.6 The mirrors will not be touched at any time.
- 2.7 Sound equipment should not be touched at any time.
- 2.8 The teacher will be treated with the utmost respect at all times.
- 2.9 The faculty and assistants will be properly thanked after each class.
- 2.10 If this general etiquette is not followed, the teacher has the right to dismiss the dancer from class. If the dancer is dismissed from class, they must see the Administration Assistant or Director.

3. DAY TO DAY RESPONSIBILITIES

- 3.1 All dancers must check in and out with the front desk for attendance to ensure the utmost security.
- 3.2 All dancers and parents are responsible for checking centre notice board in the reception or closed parent facebook page (The Edge) daily for any upcoming events and changes that may occur.

4. DRESS CODE AND APPEARANCE

- 4.1 Dressing rooms are provided. There will be no dressing in the bathrooms.
- 4.2 All students in the ballet enrolment levels Pre-primary through Advanced must have their hair up in a bun.
- 4.3 For the student's safety there will be no jewellery worn in class, including watches, necklaces and dangling earrings.
- 4.4 Ballet students MUST wear the required ballet attire with appropriate hair in a proper bun to class in order to participate. This attire includes the uniform leotard, tights and ballet shoes. Canvas Character shoes and ballet shoes are required. If your child does not, they will be asked to sit and watch class as well as write out various syllabus rules and corrections that take place in class.
- 4.5 All students MUST wear the EDC uniform to class. A list of uniform requirements can be found on pages 14-17.
- 4.6 A box of "lost and found" is provided at reception. Please check lost property each day. Any items

- 4.7 not claimed after 1 month will be given to charity. Students must enter and exit the building with street shoes and a cover-up over leotards & tights.
- 4.8 The use of alcohol, cigarettes, and illegal substances is strictly forbidden at the Centre or anywhere on Centre property. Students in violation will be dismissed immediately.

5. SOCIAL MEDIA POLICIES

- 5.1 Students cannot post, as a student/representative of the Centre, on a social media platform unless the request has been instigated by the Administration Team
- 5.2 Social media platforms such as Instagram, Facebook, Twitter and YouTube, are public forums. Please remember no matter how private your settings are something directed at friends and family always has the potential to reach a much wider audience than intended. Keep in mind that teachers, future employees, future colleges and the media are all part of the extended dance network. A good question to ask yourself is: "Would I feel comfortable if my teacher or the Director of the Centre read or saw this?" If in doubt, don't post it.
- 5.3 To help users navigate the line between the private and the professional, the Centre has adopted, but not limited to, the following guidelines:
 - 5.3.1 Remember that anything posted on the Internet is permanent.
 - 5.3.2 Take care to ensure that your personal comments cannot be construed as the views of the Centre.
 - 5.3.3 Do not post or share inappropriate content or links on your profile, including profanities, racism or anything that is not within the Centre's values.
 - 5.3.4 Never reveal any confidential information about the Centre, also consider the privacy legislation ramifications. This includes individual names, contact details, awards, and anything else that hasn't been announced to the general public.
 - 5.3.5 Do not take photos in, or post photos of, the following areas: studios, toilets, change rooms, offices, classroom
 - 5.3.6 Do not take or post photos of any person without their consent
 - 5.3.7 Consider everything you post on social media and think about whether it could damage the image or reputation of yourself, your fellow students, teachers or the Centre; repercussions as per the Student Handbook's policies and procedures.

6. SAFEGUARDING POLICIES

- 6.1 EDC follows the Royal Academy of Dance (RAD) policy and procedures on safeguarding children and vulnerable adults.
- 6.2 EDC will safeguard children and vulnerable adults by:
 - valuing, listening to and respecting them
 - adopting child protection procedures including risk assessment
 - sharing information about child protection and good practice with children, vulnerable adults, parents, employees and the companies and organisations with which we work
 - sharing information about concerns with the appropriate agencies
 - implementing and adhering to a code of conduct and policy
 - ensuring safer recruitment, selection and vetting of employees
 - providing effective management through supervision, appraisal, support, training and development, and
 - providing a safeguarding committee with strategic responsibility and oversight of all safeguarding arrangements.
- 6.3 EDC has a zero tolerance for child abuse and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures.
- 6.4 The Centre's Director is the designated Child Safety Officer
- 6.5 EDC has a code of conduct that specifies the standards of conduct and care required when working and interacting with children or include elements of child safety in an existing code.
- 6.6 EDC takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children. This includes police record and Working with Children Checks, face-to-face interviews and detailed reference checks from previous employers.

