



Policies Document

Version 1.03

ENROLMENT & PAYMENT POLICY

By enrolling you hereby agree to the term and conditions set out by Victorian Academy of Music and Arts (hereafter referred to as "VAMA"). Enrolments are open one month prior to the start of each semester and are done by filling up the online form. Please follow the link [here](#).

Upon acceptance of enrolment an invoice will be issued to you and sent to your registered email address. The first instalment (which is 50%) of the tuition fee stated in the invoice must then be settled before commencement of the course, with the rest of the payment due by the date specified. Enrolments and its fees associated with it cannot be transferred to another person.

If the first instalment, and its subsequent remaining payment is not received by the due date, the named person in the form, loses their right to attend classes and will relinquish their spot. In this case, VAMA retains its full entitlement to the course fee.

All invoices will be sent to your nominated email during registration and can be paid via direct deposit, cheque or cash. Credit card and EFTPOS payment will attract a 1.9% surcharge. Use of personal/bank cheques requires 3 business days for bank clearance. Please allow yourself time if you're using this method of payment.

CLASSROOM POLICY

Confirmation of payment secures the spot for the teacher of choice and enrolment in the course. VAMA will issue your timetable upon successful receipt of payment. Please note that there could be a waiting list for your teacher of choice due to high demand.

Lessons are conducted either on a one-to-one basis or in group. Mid-semester enrolments are billed on a pro rata basis for the remaining weeks in the semester. The academy follows the Victorian state school terms as closely as possible, but lessons may be conducted outside of the gazetted dates due to public holidays and examinations.

Individual lesson are ONLY conducted in 60, 90, 120 minute blocks.

ACADEMIC CALENDAR

KEY DATES & ACTIVITIES

2020 CALENDAR	DAY/DATE
Semester 1	Tue, 28 Jan – Sun, 28 Jun
Mid semester 1 break	Tue, 31 Mar – Mon, 13 Apr
Examinations	Mon, 29 Jun – Tue, 30 Jun
Winter Recess	Wed, 1 July – Tue, 14 July
Semester 2	Wed, 15 July – Wed, 16 Dec
Mid semester 2 break	Mon, 21 Sep – Sun, 4 Oct
Examinations	Thu, 17 Dec – Fri, 18 Dec
Christmas Holiday	Sat, 19 Dec – Sun, 24 Jan

ACADEMY HOLIDAYS

We are the country of long weekends so do enjoy it! Lessons will not be conducted on public holidays. However, please note that the Academy does not observe Labour Day & Melbourne Cup Day public holidays. For the list of Victorian public holidays please click [HERE](#).

CANCELLATION POLICY

INDIVIDUAL LESSON

For individual lessons, please call and speak to us 24-hours prior to your lesson time should you wish to cancel. Upon confirmation of receipt, we will offer an alternate date and time at our discretion. You are entitled up to two make-up lessons per semester however, they are strictly dependent on the tutor's availability. Make-ups do not roll over onto subsequent semesters and cannot be rescheduled.

GROUP LESSON

Unfortunately, group lessons cannot be cancelled or made up. There are no avenues for refunds either.

In the unlikely event that a tutor cannot attend a lesson, we will either find a suitable relief teacher or organise an alternative time for a make-up lesson.

Group lessons cannot be cancelled or made up. There are no avenues for refunds either.

TUTOR CANCELLATION

In the unlikely event that a tutor cannot attend a lesson, we will either find a suitable relief teacher or organise an alternative time for a make-up lesson. The tutor reserves the right to alter your scheduled lessons on a weekly basis.

Due to the amount of cancellation we receive, VAMA reserves the right to alter/amend the scheduled lessons on a weekly basis. VAMA will provide sufficient notice should an alteration of time occurs.

TABLE OF SUMMARY

INDIVIDUAL LESSON	GROUP LESSON
Please call and speak to us 24-hours prior to your lesson time should you wish to cancel.	Missed group lessons cannot be made up
Make-ups cannot be further rescheduled and do not roll over onto subsequent semesters.	No refunds
You are entitled to two make-ups per semester, however it depends on tutor availability.	VAMA reserves the right to amend or alter your schedule
VAMA reserves the right to amend or alter your schedule on a weekly basis.	

PRICING & REFUND POLICY

VAMA's tuition fees is based on coursework, and therefore will be quoted to you by grade level per year. Our coursework is oriented on all-round learning and acquiring excellent musicianship skills.

