

NOTIFICATION OF FAMILIES – ABSENT EDUCATOR

Leapfrog Music is committed to fulfilling our advertised term schedule. However, we understand that there are times when Educators become unwell or experience an emergency or a situation that is out of their control, or need to be absent for personal reasons, preventing them from being able to teach.

If this occurs everything possible will be done to find a replacement Educator to take the class. However, where a replacement Educator cannot be arranged, Leapfrog Music will contact participants to inform them of the cancelled class by the following procedure:

1. Contact every class participant by SMS
2. If no response to the SMS, we will ring the *first* contact's mobile phone number.
3. If still no response, prior to the class commencement, the emergency phone number given for participant will be phoned.

FUN AND SAFETY

It's important to us that learning takes place and everyone has fun in our classes, and we ask parents for their help by

- Switching on to their child and helping them to engage in the activities during class time – Parents know their child best, and if parents are engaged with their child, with the Educator, and with other families in the class, chances are everyone will have a good time. Often you will find that a child who seems not to be participating in class, will be singing and dancing to their CDs at home!
- Being aware of the safety of everyone in the room and take action to prevent accidents before they happen.
- Barefoot is best – children's feet provide them with lots of sensory information which helps them to learn, so we take shoes and socks off and store them safely away from the class. If floors are too cold for bare feet, only non-slip socks or shoes are permitted – no slippery socks are allowed.
- Prams take up a lot of room and can be a safety hazard, so Leapfrog Music asks that parents park them safely outside the classroom activity zone, in an out of the way part of the room, if they are not able to be left outside.
- Eating and drinking – Parents should prepare child for class by ensuring that they have eaten beforehand to prevent any hunger-related crankiness and distractions. Food cannot be eaten in class time unless there is a special reason. Leapfrog Music welcomes a *water bottle* in class for the child and parent when needed, but this must be stored safely out of reach of other children.
- Going to the Toilet – Leapfrog Music understands the urgency of toilet trips

for little ones! Parents can help to prevent distracting toilet trips during class by ensuring that children have the opportunity for toileting or nappy changes before class begins, but of course sometimes “when you’ve gotta go, you’ve gotta go!”

- Nappy changes – please change nappies outside the classroom, for the comfort of everyone.

HYGIENE AND ILLNESS PREVENTION

Our aim is to provide a healthy environment for everyone in a Leapfrog Music Kindermusik class. You can help by

- Hand washing – after toileting and blowing noses etc. Hand sanitiser is provided in the classroom or if you prefer there are hand-washing facilities in the toilets at all of our locations.
- Surprise messes – with babies a surprise poo or leaky nappy can happen. Therefore we recommend that you bring disinfectant wipes and other clean up items with you to class.
- Instruments and props. These are cleaned with child safe, environmentally friendly disinfectant or washed prior to each class. Parents are asked to assist with ensuring that mouthed instruments or props (which we fully expect children will explore in this way) make it into the TBC (to be cleaned) box so that soiled instruments aren’t re-circulated before they are cleaned.
- Staying home. If Parent or child are unwell, please consider staying home and making use of your Home Materials that day. If parents are unsure if their child’s condition is contagious, Leapfrog Music recommends that medical advice be sought.

PHOTO AND VIDEO FOOTAGE

It is a condition of enrolment that participants accept that photographs and video footage of participants taken by Leapfrog Music in class may be used for promotional and professional development purposes. However, Leapfrog Music will seek written consent from any affected participant before any such material is printed or made available to the public.

Participants are encouraged to speak with a Leapfrog Music Educator or Director if they wish to discuss this.

MINIMUM CLASS NUMBERS

Our Kindermusik classes are only viable where there are **6 or more children enrolled**. Where a class begins with less than this number, Leapfrog Music reserves the right to cancel the class and offer families places at other times. Leapfrog Music will make every effort to ensure that classes achieve a viable level.

REFUNDS

Leapfrog Music classes are very popular and Educator schedules limited, and just like swimming and most similar activities, payment is for the child's inclusion in a class for the term – therefore missed classes are not refunded or credited.

DIGITAL MATERIALS

Leapfrog Music Kindermusik classes are much more than just a weekly activity. The At Home Materials supplied are tools that help you to continue a one of a kind experience at home as a family. The Educator plants the seeds of learning through music in the classroom, but the At Home materials help parents to cultivate life long learning within their own home.

In the past At-Home Materials have included CDs of the quality music and songs used in each class, integrated and illustrated story literature, home activity extension material and a specially designed instrument for each program. However, Leapfrog Music is embracing the direction of our changing world and going digital. Therefore now, materials provided are a set of comprehensive digital materials, expertly and creatively designed to keep step with our increasingly technological age. Learning with Leapfrog Music does not stop when a child and parent walk out the classroom door. On the contrary, parent and child leave armed with tools to continue the learning at home.

How Digital Materials Work

Participants in Leapfrog Music Kindermusik classes supply an email address, as part of the enrolment process, which Leapfrog Music forwards to Kindermusik International. A link, providing access to Digital Home Materials is then emailed to the participant by Leapfrog Music.

EDUCATOR DISPUTES, COMPLAINTS OR CONCERNS

Leapfrog Music supports the right of every Participant or Educator to lodge a dispute, complaint or concern to Leapfrog Music Director if they believe a decision, behaviour or action affecting the delivering of the class is unfair. Leapfrog Music believes in providing a safe and accountable process for any Participant or Educator to make such formal disputes, complaints or concerns that will bring a just outcome for all concerned. Leapfrog Music aims to resolve all disputes, complaints or concerns promptly, doing its utmost to action them objectively and discreetly.

Leapfrog Music requires all Participants and Educators to be respectful and professional in making disputes, complaints or concerns, taking into account the choice of words and phrases they use when making the dispute, complaint

or concern. Making a dispute, complaint or concern should not be done in a negative way or by assuming what others might think but rather with the aim of communicating and improving Leapfrog Music.

Procedure

1. Contact Leapfrog Music Director to discuss the dispute, complaint or concern either by phone, in person or on Skype.
2. Put in writing your dispute, complaint or concern and send to Leapfrog Music Director by email or post. If a dispute, outlining dates, locations and what measures have already been undertaken to settle the issue.
3. Leapfrog Music will investigate the dispute, complaint and concern and endeavour to respond to and resolve the issue within 7 days of receiving.
4. If the Educator is still not satisfied, the Educator may lodge an appeal with Leapfrog Music Director regarding the resolution – which will be conducted in a meeting either face to face or by Skype, which will be organised.
5. Leapfrog Music will make every effort to provide the Educator with a resolution

Leapfrog Music will continue to monitor the outcome and feedback for a period of time.