- 6.7. EDC understands its legal and moral obligations to contact authorities when concerned about a child's safety, which is followed rigorously.
- 6.8. EDC is committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

7. STUDENT GRIEVANCE, COMPLAINTS AND APPEALS POLICY AND PROCEDURE

- 7.1. The School is committed to having mechanisms to deal with complaints impartially, promptly and confidentially.
- 7.2. Students who feel they have a valid grievance in relation to any aspect of their tuition are advised to undertake the following course of action:
 - Discuss the matter with the relevant teacher, administration assistant and/or Director;
 - If the matter is not resolved, each complaint and appeal will require that details of the complaint are lodged in writing by the complainant with the Centre's Director;
 - Complaints, in writing, will be responded to within 10 working days, this does not include working days when the Centre is closed;
 - There is no cost associated in lodging a complaint with the Centre;
 - The identity of the complainant will be protected unless permission for disclosure is given;
 - The Centre will maintain a student's enrolment while the internal complaints process is ongoing, unless extenuating circumstances relating to the well-being of the student apply. This does not necessarily mean that a student must remain in class;
 - Complainants will be provided with a written statement of the outcome, including details and reasons for the decision;
 - Complainants have the right of appeal and will be advised of further avenues of review;
 - The Centre can arrange for an independent external body to hear the complaints or appeal where the internal complaints process has been completed and the student remains dissatisfied;
 - If the outcome of a complaint, either external or internal, is favourable to the student, the Centre will immediately advise the student of this and implement any decision and/or corrective and preventative action required;
 - This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

8. EVACUATION PROCEDURE

- 8.1. When the alert siren sounds (be-eep-be-eep) stay calm; this is the time to change into street footwear and over clothes such as the Centre tracksuit.
- 8.2. Listen for announcements and check the nearest safe emergency exit point.
- 8.3. When the evacuation siren sounds (wo-oo-wo-oo) switch off any computers/electrical equipment and move calmly to the nearest exit.
- 8.4. Evacuate via the stairs ONLY WHEN INSTRUCTED BY YOUR TEACHER; it is important to keep to the left hand side of the stairs and remain in your group
- 8.5. Move with your group to the Assembly Point at the bottom of the stairs.
- 8.6. Remain at the Assembly Point for further instructions from the teacher

General Procedures

ARRIVAL AND DEPARTURE

For safety and security, all students must be picked up in the reception area by a parent or caregiver. No child will be allowed to wait outside or leave the studio without a parent or caregiver.

LATENESS

Dancers will have a 10 minute grace period for lateness. If they arrive more than 10 minutes late, they are to watch class and take notes if necessary. If they arrive more than 10 minutes late and have another class following, they will be allowed to warm up themselves and join class at the teacher's discretion.

LATE POLICY PICK UP

Please refer to clause 10 of our trading terms and conditions

LOST AND FOUND

Lost and found will hold articles of clothing for one month. Any clothing left over a month will go towards charity. It is advised that all clothing have the student's name printed on it so that we may return the items promptly.

ILLNESS/INJURY/ABSENCES

Please call or email the front desk to report absences. Front desk staff will notify the faculty.

FOOD AND BEVERAGES

Food may only be eaten in the designated area of the reception. No food will be allowed in the studios or bathrooms. All food must be thrown away in the garbage cans or recycling bins provided. Any infringement of this will necessitate a "water only" policy and food allowed only outside. Inside the studio please use bottled water ONLY. No open cups allowed.

