

3. Operational A – Music Ed

3a.3 Makeup and Credits Policy

***This policy must be read in conjunction with Policy Manual
3 OPERATIONAL A - MUSIC ED Policies General Outline, Definitions
and Relevant Legislations***

1. Purpose

- a. This policy is designed to provide Riverina Conservatorium of Music (RCM) Teachers, RCM Finance & Administrative staff and students/parents/guardians with a clear understanding of acceptable practice with regards to the management of makeup lessons and the provision of credits.
- b. This policy describes how missed lessons, makeup lessons and request and approvals of credits are to be managed to best support a student's music education outcomes.
- c. This policy is designed to ensure that regular attendance and scheduling is conducted for the effectiveness of the students' learning. It is meant to help guarantee that both parties, the teacher and the student, are committed to the learning process by adhering to a consistent schedule.
- d. This policy also supports the protection of RCM teaching staff remuneration and entitlements.

2. Additional Definitions

- a. **24hrs Notice:** refers to the student/parent/guardian having given 24 hours or more notice that they are unable to attend a scheduled lesson.
- b. **Appropriate Notice:** means that (a) serious attempt(s) at contacting the RCM Administration or relevant RCM teacher utilising common methods of communication has been made. This communication needs to have been received by the teacher 24 hours prior to the lesson. This may include in person, via telephone, text or voice messages, or emails, and should be first attempted via the teacher and student's regular pattern of conducting communications.
- c. **Teacher(s):** refers to RCM teachers, not the student's school teacher.
- d. **Student absence:** is deemed to have occurred where a student fails to attend a scheduled lesson without giving the appropriate 24hrs notice.
- e. **Makeup lesson:** is a lesson provided to a student when the original lesson was missed by either the student or the teacher.
- f. A **makeup lesson owing:** is a lesson due to be taught that has originated from a student's original scheduled lesson being missed by either the student or the teacher.

- g. A **credit**: is a negative charge entered onto a student's account where approval has been given for special circumstances.
- h. **Special Circumstances**: are determined by the RCM Deputy Director Finance and Administration upon application and may cover situations that are determined to be unusual, unexpected, unforeseen, or uncontrollable events.
- i. **Teacher Invoicing lists**: document issued to teaching staff in week 8 of the term to complete giving details of any changes for the following term regarding lessons for each student.

3. Application of Policy

3.1 Roles and Responsibilities

a. RCM Teaching Staff

- i. RCM teaching staff are required to facilitate all reporting and recording of lessons taught and missed.
- ii. It is the responsibility of the RCM teaching staff to contact parents immediately if two lessons are missed consecutively without appropriate notice as per the RCM Code of Conduct Policy.
- iii. At the beginning of each term, teachers will select a minimum of 2 days within the upcoming Term to conduct any makeup lessons owing.
 - 1. These 2 selected days may be made up (*as determined by the teacher*) by:-
 - 2 lesson daysor
 - 1 lesson day and one workshop day/session.
- iv. Teachers must communicate their 2 elected days for the upcoming term to the RCM Administration Department preferably by Week 8 of the current Term via the teaching invoicing lists, but not later than Week 10 of the current term.
- v. RCM teachers are required to work with the Deputy Director Finance and Administration and/or their respective Head of Department to track and maintain excessive makeup lists.

b. Deputy Director Finance and Administration

- i. The RCM Deputy Director Finance and Administration's responsibility in relation to this policy will be to reconcile all teaching roles and the management of make-up lessons.
- ii. The RCM Deputy Director Finance and Administration is responsible for the direct implementation and enforcement of this policy. The Deputy Director Finance and Administration will raise all concerns regarding Makeup Lessons and Credits with the relevant Head of Department.

- iii. The Deputy Director Finance and Administration will liaise with the RCM teaching staff in their management of their make-up lessons. The Deputy Director Finance and Administration is responsible for notifying the RCM Director or relevant Head of Department where this policy is not being adhered to by RCM teaching staff.
- iv. Staff will be required to work with the Deputy Director Finance and Administration to facilitate the completion of all makeup lessons.
- v. The RCM Deputy Director Finance and Administration may choose to coordinate all communication with parents/students/guardians at his/her discretion in consultation with the teacher and the Head of Department.

