



PARENT AND STUDENT HANDBOOK



INTRODUCTION

It's our absolute pleasure to warmly welcome you into our family at **ENCORE**. Our team is thrilled to see many familiar faces return to the studio and even more excited to see some new faces join our community. We have created this one-stop handbook to hopefully shed some light on how things will run throughout the year as well as answer a lot of queries you may have before the year begins. While we would love you to take the time to read this information carefully and keep your handbook in a safe place to refer to as you need, don't forget that our staff are always here to help and will happily answer any queries you may have. Nothing is too big or too small, we promise!

QUICK REFERENCE STUDIO INFORMATION

Address: 58a Federal Street, North Hobart

Phone Number: 6231 1622

Mobile Number: 0427 296 488

Email: info@encoredance.com.au

Website: www.encoredance.com.au

Principal: Sharon Shirley

ABOUT US

ENCORE has been creating dance memories in Hobart for over 35 years. We believe that dance is for everyone. It's a place where kids of all ages shapes and sizes learn to dance, sing and express themselves in an encouraging and relaxed environment. This is a studio where creativity, individuality and self-expression is encouraged and has a community of teachers, students and families who are passionate about performing arts. Our goal is to create a positive and happy experience for all our students. We strive to nurture and develop talent, celebrate the achievements of all students and inspire a love and appreciation of all styles of dance and the arts. We are committed to providing a safe and positive environment in which all students can feel empowered, comfortable and free to express themselves.

We believe that what we teach is so much more than just dance steps. We consider that dance teaches many life qualities that young people need such as coordination, fitness, confidence, self-esteem, respect, trust and resilience.

Our motto is - we raise **HAPPY, CONFIDENT** dancers no matter their level or ability. Our main goal is to ensure that the students leave our classrooms with a sense of pride and joy as they take on their knowledge of proper dance technique.

Our dance classes cover all facets from the recreational dancer through to opportunities for the dancer wishing to be challenged more. All our classes combine teaching proper technique, self-esteem, working with fellow students, and respect. Our philosophy is to make dance fun for everyone! That is why our teachers bring high energy, great music, and fun combinations to class every week. Placement into class is decided by the age of the student and their dance experience.

OUR STAFF

ENCORE is run by a dedicated team of staff who all work collaboratively to plan, make decisions and deliver a high level of dance education plus a very valuable team of teachers. Each teacher has their own wonderful personality that brings different, positive aspects into each class. Due to circumstances out of our control, we may have to swap teachers at short notice and cannot guarantee the same teacher will teach the class for the entire year.

ENROLMENT

Enrolment into our classes can be done online via our website. Students enrol for the term and enrolments carry over throughout the year unless we are notified. You will read more regarding the withdrawal process in the next section. All students must re-enrol at the start of each year.

**** REMINDER **** Don't forget – our referral program.

Current families are our best form of advertising for **ENCORE** and we want to reward you for promoting our school to your family and friends. For 2020 we are offering a New Student Referral Program. It is a way for **ENCORE** to say thank you for your trust and confidence.

If you refer one new student to **ENCORE** and they enrol for the 2020 year and pay their first term fees, you will receive a \$25 voucher which can be used in our Dance Shop or for fees/workshops. There is no limit to the number of students referred. Below are some additional program details:

How does it work?

1. You refer your friend to us.
2. When they are enrolling, it is important that under the section "REFERRED BY:", they fill in your name. If they don't, there is no way of verifying you referred that student and as a result we might not be able to issue your voucher.
3. Once the student has enrolled and paid their first term fees we will ensure you are contacted to say your voucher is ready for collection.

That's it. It really is as simple as that.

WITHDRAWAL POLICY

All students enrol in classes for the **ENCORE** calendar year, however, have a right to withdraw if the studio does not suit them. The following applies:

- Student and or parent/carer must formally notify the office of withdrawal for the following term.
- Any fees remaining for a term not completed will not be refunded.

COMMUNICATION

By now you have probably noticed that we are BIG on communication here at **ENCORE**. It is our promise to respond to all enquiries within 24-48 hours and we will never leave a query unanswered. Our friendly office staff can be contacted on 6231 1622 between 11am-6pm Mon-Fri and 9am-2pm Sat, or via email info@encoredance.com.au.