If you wish to enroll in any subjects outside of the coursework you will be quoted based on the subject fee alone. This is called single studies and not all subjects available at VAMA will be offered for single studies. Please contact us for the list of single studies subjects.

Single studies students are not required to sit for exams unlike coursework students who will be graded by an examination body. You will be provided with a certificate of attendance but should you wish to take an examination, you need to check with the subject coordinator that you have fulfilled all necessary pre-requisite. Once approved by the subject coordinator, you will proceed to pay the examining fee.

Only casual one-to-one lessons with no locked-in contract will be quoted on an hourly rate of \$150. They are not part of the VAMA course structure. Once the semester has commenced, tuition fees cannot be refunded.

If you wish to withdraw before the commencement of the course you will need to provide us with a minimum of 7 days' notice in writing. We will reimburse the total amount minus \$100 admin fee. Once the semester has commenced, tuition fees cannot be refunded.

If enrolments are insufficient on the starting date, we reserve the right to cancel or postpone the course. In this case we will offer the participants the opportunity to move to another course or to receive a full refund of the course fee. We regret that we can only conduct courses that have the minimum number of participants by the end of the enrolment period.

The liability of VAMA and its staff is limited to intent and gross negligence. VAMA also accepts no liability for the cancellation of its services due to force majeure (e.g. natural disasters, fire, floods, war, official orders and all other circumstances beyond the control of the contractual parties).

PRIVACY POLICY

VAMA values the privacy of every person and is committed to protecting information it collects. All staff, service providers (contractors) and agents, (whether paid or unpaid) must comply with Victorian privacy law and this policy.

The management of 'personal information' and 'health information' is governed by the Privacy and Data Protection Act 2014 (Vic) and Health Records Act 2001 (Vic) (collectively, Victorian privacy law).

This policy explains how our school collects and manages personal and health information, consistent with Victorian privacy law.

Scope

This policy sets out how VAMA is to collect, hold, manage, use, disclose or transfer personal and health information in accordance with the Information and Health Privacy Principles contained within the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Audience

All VAMA staff must act in accordance with this policy. VAMA school staff must act in accordance with the School Privacy Policy.

Compliance

VAMA must collect and handle personal information and health information in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) unless otherwise required by law.

Accountable Officer

The Accountable Officer for this policy is the Executive Director, Executive and Knowledge Services Division (EKSD). The Accountable Officer is responsible for the: development of this policy, implementation of any supporting protocols, processes and guidelines, and ongoing monitoring of compliance with this policy.

Governance and reporting

Compliance with this policy is overseen by EKSD who, in turn, report to the Information Management and Technology Committee (IMTC).

Review

This policy will be reviewed and updated from time to time to take account of new laws, technology and processes. The review process will be completed by the Knowledge Management Team (KMT), with oversight provided by the IMTC.

Key definitions

Throughout this policy:

Health information means information or opinion about a person's physical, mental or psychological health or disability that is also personal information. This includes information or opinion about a person's health status and medical history.

Personal information means recorded information or opinion, whether true or not, about a person whose identity is apparent, or can reasonably be ascertained, from the information. The information or opinion can be recorded in any form.

Sensitive information means information or opinion (that is also personal information) about a person's racial or ethnic origin, political opinions, religion, philosophical beliefs, sexual preferences or practices, membership of a political association, professional/trade association or trade union, or an individual's criminal record.

Victorian privacy law means the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) collectively.

Policy

Personal and health information is collected and used by VAMA for the following purposes:

- to plan, fund, implement, monitor, regulate and evaluate VAMA's services and functions
- to fulfil statutory and other legal functions and duties
- to comply with reporting requirements
- to investigate incidents in schools and/or defend any legal claims against VAMA, its schools or its employees.

VAMA has adopted the Information and Health Privacy Principles in the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) as minimum standards when dealing with personal and health information.

This means that, subject to some exceptions (see below), VAMA must not do an act, or engage in a practice, that contravenes an Information and/or Health Privacy Principle in respect of personal and/or health information collected, held, managed, used, disclosed or transferred by it.

Information and health privacy principles

VAMA applies the key information and health privacy principles as follows. Refer to the Victorian privacy law for full details.

Collection of personal information

VAMA will only collect personal information if the information is necessary for one of its functions or activities. Where the personal information of an individual is collected, reasonable steps should be taken to ensure that the individual is aware of:

- the identity of VAMA and how to contact it
- the fact that the individual is able to gain access to the information
- who VAMA usually discloses information of that kind to
- any law that requires the particular information to be collected
- the main consequence (if any) for the individual if all or part of the information is not provided to VAMA.