c. RCM Heads of Department

- i. The RCM Heads of Department will review all policies relating to makeup lessons to ensure equity for both teaching staff and students.
- ii. Each Head of Department will be directly responsible for supporting teaching staff within their department with the management of their makeup lists where they accumulate too many.
- iii. Each Head of Department will liaise frequently with the RCM Deputy Director Finance and Administration to track all teaching activities and the management of Makeup Lessons.
- iv. Heads of Department are required to support the Deputy Director Finance and Administration and the teaching staff in the development of strategies for managing makeup lessons where required.
- v. Each Head of Department is required to support all teaching staff within their department to understand the importance of adhering to this policy.

d. RCM Director

- i. The RCM Director will oversee all policy matters in relation to Makeup lessons and Credits.
- ii. The RCM Director will work closely with the Heads of Department and the Deputy Director Finance and Administration to manage all matters regarding this policy.
- iii. The RCM Director will review this policy with the RCM Executive team as required.
- iv. The RCM Director will report all risk assessments in relation to this policy to the RCM Board of Management.

e. RCM Board of Management

- i. The RCM Board of Management will oversee all aspects of this policy and assess all areas of risk in relation to the management of Makeup Lessons and Credits.

4. Details

a. A student will be eligible for a make-up lesson where:

- i. the student (or all students in shared lessons), have provided a minimum of 24 hours notice prior to being absent from a scheduled lesson.
- ii. the lesson (including shared lessons) has been missed because the teacher is absent for any reason.
- iii. Other extraordinary circumstances considered reasonable by the individual teacher that the required minimum 24 hours' notice was not possible.

b. In relation to Makeup lessons, a teacher will:-

- i. Select a minimum of 2 dates within the upcoming Term for which they will conduct any makeup lessons owing.

These 2 dates may consist of, as determined by the teacher;

- 1. 2 dates for the missed lessons to be conducted
or
 - 2. 1 date for lessons to be conducted and 1 date for RCM workshop session(s) to be attended.
or
 - 3. 2 days as listed above in points 1. and 2., plus any further additional dates.
- ii. The teacher maintains the right, at their own discretion, to conduct a makeup lesson outside of these 2 or more selected dates.
 - iii. Selected dates, from point b.i. above, are to be entered by the teacher onto their term invoicing lists, which is issued to the teacher in Week 8 of a given term, for the following term.
 - iv. Where a teacher selects to invite students to attend an RCM term workshop for makeup lessons to offset any makeup lesson(s) owing, then that teacher will be required to be in attendance at the workshop sessions to deliver content and/or support the student(s) attending collectively.
 - v. Where a teacher selects to conduct individual/shared makeup lessons on their selected date(s), then they will schedule the lessons using a first in first served basis.

It is the RCM's preference, however it is not a requirement, for teachers to use the Google Calendar Appointment Schedule booking system.

- vi. Should the teacher deem it be necessary to cancel the selected day due to their own illness or emergency, then the teacher is responsible for communicating, as soon as practicable, the cancellation and re-elected date to their students, their HOD and to the Finance & Administration Department team.
In some cases, notice may be delivered to students by the teacher's HOD or the Finance & Administration team.

c. Makeup lessons will be conducted:-

- i. On the selected day(s) within the term or following term.
Bookings for makeup lessons is essential.
It is the RCM's preference, however it is not a requirement, for teacher's to use the Google Calendar Appointment Schedule booking system.
Bookings are on a first in first served basis and must be made no later than 24hours prior to the selected makeup date (see section 4.b).
- ii. By accepting an invitation, as issued by the student's own instrumental/vocal teacher, to join session(s) of an RCM Music Workshop Day. Registering for (a) workshop day session(s) is essential and no later than the given closing date for bookings as provided in the details of the invitation.
- iii. At the discretion of the teacher, makeup lessons can be conducted outside of their 2 nominated days/workshop if the teacher's schedule and room allocations allow (*either at the RCM or at the premises in which the lessons are normally conducted*).
- iv. At the discretion of the teacher, makeup lessons may be offered to be conducted as an extension of time to a normal scheduled lesson as agreed to by the student or parent/guardian if the teacher's schedule and room allocations allow (*either at the RCM or at the premises in which the lessons are normally conducted*).
- v. At the discretion of the teacher, makeup lessons may be offered to be conducted as a double lesson where two makeup lessons are owed and as agreed to by the student or parent/guardian if the teacher's schedule and room allocations allow (*either at the RCM or at the premises in which the lessons are normally conducted*).
- vi. Makeup lessons can only accrue over two terms.

