

the
VOCAL
— A C A D E M Y —



WELCOME

Congratulations on joining The Vocal Academy (TVA). We are excited to meet you, to welcome you & your family into our academy and to work with you as you achieve your musical goals.

ABOUT US

We love what we do! Our academy moto is 'we are vocal about the things we love', and with time spent in our studio, we are sure you will know what we mean by that.

Our focus is to teach, motivate and inspire whilst building confidence through music.

We practice consistency with weekly lessons and tailor each lesson to ensure our student's targets and goals are met. We conduct multiple workshops and masterclasses throughout the year, this is where we facilitate specified education and individualised development. We take pride in our annual performance and concerts days, this is where our community get to see student growth!

TVA community is at the forefront of our journey.

Our team have an approachable nature and we truly are filled with joy to welcome you onboard!

GUIDING PHILOSOPHY

At The Vocal Academy, we embrace a philosophy centered around an Expectation of Excellence for both our team and students. Curated lesson plans and specialised programs are conducted by our passionate coaches who are deeply committed to fostering the growth and development of every individual student.

OUR COMMUNITY

We have established a vibrant artistic community with a strong support system. When it comes to our community, our direct focus is the 'at home' feeling. We have a unique and special culture where staff, students and their families feel a part and have a great impact. We value the positive bonds that connect our community and provide a safe and supportive environment for students to thrive.

STUDENT ADDITIONS

At The Vocal Academy, we believe that the whole-person needs to be nurtured in order to flourish. When our weekly lessons are coupled with our annual social events, an atmosphere is created whereby our students are able to support one another, mingle and establish musically connections.

MEET OUR TEAM



SHAN
Vocals



ISABELLA
Vocals & Piano



MICHAELA
Vocals



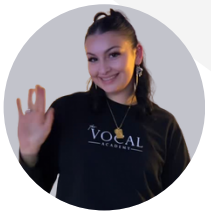
ALYSSA
Guitar & Vocals



TAYLOR
Vocals



JAIME
Vocals / Director



LIA
Vocals & Piano



ALANNAH
Administration & Accounts



HOLLY
Vocals & Piano

TVA OFFERINGS

Private lesson (1 on 1) 30 minutes OR 60 minutes

Semi - private lesson (up to 5 students) 60 minutes

- Vocal
- Piano
- Guitar

Vocal groups 30 minutes

Kids & adults

Vocal groups 60 minutes

Kids & adults

Opportunities

Workshops

Masterclasses

Gig day / nights

External gig offerings

Theatre pathways

Production

Industry connections

Term performance days

Mid & EOY concerts

INVESTMENT

Private lesson

\$500 for a 10 week term (30 min lessons)

\$1000 for a 10 week term (60 min lessons)

OR

Pay in 5 x fortnightly instalments via direct debit

Semi - private lesson

3-5 students share their knowledge and talents to one another. Focusing on confidence, technique and performance whilst building friendships. (Student's work on their own songs and goals)

Duration: 60 minutes

\$500 for a 10 week term (30 min lessons)

\$1000 for a 10 week term (60 min lessons)

OR

Pay in 5 x fortnightly instalments via direct debit

Vocal group

We come together to focus on singing in a group and creating beautiful harmonies. Minimum of 2 students.

Duration: 30 minutes

\$300 for a 10 week term

Payment options

Weekly: Via GoCardless direct debit (\$2 pw processing fee)

Upfront: Full term payments via invoice

***Vocal groups** - Upfront full term payment via invoice

All pricing is inclusive of GST.

We have a no refund policy.

Make-up lessons are valid for 90 days once generated via your student portal

COMMITMENT

TERM COMMITMENT

Term Commitment: By enrolling with us you are committing to lessons for a FULL term. If you decide to withdraw from lessons throughout a term, we do not cease payments within a term or refund upfront payment under any circumstances. Term commitment applies to both payment options.

- Weekly direct debit – payments will continue until end of term
- Upfront payment – no refund

Direct Debit payments: We do not pause or skip payments mid term. If you are unable to attend a lesson/s and you notify us by using the student portal with adequate notice (24 hours), you will receive a makeup credit to use within the term. However, if insufficient notice is provided this will result in a forfeited lesson.