For convenience, our primary means of communication is via email. You will receive regular newsletters and important information via email so please ensure you have provided the studio with an up-to-date email address that is regularly checked. We are of course happy to include multiple email addresses per family if you would like your correspondence sent to numerous recipients. Don't forget to add our email address info@encoredance.com.au to your contacts so we don't end up in the dreaded Spam folder!

In the infrequent case of urgent information (for example, unexpected class cancellations or performance changes), we will send an SMS and/or telephone to all families. So, for this reason, please make sure the mobile phone number you have provided to the studio is correct and up-to-date.

Facebook is a great way for us to keep in touch with a large number of people at once, so we encourage all families to join our closed Facebook group. This group can be found at **ENCORE DANCE STUDENT & PARENT GROUP** and will be monitored to ensure all content is appropriate and relevant.

We always display important information, dates and studio details on our noticeboard in reception so please have a quick look when dropping off and picking up in case there is anything you may have missed.

IMPORTANT DATES

We understand wholeheartedly how busy the lives and schedules of our dance families can get as the year rolls on, so we have tried to get all of our important dates organised and ready for you so you can plan other commitments. A calendar of important dates will be issued at the beginning of each dance year. This will be emailed at the beginning of the year, added to our website and posted on the closed Facebook group. Any updates will be communicated via email, updated on the website and the closed Facebook group. If you know ahead of time that

your family will be unable to attend these events due to planned holidays or existing commitments, please let us know at your earliest convenience.

CODE OF CONDUCT

To ensure the smooth, safe running of **ENCORE** and an enjoyable experience by all, below you will find our code of conduct. As always, we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's code of conduct.

Families who do not comply with their fee or costume payment obligations may be charged a late fee, and/or excluded from performances. External debt collection may occur when fees remain overdue and this will be at the expense of the client. Costume expenses are the responsibility of the parent, and costumes will not be issued to students with unpaid class fees.

No classes (including private lessons) or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class and if messages or food/drink/medication needs to be passed on to a student, it must be done through an **ENCORE** staff member. All parents must wait in the waiting areas or outside of the studios until classes have been dismissed.

We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact the studio immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.

Any questions or complaints must go through reception – parents and students are not permitted to contact **ENCORE** teachers via phone, in person, or via email / social networking with studio issues unless it has been broached with the principal first. Personal meetings with the studio principal can happily be arranged via reception.

In the rare case of a parent or student showing disrespect or defamation to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the principal. Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

ENCORE takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible.

Only private lesson students are permitted to enter solo competitions and it must be with the permission of their teacher and choreographer.

ENCORE management reserves the right to change teachers or timetabling when necessary at any time throughout the year.

Choreography, costuming and studio policies remain the intellectual property of **ENCORE** and may not be reproduced or sold by any students, parents or staff without permission of the principal.

OUR CLASSES

Which is the right class for my child?

Please feel free to contact us to help determine which is the most appropriate class level and dance style for them, generally students enter a class with other students who are the same age and/or ability. Please note that age alone is not the only factor to consider when placing students into classes.

Classes available for 2-7 years:

2-5 years Ready Set Dance
5-7 years Jazz & Tap (combined class)
 Classical Ballet

Classes available for 7-9 years:

Jazz & Tap (combined class)
Classical Ballet
Hip-Hop – from age 8

Classes available for 9-13 years:

Jazz & Tap (combined class)
Classical Ballet
Hip-Hop
Lyrical/Contemporary – from age 10
Singing – from age 9

Classes available for 13+ years:

Jazz & Tap (combined class)
Classical Ballet
Hip-Hop
Lyrical/Contemporary – from age 13
Singing – from age 13 to adult

SAFETY

With the safety of our families a number one priority, **ENCORE** is very serious about upholding Child Protection laws and policies within the studio as well as at public performances and in the online arena (website and social media).

As part of your enrolment, you will have noted the section allowing us to proudly use images and video footage of your student for advertising and promotional purposes. Should you have any concerns whatsoever with this declaration, please see our staff who will happily assist you.