Makeup lessons must be booked in and completed no later than the end of the recess period of the following term in which the missed lesson occurs. See table outlined below. (*RCM terms follow the NSW DoE schools calendar*).

Lesson missed within:-	Makeup lesson owing to be conducted in:				
	Term 1	Term 2	Term 3	Term 4	Term 1 <i>next Yr</i>
Term 1	X	X			
Term 2		X	X		
Term 3			X	X	
Term 4				X	X

vii. Where makeup lesson(s) cannot be conducted at the premises and/or room in which they are normally conducted, then the lesson will be conducted in any available and appropriate space at the RCM, as determined by the student’s instrumental teacher and administration staff.

d. A student will NOT be eligible for a makeup lesson where:

- i. the student is absent from the lesson without giving notice.
- ii. The student/parent/guardian has given less than 24 hours notice prior to the scheduled lesson.
- iii. A student who is in a shared lesson misses a lesson, however, their other partnered student(s) do attend the lesson as scheduled. *(even where that student may have given 24 hours or more notice of being absent from the lesson - if the lesson is conducted for the other partner(s), then the lesson is deemed to complete and the missing student will be marked as “student absent” (SA).*
- iv. Please Note: - communication to the RCM teacher via another parent, student or the schools’ office is NOT regarded as appropriate or as having made a reasonable attempt to give notice.
- v. Special consideration for makeup lessons may be given, at the discretion of the teacher:
 - 1. where the student has fallen to a sudden onset of illness on the day of the lesson and the required 24 hours was not given but reasonable notice prior to the lesson time was made.
 - 2. where a family crisis or emergency has occurred, and the required 24 hours was not given but reasonable notice prior to the lesson time was made.

e. Forfeiting of lessons and booked makeup lessons.

- i. Where a student attends a lesson in an obvious state of illness, the teacher may refuse to conduct the lesson. This lesson will be forfeited and no makeup lesson will be owing.

- ii. Where a lesson has been scheduled/booked and the student does not attend the lesson or does not give 24 hours or more notice of not being able to attend.
- iii. Where a makeup lesson has been scheduled/booked and the student does not attend the lesson or does not give 24 hours or more notice of not being able to attend.

Note: 1. At the discretion of the teacher, the “makeup lesson owing” status may be reinstated for the rescheduled makeup lesson where special circumstances apply **and** where 24 hours or more notice has been given to the teacher, subject to subsection 4.e. iv below.

Note: 2. Where makeup lesson owing status has been reinstated, a booking of an alternate time within the teacher’s next specified makeup lesson date is required as soon as practicable.

- iv. A makeup lesson will be forfeit where two terms have passed and the student has neglected to book in with the teacher for a makeup lesson. (see table in section 4.c.vi).

f. Exceptions to eligible makeup lessons.

- i. All teachers are required to complete all lessons missed due to their being absent from work unless:-
 - 1. the RCM Deputy Director Finance and Administration has approved an exemption due to special circumstances,
 - 2. the teacher is salaried staff, is away due to illness and has NES Personal/Carers Leave entitlement owing,
 - 3. the RCM Director has specifically approved Other Leave with an exemption from providing makeup lessons.
 - 4. the teacher is salaried staff and has elected (by indicating on their student invoicing lists prior to the following term’s invoicing) that they do not wish to conduct makeup lesson(s) for those lessons which fall on a public holiday (for further details please refer to the Salary Staff EMS policy).
- ii. Items f.i.1-4 above will be credited to the student’s account at the end of the term in which they occur only after the e-rolls and term lessons have been reconciled. These credit(s) will then be added to the students following term invoices.

g. Credits

- i. The RCM does not issue credits to student accounts unless special circumstances apply, as determined and approved by the Deputy Director Finance and Administration.
- ii. Applications for consideration of special circumstances should be forwarded to the student’s instrument teacher or submitted directly to the Deputy Director Finance and Administration in writing by the parent/guardian or RCM teacher.

- iii. Credits may also be issued to student accounts where the teacher is salaried staff, is away due to illness and has NES Personal/Carers Leave entitlement owing.
- iv. RCM Staff may NOT offer students/parent/guardian credits without the approval of the RCM Deputy Director Finance and Administration.

5. Variations

- a. If a worker is unsure about any matter covered by this Policy, they should seek the assistance of the Executive Team Member(s).
- b. *The RCM reserves the right to vary, replace or terminate this policy from time to time.*

Policy version and revision information

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