

# Provision of Lessons Policy

## 1. Location

Our Arts Academy is embedded in and is 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

Enrolments are possible at the beginning of every school year and/or term. Please note that enrolment 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 the 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: The place on the lesson timetable is only confirmed by LAA on the 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 dedicated to make-up lessons. The Arts Academy Administration will schedule all make-up lessons and communicate it to parents and teachers concerned.
- Please note that it is not always possible due to their professional schedules, but teachers will do their utmost to provide time to make up the lesson/s lost.

## 5. Permanent Lesson Cancellation

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

## 6. 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 cannot easily be changed during the term. Therefore we would recommend prioritising this – we do, however realise that sometimes engagements and schedules change mid-year. In such instances, we will do our best to find an alternative solution.

## 7. Behaviour and Conduct

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

We expect students to attend classes regularly and come prepared with their instruments and/or lesson materials as provided by the teacher.



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 or activity if their work or discipline is found to be unsatisfactory.

## **8. Disclaimer**

All payments are non-refundable.

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