Public Holidays: All lessons scheduled on public holidays will be cancelled and a make-up credit will be applied for you to use within 90 days.

Make up credits: It is your responsibility to book your make up credit/s via the student portal. You will have access to your coach's make up lesson availability throughout the term. We encourage you to frequently login to view what's available.

Cover coaches: When your coach is unwell / away, a cover coach can be assigned subject to change without prior notice.

Late Starts: Lessons start and end at scheduled times. If a student is late, we will not go over the scheduled time to make up for it. Please ensure you are on time to make the most of your scheduled lesson!

Parents in studios: We request that no parents / visitors are present during lessons. With an exception for trial lessons.

Please note that lessons do not take place during school holidays, billing is in accordance to the term.

PARKING AT PREMISIS

KISS AND GO POLICY:

To maintain smooth traffic flow and minimise parking congestion, we have a strict kiss and go policy in place. Our premises include three clearly designated parking spots, each marked with our company logo. If these spaces are occupied upon arrival, parents and guardians are asked to promptly drop off their child and return at the designated pickup time—no waiting or extended parking is permitted. We offer both front and rear access to the building to facilitate easy and safe drop-off and pickup from either side of the premises.

As part of our commitment to providing a focused learning environment, we do not allow parents or visitors to remain on-site during lessons, with the exception of trial sessions, where one parent may be present. This policy further reduces the demand for on-site parking and limits unnecessary foot traffic during business hours.

Understanding payment options + make up credits

Payment options

Weekly: Via GoCardless direct debit (\$2 pw processing fee)

Upfront: Full term payments via invoice. Term payments (via invoice) are to be cleared before the first lesson of each payment period.

Vocal groups: Upfront full term payment

24-hour Cancellation Policy: Lessons cancelled with less than 24 hours notice will not receive a make up credit and payment is forfeited. We appreciate as much notice as possible!

Cancellations made via the student portal with more than 24 hours notice will receive a make-up credit.

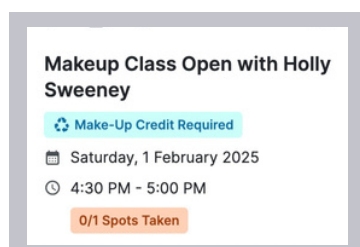
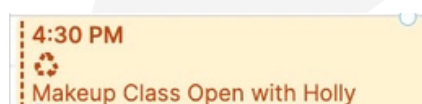
The student portal is the only way to report absences and redeem make up credits. Communication to coaches or admin will not be accepted.

Make up Credits

Make up credits will be applied if:

1. Student cancels with more than 24 hours notice.
 2. Your coach is away and no replacement coach can be allocated.
- Make up credits are to be booked via the student portal. If you have a make up credit, you will have access to your coach's make up lesson availability. It is your responsibility to book make up credit/s before expiration.
 - Make up credits will not be deducted from invoices or used in replacement of your regular scheduled lesson.
 - Make up credits expire after 90 days of issue.

Below is an example of how make up credit availabilities will look on your student schedule. The recycled icon indicates make up credit availability. You must have a valid make up credit in order to book a make up lesson.



STUDENT PORTAL (My Music Staff) + HOW TO ADD ONTO PHONE HOME SCREEN

ACCESS AND FEATURES:

