

Provision of Lessons Policy

1. Location

Our Arts Academy is embedded in, and part of, the Lusaka International Community School in Roma. All lessons, courses and workshops are held in our own building on the LICS campus.

2. Enrolment

Enrollments are possible at the beginning of every school year and/or term. Please note that enrollment requires full payment in order to secure your place per academic term.

3. Billing

Upon completion of the enrolment process, a fee note will be generated by LAA and presented to the enrolled student/parent.

All payments must be made either to the LICS accounts department or directly at the Academy front desk by card at the POS machine. Please note that no cash is allowed on the premises. Bank transfers can also be made and proof of payment presented to the LAA office. Receipts for payments are then issued. If you have paid at LICS main accounts office, the receipt must be presented to the LAA where students will then be formally entered onto the timetable for lesson participation.

NOTE: Place on the lesson timetable is only confirmed by LAA on presentation of receipt for full payment. No Pay, No Play.

4. Cancellations and Make-Up Classes

- 24 Hour notice is required for all cancellations, which are limited to illness and family emergencies. If you cancel your lesson with less than 24 hours' notice, you will forfeit your lesson.
- At the end of every term there is a week specifically for make-up. Please contact your teacher directly to schedule a make-up time that suits both parties. You can get their number/s from LAA Administration.
- Please note that it is not always possible due to their professional schedules, but teachers will do their utmost to provide a time for the lesson lost.

5. Online Instrumental Lessons due to Covid-19

- In the event that a student is unable to attend a physical lesson at the Arts Academy, they will have the option of selecting to have an online lesson.
- Online lessons will be carried out by teachers from the LICS Arts Academy, on *Google Meet*. These lessons will take place at the same time as your child's scheduled in person lesson.
- Online instrumental lessons will take place for 45 minutes and should be started on time by a parent/guardian at the agreed time.
- The student must have their instrument and music ready for the lesson 10 minutes prior to the lesson.
- A parent/guardian must be present for the duration of the lesson.
- Students should be appropriately dressed.
- **Kindly note that the Arts Academy should be informed about the request for an online lesson before 09:00 on the day of the lesson. Please also provide us with at least two email addresses that we can use to set up the *Google Meets*.**

6. Permanent Lesson Cancellation

Please notify the LAA of any permanent lesson cancellations in order for them to rectify schedules and place children who have been on waiting lists.

7. Lesson Time Changes

Dates and times for music lessons will be fixed as per the timetable of the teacher and the student. The timings are fixed and as a result of the tight scheduling of all parties, lessons can not easily be changed during the course of the term. We realize that sometimes engagements and schedules change mid-year. In such instances we will do our best to find an alternative solution.

8. Behaviour and Conduct

We strive to create a relaxed and happy lesson setting and expect students to conduct themselves in a manner which is appropriate with a creative yet disciplined academic approach.

We expect students to attend classes regularly. Students whose attendance is irregular or who are absent frequently and/or for a long period without prior intimation will be removed from the register to allow for those who have been on waiting lists.

The LAA Director reserves the right to remove a student from a lesson if their work or discipline is found to be unsatisfactory.

9. Disclaimer

All payments are non-refundable.

LICS Arts Academy may photograph and/or record recitals, lessons and other events for archival and promotional purposes.