We have a number of CCTV cameras within the studio which can be checked by parents and family members from the comfort of our waiting areas. All our teachers and staff members have undergone official checks allowing them to work with children.

The directors and staff at **ENCORE** are aware of the negative impact of inappropriate music and costume selection when it comes to performing dance routines and are wholeheartedly committed to ensuring children in all our dance routines are not subjected to any inappropriate songs or costuming. We recognise that songs with sexist, explicit, violent, racist, homophobic or criminal content may influence our dancers and/or audience and will strive to avoid using such music. We are committed to restricting costumes that project sexuality, contain explicit graphic or textual content.

Our staff members have all been trained in first aid. We enforce a nut-free policy at the studio to ensure the safety of any students or parents with allergies to nuts or nut products.

PRIVACY

When you enrol with **ENCORE**, the information we may collect from you includes your name, address, telephone numbers, email addresses, medical information and perhaps credit card or bank details. It may also include details of the products and services we provide to you as well as the status of your enrolment. We only collect information directly from our students or their parent/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

We may occasionally use your information to promote and market to you information which we consider may be of interest to you unless you contact us and tell us not to do so.

We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

Information is stored securely in paper or electronic form and is accessible only by authorised personnel.

If you would like to know what information we hold about you or wish to update the information, or if you wish to be removed from all further direct marketing communications, please contact our office via email at info@encoredance.com.au.

EXAMS

As a studio who values the growth and commitment of our dancers from all ages, it's our pleasure to offer exams to students in Jazz, Tap and Ballet as a part of the Australian Teachers of Dance (ATOD) and Australian Dance Vision (ADV) programs. While exams are not compulsory, our exam students always find their exam experiences to be uplifting, beneficial and rewarding.

UNIFORM

At **ENCORE**, we believe that wearing studio uniforms give students a sense of belonging to our family as well as creating an identity for our studio in the greater community.

Our uniforms also:

- Encourage discipline
- Help students resist peer pressure to buy stylish clothes for class
- Help identify non-students in the studio
- Increase a sense of belonging and school pride
- Improve attendance

Uniforms can be purchased year-round from the studio or from our website www.encoredance.com.au/shop or at our reception desk. There is also a Facebook group **ENCORE DANCE BUY, SELL AND SWAP GROUP** where you can buy & sell second hand dance items.

Please ensure all parts of your child's uniform are clearly labelled - individual shoes, socks... you'll be amazed at the amount of lost property we generate!

Further style-specific uniform requirements are as follows:

Ballet- Ballet students must have ballet shoes which can be purchased from our reception desk. You will also need pink ballet stockings or ballet socks and a leotard.

Jazz and Tap- Students require jazz and tap shoes. For their uniform, students may wear any combination of shirts, tank tops, shorts, leotards or tights/pants from our uniform shop.

Hip Hop- Students require sneakers/jazz shoes (please note if wearing sneakers, the soles of the shoes need to be kept very clean so as not to ruin specialised dance floor) along with black leggings and tee shirt.

Lyrical/Contemporary- Students can wear jazz shoes, ballet shoes or socks for this class. For their uniform, students may wear any combination of shirts, tank tops, shorts, leotards or tights/pants from our uniform shop.

Singing- Comfortable clothing.

FEES

We keep our costs as low as we possibly can. Our business is, by choice, not a highly profiting one and maintaining this is something that is important to us. We have a very structured fee system which is made clear on our fee schedule. This explains all fees you will be charged throughout your time with us. Because of this we are also strict on payment due dates, so please do not get offended if you receive overdue reminders or costumes are not handed out due to non-payment.

We will not run a class that does not meet the overheads. If enrolment numbers are not met, we will discuss with these parents some alternative class options or fee structure to meet the overheads of the class.

We offer the following options for fee payment:

Upfront Payment – you will receive your term invoice prior to the commencement of term and have 14 days to pay these fees in full. Payment options include cash, cheque, EFTPOS, credit card or Ezidebit.

Direct Debit – This is our most popular and simple payment method, in which you may choose to pay your fees in weekly, fortnightly or monthly instalments through our Direct Debit provider Ezidebit. There is a small fee for this service and paperwork must be filled out at reception prior to the commencement of classes. Clients who have previously paid by direct debit will still need to complete their adjustment paperwork at the beginning of each year.