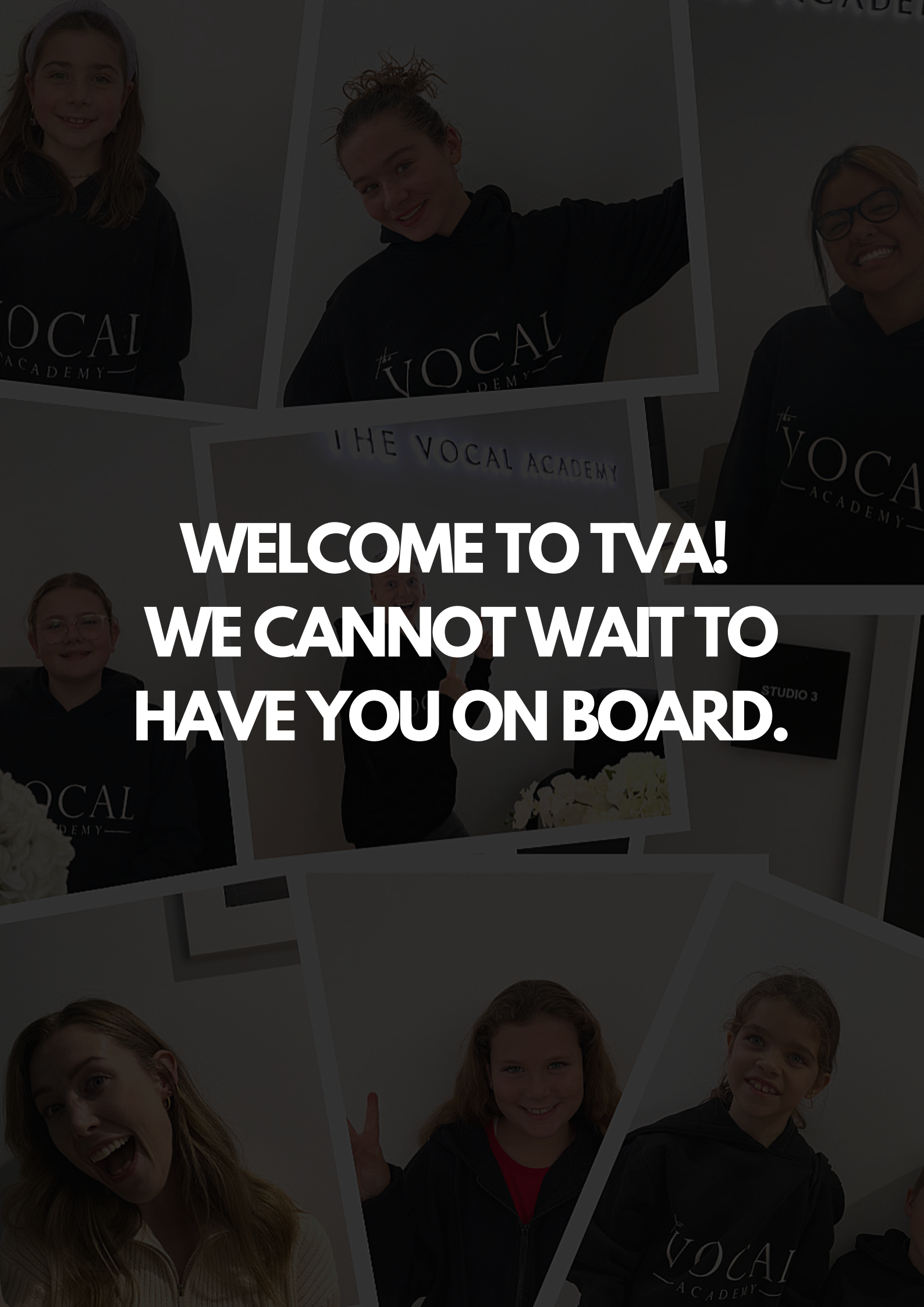
- **Reschedules & Cancellations:** To make any reschedules or cancellations, please use the student portal. **Coaches are not to be contacted via phone or text for any lesson changes. All modifications must be made through the portal; otherwise, they will not be accepted.**
- **Student Notes:** After each lesson, you will receive notes that summarise what was covered and outline areas to focus on for the week and upcoming lessons.
- **Warm-Ups and Training:** Your student portal provides access to pre-recorded warm-up sessions that you can use when you're not in lessons. This is an excellent resource to take advantage of.

Below is a simple three-step guide on how to add the My Music Staff portal to your phone's home screen for quick and easy access.

1. **Open My music Staff on your safari browser**
2. **Click onto the icon above the URL & press add to home screen**
3. **This will now work as an app onto your phone for fast/easy access.**



If you have any further questions regarding My Music Staff access, please reach out at any time.



WELCOME TO TVA!
WE CANNOT WAIT TO
HAVE YOU ON BOARD.