

LEARNER HANDBOOK 2020



Inside

One to One & Online Lessons

Our Mission to help you

Our Pledge to You

WELCOME TO STALYBRIDGE MUSIC ACADEMY

Stalybridge Music Academy seeks to provide a musical education for anyone who desires to learn. We utilise our own teaching method that incorporates some traditional books and songs as well as pieces created by the teachers for our use.

We aim to help people achieve their goals whether that be playing a specific song for an event, learning Grade level music and sitting examinations, or simply improving on existing skills or learning something new to complement or enhance your musical skills.

Learners come in all shapes, sizes, colours, genders, religions, abilities and ages (our youngest student is 3 years old and our eldest is 87 (and currently learning a new instrument) and we are happy to help people to meet their musical potential.



By request.

- Examinations with ABRSM, LCM, RGT, Trinity Guildhall, MTB, VCM and RockschooL.
- Local classical music competitions.

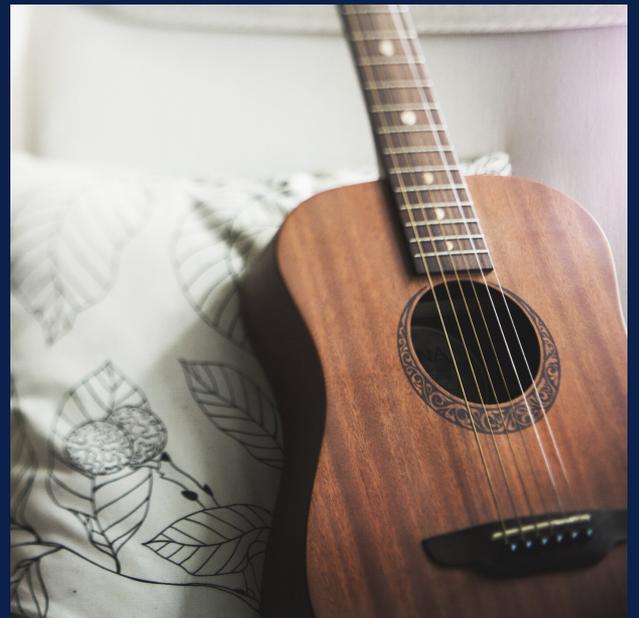


LESSONS IN PERSON

In person lessons are held at our base in Stalybridge. They are scheduled for 30 minutes with a 10 minute buffer time. Reports are filled out by the tutor for every lesson and these are available on request. Physical copies of books, are available from our library.

LESSONS ONLINE

An online teaching service to those learners who, for whatever reason whether that is health, location, choice. This is available for 30 minutes or an hour and includes an extra buffer period of 10 minutes to enable connection and establishment of a secure and viable link. PDF copies of music etc are sent out as required.



WELCOME PACK

When you begin with us a file is commenced with your details in. There are certain pieces of information that we will need to ensure that communication and data protection is safeguarded while it is with us.

- Personal Information: Names, address, date of birth,
- Contact details (2 for minors), email contact, relevant medical history.
- Financial Information: Method of payment, type of payment plan chosen, bank details (where relevant) or PayPal details. Account name.
- Personal Number verification (TQMAS number)
- Threeway Contract (PDF)
- Learner Handbook (Ecopy supplied as PDF).

OUR MISSION TO HELP YOU

When you sign up to work with us to achieve your goal we will arrange a first assessment lesson to discover where you're at when it comes to playing & understanding your chosen instrument & what you want to learn. Between the assessment lesson & the first paid lesson we arrange your first set of lessons.



YOUR MISSION TO HELP YOURSELF

While it is 'our job' to help you to achieve your best goal we also need a commitment from you to maximise your potential. This commitment is time spent practising the work required to achieve your goals, which begins with a commitment of ten minutes a day and builds up as you become more skilled.

YOUR SPONSORS COMMITMENT TO HELP YOU

Your sponsor is who is paying for your lessons. It may be parents, grandparents, siblings, friends, or a sponsoring company amongst many other options. They are giving up some of their hard earned money in order for you to achieve mutually decided goals.

