



## Parents' Guide

Everything you want to know when your child registers in Carrefour francophone's Clé de sol music classes

### Our philosophy

At La Clé de sol, we believe that fostering a child's musical development nurtures a child's openness to the world. Yes, music develops the mind, but it also allows young people to play a much appreciated role in the cultural life of their family and community during festive gatherings and events. Where there's music, there's life and happiness!

### Our approach to teaching music

Nothing is more precious than a child. Every child deserves careful and personalized attention and has a right to respect for his or her personality.

Upon registered, you will receive a short personal profile of your child's instructor. We invite you to get to know your child's instructor and to collaborate with him or her in fostering your child's musical development.

Our instructors monitor your child's progress with regular evaluations.

There will be a recital at the end of the school year. Your child can choose to participate by performing a piece.

### Qualified and committed instructors

Our instructors are proficient musicians who have trained in classical and popular genres. They know how to support the natural evolution of your child's musical abilities and adapt their teaching methods to your child's learning style.

Our instructors have the personal qualities and the professional training needed to help budding musicians flourish. Attention to detail, commitment and ability are the hallmarks of our teaching staff.

All adults who work with children are required to supply a police background check upon hiring.



## **Lessons during school hours, evening lessons, Saturday lessons**

Choice is a good thing! Our music lessons can be provided at the time most convenient to you and your child.

### **Lessons during school hours:**

The child receives one private half-hour lesson per week in his or her school during school hours. The child is allowed to leave the classroom at times when his or her school work won't be unduly impacted. The schedule is established by our music instructor in collaboration with the school in a manner that respects the child's needs and the school's priorities.

### **Evening lessons and Saturday lessons**

The child receives a private lesson in the Carrefour francophone's studio space on the weekday agreed upon with the instructor. You have the option to register your child for weekly lessons that last 30, 45 or 60 minutes. The lessons take place in a room that has been specifically set up to foster the development of your child's musical abilities.

### **The child's responsibilities**

Our instructors reserve a spot in their schedules for each student. Therefore, they expect the students to arrive on time with all their required material (music books, homework books, guitar, etc.). They also expect their students to practice their lessons between classes.

Our instructors gladly go get younger children in their classroom at school.

### **The parents' responsibilities**

We strongly encourage parents to accompany their child when he or she is practicing lessons at home. A regular practice routine will deliver results. You'll see your child move forward on the road to musical proficiency and learn to read between the lines!

It is important for the student to have a suitable instrument for practice. Our instructors are willing to help guide you in the choice of an instrument to purchase or rent.

Parents are required to provide a deposit of \$150.00 at the beginning of the school year to book a place for their child in the instructor's schedule. Our instructors reserve a spot in their weekly schedule for each child. For this reason, the cost of a missed lesson is non refundable.

### **Attendance policy**

La Clé de sol has an attendance policy that reflects standard practice in musical studios.

1. A \$150.00 deposit is required upon registration. If the student withdraws before the end of the session, the deposit will not be refunded. Sessions extend from September to December, from January to March and from April to June. You will receive an invoice based on the number and length of weekly lessons for each session.

2. No refund is provided if a student cancels a lesson, because the Clé de sol instructors have reserved the student's spot in their weekly schedule for the entire session.
3. If a school activity makes it impossible to attend the lesson, if school buses are cancelled, if the instructor is unable to go to the school or if the instructor must cancel the lesson, the instructor will try to reschedule the lesson in the same week. If rescheduling is not possible, there will be no charge for the cancelled lesson.
4. If a child does not attend a rescheduled lesson, the lesson charge applies for the missed lesson.

La Clé de sol also has a Beginner's Policy. If your child is not sure about wanting to take piano or guitar lessons, but would like to try it out, we can offer one (1) free trial lesson. You will need to fill out a pre-registration form before the free trial lesson. To be considered as registered and move on to the second lesson, the \$150.00 deposit is required.

## Our rates

Learning music with La Clé de sol is not just very convenient, but it's also attractively priced! One 30-minute lesson costs \$21.00.

## Payment

To ensure good ongoing relations, our payment policy is straightforward. We require a \$150.00 deposit at the start of the school year. At the end of December, the end of March and the end of June, you will receive an invoice for the session according to the time sheets submitted by instructors and the attendance policy described above.

Instructors are not authorized to accept payment. Payment can be sent by mail or paid in person at the Carrefour francophone reception desk. This option allows you to pay by cheque, Visa/MasterCard, cash or direct deposit.

### Payment by cheque

Cheques must be made to the order of **Carrefour francophone**. If you are mailing your payment, please include your invoice with your cheque and use the Carrefour francophone's address indicated at the bottom of the first page of this document.

### Payment by credit card

You may also pay by phone using your Visa or MasterCard: please call 705-675-6493, ext. 201.

### Direct payment

You may choose to fill out a credit card payment form at the Carrefour francophone's reception desk. With this option, your payment will be withdrawn from your bank account on the billing date. We will mail you a receipt along with your paid invoice.

You may also make online payments if you have an account with one of these banks: Scotia, Royal, TD, Bank of Montreal or Desjardins credit union. **Your file number (not your child's) is required for this option.**

## **NSF cheque**

A service fee of \$30.00 is applicable if a non-sufficient funds cheque is presented as payment. After a second NSF cheque is received, only certified cheque, cash or Visa/MasterCard payments will be accepted.

## **Comments and concerns**

If a problem should arise, please let us know. It's best to begin by discussing it with the person most directly concerned. If a problem persists, here are the people you can contact, in order of precedence:

1. your child's music instructor;
2. the coordinator of La Clé de sol, Marie-Claude Savoie, at 705-6493, ext. 201;
3. the director of child care services, Sara Fudge at 705-675-6493, ext. 204.

## **Carrefour francophone's Complaints Policy**

To ensure continuous improvement of its children's services, Carrefour francophone invites parents to submit comments and suggestions. Our staff is instructed to actively invite parents to do so.

In case of a formal complaint, whether presented verbally or in writing, the complaint will be noted and forwarded to the appropriate department head. The complaint will be handled by the staff it concerns, the department coordinator or the executive director, depending on the nature of the complaint. Complaints will be dealt with confidentially and impartially.

Acknowledgment of a formal complaint will be delivered to the complainant within three business days. A summary of the results of the examination of the complaint will be delivered to the complainant within 30 days after the complaint was received.