Collection of health information

VAMA will only collect health information if the information is necessary for one of its functions or activities and:

- VAMA has gained consent from the individual
- collection is necessary to prevent or lessen a serious or imminent threat to the life, health, safety or welfare of any individual
- collection is necessary to prevent or lessen a serious threat to public health, safety or welfare
- collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

Where the health information of an individual is collected, reasonable steps should be taken to ensure that the individual is aware of:

- the identity of VAMA and how to contact it
- the fact that the individual is able to gain access to the information
- the purposes for which the information is being collected
- who VAMA usually discloses information of that kind to
- any law that requires the particular information to be collected
- the main consequence (if any) for the individual if all or part of the information is not provided to VAMA.

Use and disclosure

VAMA must only use or disclose personal and health information for the primary purpose for which it was collected, unless:

- use or disclosure is for a related secondary purpose and the individual would reasonably expect VAMA to use or disclose the information for that secondary purpose
- the individual has provided consent
- use or disclosure is necessary for research, or the compilation of statistics, in the public interest
- use or disclosure is reasonably necessary to carry out a law enforcement function

- use or disclosure is otherwise required, permitted or authorised by law. For example, VAMA may be required to share information to fulfil its duty of care to students, staff and visitors or VAMA may be required to share information to provide a safe workplace in accordance with occupational health and safety law.

In cases where the use or disclosure is necessary for research or the compilation of statistics, in the public interest, VAMA will usually only do so with the individual's consent. Where it is impracticable to seek the individual's consent, and when the research or the compilation of statistics cannot be undertaken with de-identified information, research or compilation of statistics will be carried out in accordance with the National Statement on Ethical Conduct in Research Involving Humans or, for health information, in accordance with the Statutory Guidelines on Research.

Data quality

VAMA values information as an important resource. Accordingly, VAMA must take reasonable steps to ensure that the personal and/or health information it collects, uses or discloses is accurate, complete, up to date and relevant to VAMA's functions or activities.

Data security

VAMA is guided by the principle that all information is well governed and managed. Accordingly, VAMA must take reasonable steps to protect the personal and/or health information it holds from misuse and loss and from unauthorised access, modification or disclosure. This includes destroying or permanently de-identifying personal and/or health information if it is no longer needed.

Openness

To enable greater access to government decisions, VAMA's information should be easy to find, access and use. This means that VAMA must have, and make available, clearly expressed policies on its management of personal and health information. On request by a person, VAMA must take reasonable steps to let the person know, generally:

- what sort of personal information it holds
- for what purposes such information has been collected
- how it collects, holds, uses and discloses that information.

Access and correction

Individuals have a right to access, and to correct, their personal and health information held by VAMA. Most requests to access and/or correct information held by VAMA are processed in accordance with the Freedom of Information Act 1982.

Unique identifiers

VAMA limits its adoption and sharing of unique identifiers. Specifically, the preferred unique identifier for VAMA is the VAMA Student Number (VSN). VAMA will:

- not assign unique identifiers to individuals unless the assignment is necessary to enable it to carry out its functions efficiently
- only adopt (as its own unique identifier of an individual), use or disclose a unique identifier assigned by another organisation in limited circumstances.

Anonymity

Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering into transactions with VAMA.

Transborder data flows

VAMA will only transfer personal and/or health information about an individual to someone who is outside Victoria in limited circumstances. Specifically, VAMA should only transfer personal and/or health information outside Victoria if:

- the individual consents to the transfer
- VAMA reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which is very similar to the Victorian privacy law
- VAMA has taken reasonable steps to ensure that the transferred information will not be held, used or disclosed inconsistently with the Victorian privacy law.

Sensitive information

VAMA will only collect sensitive information in limited circumstances. For example, VAMA can collect sensitive information if the individual has consented or if the collection is required by law.

Exceptions

VAMA is guided by the principle that information is open for sharing and reuse. Accordingly, the information privacy requirements contained within this policy should be balanced with VAMA's intention to share information to the maximum extent possible.

Victorian privacy law also stipulates certain situations where VAMA does not need to comply with the Information and Health Privacy Principles. Should they arise, exceptions to the application of the Information and Health Privacy Principles should be approved by the Manager, Information Strategy, Policy and Governance.

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