They are there to help and support you (even if they're not musical) and to help you to achieve your practice and achievement goals in a timely manner. It's up to you, as a student, to honour the time and effort that your sponsors put into your musical journey.



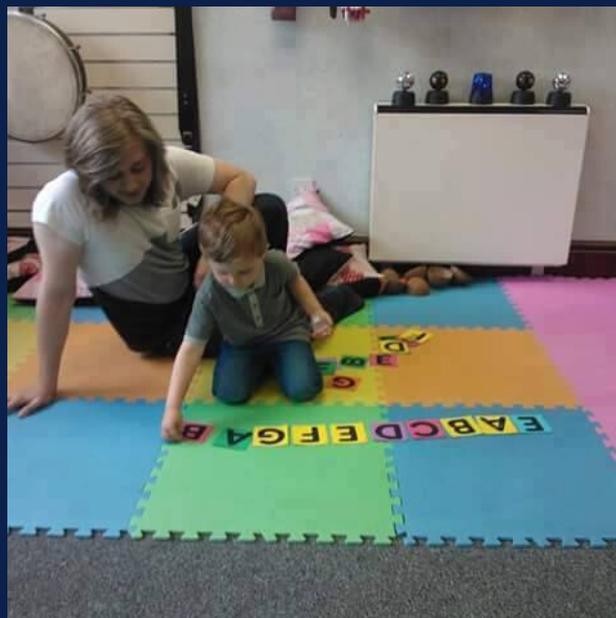
REPORT PACKS

Learner Report Packs are completed and stored securely on Music Academy premises. They are available, on request, for Sponsor review. Please allow 48 hours for the packs to be extracted from the Archive. They may be viewed on the premises & printed or linked online to the registered email address.

LEARNER & TUTOR ASSESSMENT

Informal assessment of student progress or tutor ability is monitored periodically (at random) with a neutral assessor of senior rank.

Pre examination or competition assessments can be requested at the current rate.



POLICY LINKS



- Appropriate Touch Policy
- Fire Safety Policy
- Data Protection Policy
- Health & Safety Policy
- Safeguarding Policy
- Payment & Refund Policy
- Lesson Policy
- Holiday Policy
- Cancellation Policy

The links to these policies can be found on our website under the about section. This QR code links to the correct page.



A PLEDGE

Stalybridge Music Academy, pledge to provide for you, the following:

- A clean, welcoming and nurturing environment.
- A suitable interface and timely session if booked for Online
- A timely lesson, commencing and concluding on schedule.
- Homework each week to assist in achieving good progress.
- Sufficient guidance for you to learn what is necessary for goal completion.
- Technical and video/ linked demonstrations to aid in comprehension.
- A lesson, at regular intervals with your regular tutor.
- A qualified replacement tutor should your regular tutor not be available.
- Enhanced DBS checked Tutors covered by Public Liability Insurance
- Reschedule, should your appointment not be convenient during that time period.
- Policies, procedures and protocols in place to ensure that you remain safe and in best health.
- Policies such as Safeguarding, Health & Safety,
- Three way Contract and all others are available for perusal by request.
- Officers in charge of various sections are available, by appointment, to book meetings for discussion of concerns.
- A Centre for most examination boards thus alleviating a major stress for examinations ensuring that pupils are, at least, in a familiar place for their examinations.
- A nurturing, disciplined environment which promotes individuality and creativity.
- A support network for those with school-related issues, provision for GCSE, A Level and further education opportunities on a one-to-one, or small group sessions.
- Presentation and Performance Opportunities for Students with colleagues, tutors, friends and group-mates.
- Awards, Certificates and Rosettes to celebrate every student's achievements
- Events, Soirees and performances in association with the tutors and colleagues.
- A dedicated Administration and Archive Team who strive to ensure the smooth running of the Academy.



THE SMALL PRINT

Lessons may be booked online via our website or via phone on any of our current numbers. Payment is made online via credit or debit card or Paypal. Cash payment is accepted at our venue.