CLASS CHANGES

Please refer to clause 7 of our trading terms and conditions

CHANGE OF ADDRESS

The Centre is to be notified immediately of any changes of address, including all relevant contact phone or email details. This is essential and remains the responsibility of the parent/student. A change of details form can be found in your enrolment pack.

The Centre is not liable for any lack of communication if student/parent contact details are incorrect or out of date

WITHDRAWAL PROCEDURES

Please refer to clause 15 of our trading terms and conditions.

MAKE UP CLASS PROCEDURE

Please refer to clause 8 of our trading terms and conditions

CANCELLATION OF CLASSES & ONLINE CLASSES

Please refer to clause 8 & 9 of our trading terms and conditions.

NOTE: *It is the intent of The Edge Dance Centre that all students and employees will enjoy an environment that is free from discrimination and/or harassment of any student and/or employee by another student, employee, supervisor, or non-employee. The Edge Dance Centre has established specific policies regarding these issues. A copy of these policies can be found in The Edge Dance Centre's Terms & Conditions of Enrolment. Any infringement of these policies should be reported to the Director immediately.*

Placement of Students

All students will be carefully placed in the class that is fitting to their technique and/or the age regulations of the Royal Academy of Dance (RAD ballet) and Glenn Wood Tap (GWT tap). The age of one student may differ from the other students. The EDC will make a concerted effort to keep the age ranges as close together as possible. However, the main emphasis will be placed on a student's technical achievement. They will be placed in the level that will encourage the most progress. A dancer must be challenged but not overwhelmed.

Private Lessons

Private lessons can only be taught by faculty members as part of our commitment to enrolled students of The Edge Dance Centre. It is the general policy and WHS of the Centre that private lessons cannot take place for monetary gains at any time outside the studios.

All private lessons are to be paid by the Term.

Any cancellations will require the student/guardian to organise a replacement. Payment will still be required for any missed lessons.

All choreography for eisteddfod solos/duos/trios remain the intellectual property of the EDC. Should a student withdraw from the EDC then the solo will remain with the EDC and the student will not be able to compete/performance with the solo/duo/trio at any time unless permission is granted from the Director.

Advancement

Your child may not be promoted every year. The changing of levels in the Centre is always decided with your child's best interest and advancement in mind. If a child is promoted too soon, then he/she will miss some very valuable training. These children also struggle in the next level, which is unnecessary and dangerous. The dancers in the Centre will be placed with care and consideration at all levels of training. It is not uncommon for a student to stay at the same level for at least two years.

Evaluations and Examinations

Students will be evaluated by the faculty at the end of each year to ascertain progress and determine their placement for the following year.

Progress is closely evaluated for each individual throughout the year.

Where RAD ballet & GWT tap classes are concerned, examinations will take place during the year to determine which level the student should be placed in.

Observation of Classes

Parents should wait in the reception area during class. To avoid any distractions to the students and instructors, no one will be allowed to watch classes. There will be three observation weeks throughout the year and one Open Week so that you may see your child's progress.

Please check the Centre calendar for dates of the observation weeks. Cameras, video recorders and/or mobile phones are allowed in the studio during observation.

Communication with Faculty

Communication with any member of our teaching staff is best done by email admin@edgedance.com.au

The faculty does not have time between classes to address concerns properly. Please write your concerns, name and phone number in an email and the appropriate staff member will call/email you. Staff members' phone numbers, addresses or emails will not be given out to students or parents.

Open Week

A free trial of classes will be available during Open Week at the end of the year. Parents may also view these classes. Please see our Centre calendar for further details.

Registration is compulsory through our Administrative Manager prior to Open Week.

The timetable, class information and teaching staff are subject to change.

If a class has insufficient enrolments it may be cancelled.

The EDC reserves the right to change or modify the timetable or cancel a class or teacher at any time.

The staff at EDC reserves the right to refuse or suspend any enrolment due to misconduct or inappropriate behaviour.

I confirm that I have read this document, and I fully understand its content. I am aware that this is a contract and I sign it of my own free will. I agree to be bound by its terms.

Please print clearly:

Student's
Name

Parent/Guardian
Name

Parent/Guardian Signature

Date