



Junior Music School Frequently Asked Questions

PRE-ENROLMENT

Where can I find out about your classes?

Please have a look at our website **music.uwa.edu.au** for general information about our programs. If you can't find what you are looking for there, drop us an email (**junior-music@uwa.edu.au**) or give us a call on **6488 7985**. Please note the JMS office is staffed part-time.

How do I enrol?

You can enrol online at www.trybooking.com. Please visit **music.uwa.edu.au** or contact the office for the direct booking link for the current semester.

Can I do a trial lesson to see if my child likes the class?

Absolutely! Please let us know the date and class you would like to attend. Don't forget to include your child's name so the teacher can include them in the class.

What if the class I want is fully booked?

Contact us via email and we can put you on a waiting list and contact you if an extra class is added or if a place becomes available.

Can I book now for next semester?

Unfortunately, we can't hold places outside of the current enrolment period. We can place you in our database and will contact you to let you know when enrolments are open.

My child is enrolled in JMS this semester; will they be guaranteed a place in the following Semester?

All current students have an opportunity to re-enrol before bookings open to the general public. To ensure your child retains their place, please ensure you book during this period. Once enrolments open to the general public we cannot guarantee your child a place.

Are there any age restrictions with instrumental lessons?

The minimum age for beginning piano or violin is 5. We recommend that students wait until they are 8 or older before starting most wind or large string instruments (depending on the specific instrument). There is no maximum age. Adults are welcome!

Where and when are instrumental lessons held?

All lessons are held at the UWA Conservatorium of Music in Crawley. They mainly happen on Saturday mornings or after school on weekdays.

I've heard there are end of year concerts? Will my child perform and how do I get tickets?

Celebratory concerts are held in the last three weeks of Semester 2. Each group class will participate in one of these concerts, which usually last around an hour. The concerts are fun and for our group classes take the format of an open lesson. Some classes will combine to present items and it is a good opportunity for the younger groups to watch the older groups and hopefully be inspired! The concerts are spread out over three weeks so you are not expected to watch all the classes, although you are welcome to attend to see what the other groups offer. Attendance is free (no bookings required) and siblings, grandparents etc. are welcome to come along!

1-1 LESSONS

We'd like to withdraw from the program completely. Can I get a refund?

Requests for cancellation of an enrolment must be made in writing.

If you decide within the first 2 weeks that the classes or lessons are not suitable for your child we can issue a refund (less the cost of the lessons attended and a \$15 administration fee).

Refunds after this point are at the discretion of management.

If I miss a lesson, do I get reimbursed?

Whilst we try to be as flexible as possible, our teachers have busy schedules and minimum work blocks as stipulated by the University's EBA. Absences can also be very disruptive, so we cannot accommodate multiple lesson changes (due to holidays, birthdays etc.) in a semester.

Un-planned absence: Students must provide at least 24 hours' notice directly to their teacher if they are unable to attend a lesson due to illness. Failure to provide 24 hours' notice may result in forfeiture of the lesson.

Pre-planned absence: If you would like to miss a scheduled lesson due to a pre-planned event (e.g. a holiday or Significant family event), please discuss this with your teacher. Absences can only be accommodated if the teacher is still able to maintain a 2-hour teaching block.

Each student may request one rescheduled lesson per semester. Any additional cancellations, even with appropriate notice, will not be eligible for rescheduling

Teacher absence: If your teacher is unavailable in any given week, they will advise you as soon as possible and will, where possible provide a make-up lesson. If that is not possible, you will be issued with a refund.

Refunds, where applicable, will be processed at the end of the Semester, to allow the opportunity for make-up lessons to be completed.

Can I sit in on my child's lessons?

Please discuss this with your teacher. This may be beneficial in some circumstances, however some teachers prefer that parents do not sit in each week. If you are invited to sit-in, please allow the teacher to lead the lesson and do not intervene in discussions unless the teacher requests that you do so.

Can I take photos?

For the safety and comfort of our customers and staff, photography, video and or audio recording of any kind is prohibited in classes. Recording of 1-1 lessons is only permitted with explicit permission from the teacher.

Group Musicianship Classes

My child can't attend next week due to a family birthday; can we get a refund for that week? Or can we attend a different class that week?

Enrolments are for the full 16-week semester. If you go away on holiday or have another commitment one weekend, we are unfortunately unable to refund missed lesson/s. In some circumstance we can offer an alternative class, however this is subject to space being available in other classes, and as classes progress at different rates, is at the discretion of management.

How many in a class?

Each class is designed for a maximum of 12 students.

Can I sit in and watch the class?

Yes, for our Music Playground Toddler, Pre-Kindy and Kindy classes parents are required to accompany their children. For other programs, you are welcome to observe or why not grab a free coffee from the Common Room! Please note that children under 12 years of age attending the Junior Music School must be accompanied by a parent/guardian who must remain on-site whilst their child is on campus.

My son is enrolled in Kindy, can I bring my 2-year-old daughter in to watch with me?

For health & safety reasons and for the enjoyment of all our customers, generally we have a "No Sibling" policy in our classes, the exception being 'babes in arms'. We do however understand that for some parents this can be prohibitive, in this instance, please contact us to discuss your options!

What if the teacher is sick?

We will arrange a relief teacher. If this is not possible, then a make-up class will be offered. If neither option is available, then we will refund the lesson.

My child is very musical. Can he/she join the next class up?

Generally, we discourage children going into classes above their age group. Each class is specifically structured to accommodate developing dexterity, motor skills and cognitive abilities, but please contact us if you would like to explore this further. We can also accommodate students with a variety of special learning needs and we endeavor to find the perfect class for everyone!

My daughter is 9 and has been learning violin for 3 years but hasn't done any of your group classes. Does she need to start at Soundscapes or can she go into one of the higher classes?

The more musical experience a child has will influence their learning. You can attend a trial class during the semester to help determine the best class for your child. For more experienced students we offer advanced classes such as Firebird 1, 2 and 3.

How does the choir work?

The Soundscapes and Soundbird classes join together each Saturday (before or after their main class) for a combined choir. Choir is a core part of the program giving students their first taste of ensemble work and involves listening and singing in 2 parts.

GENERAL

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Refunds after this point are at the discretion of management.

Can I take photos?

For the safety and comfort of our customers and staff, photography, video and or audio recording of any kind is prohibited in all classes.

If you have any questions about the above, or any additional queries relating to the Junior Music School, please do not hesitate to contact us on 6488 7985 or junior-music@uwa.edu.au