An email is sent 24 hours in advance to confirm the booking.

Pre lesson cancellation

If you cannot make this booking please reschedule as soon as you can. Any cancellations with less than 24 hours notice may be charged in full.

Exceptions

- If a student has a sudden onset of sickness
- If there is an emergency requiring a reschedule.
- If there are conditions which prevent the learner arriving on time which are outside of their control

Lesson cancelled by the tutor

Tutors may request a cancellation on the following grounds

- If the tutor is unwell.
- There is an emergency involving a close family member that requires the tutor to present.
- They feel the learner or sponsor would be at risk during the lesson. A risk assessment would be required.

Administrations duty when a lesson is cancelled

- Assign an appropriate stand in tutor for the lesson.
- Reschedule to an online lesson, or another time and day.
- Cancel and re book for the following week.

In lesson cancellation

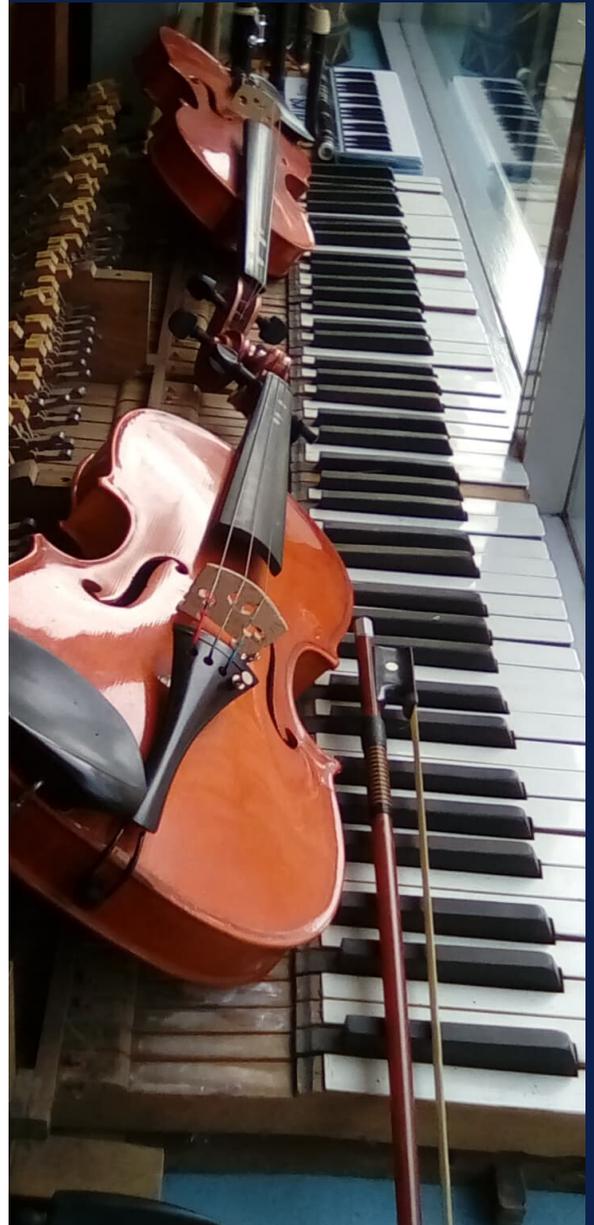
This can happen if

- There is a health issue
- There is a safeguarding concern cannot be maintained due to risk to ANY of the parties in the building.
- Environmental concerns that require evacuation.

Any other reasons for cancellation of the lesson must be discussed with the manager on duty who will make the final decision.

Failure to practice is not a valid reason to cancel a lesson.

Should this occur our teachers are experienced in providing revision, music theory, technical exercises, motivational concepts and items that are reserved for these times. Long term failure to practice which compromises medium term planning should be discussed with the tutor and manager and a new, more beneficial plan, implemented. It may be beneficial for the student, at certain times, to take a break from targeted progress lessons or to move to a play for pleasure option.



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