

CODE OF CONDUCT

All THE TRAINING GROUND activities are approached with professionalism and integrity. We are committed to providing a safe, welcoming and motivating environment that seeks not only to instil a love of dance in our students, but also to develop dance skills and technique plus important life skills including respect, commitment, reliability and teamwork. To ensure a happy and positive experience for all involved, it is important that students, parents (including carers or legal guardians), extended friends and family members and staff understand and comply with our Policies below.

STUDENT POLICY

- Demonstrate respect for teachers, parents, staff and other students at all times.
- Arrive at least five minutes prior to your scheduled class. Latecomers may be refused entry due to the risk of injury.
- Be dressed in the appropriate dance clothing and foot wear.
- Present to class in a tidy and well-groomed manner with hair tied back neatly off the face. Ballet buns or braids are encouraged for all classes.
- School uniform is not appropriate dance attire and therefore not permitted.
- NO Jewellery to be worn in class (except small stud earrings).
- Bring a clearly named bottle of water to every class.
- Attend class regularly unless ill or injured, or in the event of a family emergency. In the event of a student being absent, email notification must be provided.
- Seek permission to enter outside dance competitions and external programmes/auditions.
- No photographs or film in a changerooms.
- No photographs and filming at The Training Ground without permission from the studio.
- Serve as a role model to younger dancers at all times, including use of appropriate language and behaviour.
- Show respect toward the teachers and other members of the group.
- Show respect and care for studio equipment and facilities. Put rubbish in the bins provided and clean up after yourself.
- Students are not permitted to leave without:
 - a parent or carer, or
 - permission of a parent or carer, or
 - the knowledge of a representative of The Training Ground.
- Ask for help if you need it – we are here for you.

PARENT POLICY (including carers or legal guardians)

- Demonstrate respect for teachers, students, staff and other parents at all times.
- Take responsibility to read email updates and keep up-to-date with current activities and important information.
- Outstanding fee payments will be pass onto an external debt collection agency at the client's expense.
- Dance tuition fees are due week one of each new term. Classes will not be offered to students that are not financial.

- Ensure siblings are supervised at all times, equipment is treated with care and the waiting areas are left tidy.
- Ensure children are supervised in the car park areas.
- Park in the allocated car parks or on the street. Do not park in the surrounding businesses.
- Refrain from entering either dance studio - unless invited by a teacher. This includes studios not in use and extends to siblings.
- Do not interrupt the teacher/s between or during classes (emergencies excluded). If you would like to make an appointment, please email.
- Understand and support The Training Ground approach by encouraging children to show commitment and positivity while working to the best of their own ability.
- Refrain from taking photographs or video without permission or in changing areas.
- Respect our approach to establishing and maintaining professional relationships with our students and parents by (1) ensuring all contact is made via email and (2) refraining from direct communication with staff via personal email, text, phone or social media unless on platforms managed directly by The Training Ground (e.g., a private Facebook group) or deemed necessary (e.g. rescheduling a private lesson).
- Give permission for professional photographs & videography and studio 24-hour security monitoring.
- Staff and volunteers are to have current WWCC.
- Viewing of classes is restricted to:
 - a new student's first class, or
 - prospective students (prior arrangements must be made with The Training Ground)
- Cameras or video cameras must not be brought to classes.
- **ALL PARENTS AND GUESTS MUST SIGN IN AT RECEPTION.**

GRIEVANCE POLICY

- Efforts will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance.
- The first step to raising a complaint should be with the teaching staff. If not satisfied with the outcome, a formal avenue can be taken.
- To raise a formal complaint, your complaint must be put in writing and dated.
- All formal avenues for handling of grievances will be fully documented.
- All complaints and questions will receive consideration and will be discussed with the individual who raises them via email.
- Discussions held are confidential.

CONDUCT POLICY

- The Training Ground does not tolerate swearing, indecent or disrespectful language, defamatory comments, or indecent or disrespectful conduct from students, parents/guardians, family members or visitors.
- Any individual who demonstrates any of the above will have tuition suspended at The Training Ground immediately. This behaviour includes at the premises or outside of the premises, social media or on the internet.
- Negative communications between parents and/or students will not be tolerated by The Training Ground. Where negative communications take place, the parents and students involved will be asked to withdraw from The Training Ground immediately. This includes at the premises or outside of the premises, social media, or on the internet.

- Any person who does not comply with The Training Ground's Terms and Conditions will forfeit their position at The Training Ground and, to the extent permitted by law, will not be entitled to refund.

BULLYING POLICY

The following will not be tolerated in person, via email, via text messaging or via the internet:

- Verbal abuse or shouting;
- Physical Abuse;
- Excluding or isolating a person;
- Psychological harassment;
- Humiliating a person through sarcasm, criticism or insults; and
- Ignoring or belittling a person's contribution or opinion.

Where any persons feel that they are the victim of bullying they should immediately raise this directly with THE TRAINING GROUND staff.

Definition of Bullying:

Bullying is defined as persistent, unjustified behaviour by an individual or group, which infringes upon the rights of others and intends to cause physical or psychological harm. Bullying includes:

- teasing or name calling
- put downs or comparisons of a negative nature
- spreading rumours
- purposeful exclusion of others
- disrespectful behaviour toward others
- physical violence and or threats to harm another person
- cyber bullying via electronic devices such as; computers to abuse harass or intimidate, mobile phone, twitter, face book and YouTube

Further information regarding bullying please refer to the following websites www.reachout.com and www.bullyingnoway.gov.au

The conduct codes aim to inform and guide expectations of behaviour to promote a safe and positive learning environment that is free of bullying within THE TRAINING GROUND community.

For the benefit of all THE TRAINING GROUND families, your cooperation is appreciated.