



Conservatorium Open Academy - Terms & Conditions

As at 30 September 2010

Course formats and age restrictions

The Con for Kids

Courses are suitable for anyone aged between 3 and 10 years.

Children under 12 years of age are to be accompanied by a parent/guardian who must remain on-site whilst the child is on the premises.

Rising Stars

The program is suitable for anyone of school age who has been playing their instrument for at least 2 years and acceptance to the program is by audition.

All classes and individual instrumental lessons take place at the Conservatorium of Music.

Parents of students in the Rising Stars program may attend instrumental lessons with their child only by prior arrangement with the teacher.

Community Open Program

Courses are suitable for anyone over the age of 16 years.

Community Open Program courses are based on a collaborative group learning format in a supportive, non-competitive environment. Class lesson formats are based on group activities and participation, although some tutors may make time for limited individual contact and consultation during the lesson. All classes will naturally have a range of students with varying levels of experience, personal preferences and expectations.

General

The Conservatorium Open Academy reserves the right to alter course/workshop/festival details as required and to refuse enrolment as permitted by law.

All courses, workshops and festivals take place at the Conservatorium of Music.

Fees & enrolments

All fees are for tuition only and include government taxes where noted. All other material, including text books where required, are the responsibility of the student.

Places for non auditioned courses are allocated strictly in order of receipt of payment and enrolments are not final until payment has been received.

Receipts

For enrolments processed on-line, receipts will be issued on-line. For enrolments received by mail or in person a receipt will be posted within 10 business days.

Cancellations & schedule changes

If a course, workshop or festival does not reach minimum enrolment numbers the course may be cancelled or postponed. If your course is cancelled, we will notify you before the date of the first class/session and refund your fees in full. Where the course is postponed and the new times are not suitable, you may request a refund of course fees paid.

Scheduled course times may change without notice. Where this occurs every reasonable effort will be made to contact all students prior to the scheduled start time.

Withdrawals and refunds

Requests for withdrawal from a course, workshop or festival must be made in writing.

- More than 5 business days prior to the first class/session – Fees paid will be refunded less a \$30.00 administration fee. Alternatively a credit may be issued and will be held for 12 months from the time the request is approved.
- 5 or less than 5 business days but prior to the first class/session – A credit will be issued and held for 12 months from the date the request is approved.
- After the class/session has commenced – Will only be considered for medical reasons where a Medical Certificate is provided. Where the request is approved a credit will be issued and held for 12 months from the date the request is approved.

All credits issued not used within the 12 months will expire.

Credits may be applied to an enrolment in a different name.





Students in the Rising Stars program are required to provide at least 48 hours notice to their teacher of their inability to attend a lesson. Failure to provide 48 hours notice will result in forfeiture of the lesson.

Enrolment transfers

You may transfer to another class where there are spaces available in the class, the transfer does not disrupt the class to which you are transferring and it is within the same term.

Code of Conduct

The Student Code of Conduct details the university's expectations of students in respect of academic matters and personal behavior. The code of conduct can be found [here](#)

Continuation in the Rising Stars program is subject to satisfactory attendance in all classes and ongoing performance and development.