Please note: All students are invoiced based on a 10 week term so your invoice will be the same each term unless you change classes. If you decide to withdraw from classes mid-term for any reason, you will still be charged for the entire invoiced period – this includes Direct Debit customers. If you wish to withdraw from classes at **ENCORE**, it is a requirement that you notify the studio in writing.

ATTENDANCE

Your child's attendance in class is very important to their peers and our teaching staff. As a member of the team, it is a commitment for you to ensure your child attends their classes on time each week and attends all lessons planned for them. Not only do absences impact the concert routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group.

If you know ahead of time that your child will be absent due to holidays/vacations, commitments or school trips, please let us know ahead of time so the class impact is minimal. If your child is too unwell to attend class, we ask that you inform our admin team as soon as you can.

HOUSEKEEPING

PARKING – We have a small number of onsite carparks available for use at all times. These are clearly sign posted. Please do not park in the carparks of neighbouring businesses. Our site is a pedestrian/car shared site and you must drive a maximum of 10kmph. Please always look for children when driving around our site.

DROP OFF/PICK UP – You must not use the driveway in front of our building to drop off/pick up. This is a no standing zone at all times as it's an active driveway. Please do not allow children to run around the carpark or use it for activities. Please be at the studio at least 5-10 minutes prior to your class starting. Punctuality is an important lesson.

SOCIAL MEDIA

ENCORE's Social Media Policy refers to all social networking sites, video/photo sharing sites, blogs, micro-blogs, wikis, podcasts, forums, instant messaging and geo-spatial tagging (for example, Facebook check-ins). Please see below for our regulations regarding Social Media and feel free to contact our staff if you have any questions.

- Please remember that your anonymity on Social Media is never guaranteed and to exercise particular caution when posts, images or videos identify children in your care.
- Remain mindful that your behaviour on Social Media remains in keeping with **ENCORE's** code of conduct as outlined in this handbook.
- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards **ENCORE** staff, students or families may subject the owner to disciplinary or legal action.
- Should you wish to engage on Social Media while identifying as a studio volunteer or employee, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy.
- Any content revealing or referring to sensitive studio information is not allowed to be shared online.

- Intellectual property laws (for example, costume design and choreography) must be observed by all studio patrons when posting online.
- While affiliated with our studio, (for example, images of your child in **ENCORE** uniform) we will not tolerate any posts that are racially, sexually, physically or religiously offensive.
- All matters pertaining directly to the studio - whether it be fees, scheduling, placements or performance opportunities - may not be communicated via Social Media. We have an open door policy and encourage all communication, complaints and feedback to be communicated to the principal directly.
- We discourage parents / students and teachers from becoming 'friends' or 'followers' on Social Media, unless there is an existing relationship. We consider all studio members to be family and as such feel the obligation to respect and monitor personal boundaries.
- Families found to be engaging in 'hidden' or 'private' groups formed for the specific purpose of discussing studio matters will be encouraged to join our closed Facebook group for public discussion and warned against discussing Studio matters in their private online groups.
- You may not post photographs / videos that feature **ENCORE** dancers other than your own online without the proven consent of their parent/guardian.
- Identifying information of any featured minors - including names, ages or location - must be removed when posting on Social Media.

MOVITAE – Online learning tool

ENCORE is proud to enable our dancers to take their dance class home and learn faster with Movitae. Available for students aged 10+ years. We can provide parents and students (10yrs+) with some great resources via Movitae – an online communication and learning hub. Students can take their dance class home, be inspired between lessons and get better faster. Sharing is only within the dance school. Each student joins only their classes. Please contact the office to find out how to join Movitae.

OUR TEACHERS/STAFF

Finally, it's our pleasure to introduce our hand-picked faculty for 2020! Our enthusiastic, passionate and dedicated teachers are thrilled to be a part of your family's dance journey this year. We are truly looking forward to growing together to mould this generation of skilled, confident, genuine and unique performers.

Sharon Shirley – Principal/Studio Owner

I have always enjoyed everything dance! Teaching and running a performing arts school was always my dream as a little girl. Seeing the joy produced when a dancer achieves new skills and takes that step from enjoying to really falling in love with dance! I feel very privileged to lead a fabulous team who bring their own unique strengths to Encore.

Emily Chen

Emily is an integral part of the Encore family. She uses her passion and creativity to create a great class atmosphere. Inspired by iconic tap dancers like Fred Astaire and Ginger Rogers, she creates many unique routines. She loves being a part of Tassie Dancers Against Cancer and giving back to her dancing community.

Domonie Donohoe

Dom started dancing when she was 3 years old, making 2020 her 30th year at Encore! She started assisting with classes when she was 16. She loves teaching our Ready Set Dance program! When she isn't dancing, she spends her time with her son, or at work as a counsellor.

Angela Ireson

Ange has been teaching dance for over 30 years. Training locally with Sonny Jose and Wendy Baron, she uses her skills to teach at many schools; including her own school which has been running for 25 years. Ange has worked on many musical productions, including 'Billy Elliot' as a tap and ballet instructor.

Sharni Williams

Sharni started ballet classes when she was 6. She is a certified classical ballet teacher through the Commonwealth Society of Teachers of Dance. Sharni sees teaching as her true calling! She also works in childcare when she isn't teaching and loves to relax with her partner and her two-year-old son!

Danieka Lovell

Danieka started dancing at Encore when she was 3. The love for dance ran in the family, with her mother Donna, being a dance teacher, and aunt Sharon running the show. She is trained in many different styles of dance, but her love for lyrical and contemporary has grown. Danieka went to Disneyland in 2013 and performed in a Chickenfeed ad!

Jemma Hynes

Jemma started dancing at 4 and has been dancing with Sharon since 2000. She is CLi certified and has completed high levels of Jazz and Tap Exams. She also plays the saxophone and has a Double Arts and Fine Arts Degree. When she isn't in class, Jemma works for the State Government.

Hayley Rose

Hayley has danced at Encore for 20 years and has had lessons in all styles. Hayley loves to teach ballet classes, and her favourite styles to dance are ballet and Broadway jazz. Her best dancing memory is dancing in the parade at Disneyland with her friends. Hayley works as a scientist at the Royal Hobart Hospital, and loves to spend time with her family!

Brad Mertens

Brad started dancing when he was 3 and has been teaching tap at Encore for the past decade! Brad uses his combination of an 'English Style' and an 'American Hooper' to create amazing and dynamic tap routines! Brad runs Tap Jam, classes aimed at Tap-nerds to get together and create new rhythms. Go Tap!

Jin-hee Wishink

Jin-hee has been dancing since 1995 and is trained in multiple styles. Jin-hee worked as an airline hostess for multiple years and has also worked at many different dance schools throughout Tasmania. She has taught many different styles, including stretch and flexibility. In 2018 she welcomed her Daughter Alina into her family!

Taylah Shirley

Taylah has been dancing at Encore for 18 years, has been an assistant teacher for 9 years, and a teacher for 5 years. She loves to perform in local theatre shows and is also certified through CLi Studios.

Eleanor Creavin

Elle has been with Encore for over 13 years! She is the Ready Set Dance Coordinator and is Platinum certified. Elle loves to teach dance and bring excitement and joy to all of her classes!

Victoria Okey

Victoria started dancing at encore when she was 4. She now teaches some of Encores youngest! She is currently studying a nursing degree. She loves being able to dance and teach alongside some of her best friends! She loves lyrical routines and a song a dance routine!

Teagan Williams

Born in Queensland, Teagan began dancing when she was 11, one year before moving to Tasmania, and starting at Encore. Teagan is also CLi certified and studying a Bachelor of Professional Writing and Publishing.

Zoe Gilligan-Dillon

Zoe began dancing when she was 3 years old and has been with Encore for the past 11 years. With a passion for teaching, Zoe is currently studying a Bachelor of Education, she is also CLi Studios, and Ready Set Dance certified!

Chelle Burt

Chelle is our resident singing teacher and has been associated with Encore for over 20 years. Chelle has performed in, directed and musically directed numerous shows in Hobart and has taught singing and musical theatre for over 30 years. She brings her love of singing to all her students