



## SSSG School Policies

The governing document for the Suzuki String School of Guelph (the School) is “By-Law No. 1” the bylaws of the not-for-profit corporation.

The following policy guidelines have been prepared and approved by the Board of Directors to assist the Board in ensuring the effective operation and administration of the School and in fulfilling the requirements of the Letters Patent and By-Law No. 1 of the Corporation (revised Jan 2008).

### 1 School Year

1. The school year shall consist of 36 weeks beginning the first Monday after Labour Day.
2. Winter and March Break holidays of the School shall be made to correspond as closely as possible with the holidays scheduled for the Upper Grand District Board of Education.
3. Ordinarily, each student shall have scheduled:
  - a. an individual private lesson of no less than 20 minutes in duration during each week of the school year (under special arrangement private lessons length may vary), or
  - b. an equivalent amount of teaching time in groups and parent orientation sessions during the first term of a student's enrolment in the School, and
  - c. a number of group lessons during the school year.
4. The program shall also consist of recitals, concerts, and rehearsals for recitals and concerts, an annual workshop and community performances, as determined by the faculty.

### 2 Registration

1. Students shall normally register to begin in September of each year. Registration forms, together with payment for Family Fees will normally be received from applicants by a date determined by the board once tuition fees have been set to ensure enrolment.
2. Applicants will be accepted for enrolment in the School according to the following priority, in order of receipt of applications:
  - a. Students currently enrolled in the School.
  - b. Students temporarily withdrawn from the School who have indicated in writing their desire to re-enroll the following September.
  - c. Siblings, who are at least 3 years old, of students currently enrolled in the School.
  - d. Transfer students from other Suzuki String programs.
  - e. Private students of Suzuki teachers who have the intention of joining the School.
  - f. Applicants on the waiting list.

### 3 Conditions for Acceptance and Continued Enrolment

The School will accept children ages of three and up. *Applicants are expected to attend both private and group lessons accompanied by a parent as scheduled by the School. Parents are expected to practice with their child at home.*

Applicants whose personal schedules present unreasonable difficulties in the scheduling of private lessons or *in their attendance at group lessons* may be denied admission. Students or their parents who



are unable to adequately fulfill their responsibilities of attendance or response to teacher's instructions may, after discussion and consultation, be asked by the Artistic Director on behalf of the Board of Directors to withdraw from the School.

Applicants for Associate Student Membership in the Suzuki String School of Guelph shall be recommended by a teacher and accepted in order of receipt of application (according to the principles defined for regular students) under the following conditions:

1. Availability of space within the program in appropriate group classes or ensembles.
2. Receipt of payment of the school fees as approved by Board of Directors. This fee is not refundable.
3. The applicant has been a Suzuki string student for a minimum of four years, either in the Suzuki String School of Guelph or in a similar Suzuki program elsewhere.
4. The applicant is currently receiving regular individual lessons from a string teacher outside the SSSG, regular instruction being defined as a minimum of 15 lessons per academic year (September to June).

Associate Student Members shall have the right to participate in regular group activities of the School, including group classes, recitals, demonstrations, and optional groups such as orchestras and chamber ensembles on the recommendation of a faculty member and upon payment of additional optional group fees as appropriate. Associate student members must participate in a group class if the appropriate level is offered.

#### **4 Private Teacher Assignment**

**New Students:** New students are assigned a teacher according to their choice of instrument, their preferred lesson time and the availability of the faculty. Parents may request a specific teacher and the SSSG administration will do its best to accommodate those requests but cannot guarantee that the request will be honoured.

**Advanced students:** After a certain number of years of work with a student, a teacher may identify a time when that the student would benefit from a change of teacher. The teacher then recommends a teacher switch to the family and suggests a new teacher within the SSSG faculty. If the family agrees with the teacher on this issue, the teacher takes the necessary steps to move the student to the new teacher.

**Compatibility issues:** In the event that the teacher, parent or student determine that there is a lack of compatibility between a teacher and a student/parent, the teacher or the parent may initiate discussions to explore other options together. The teacher then brings a request for a change of teacher to the Artistic Director. The Artistic Director consults with the parent and then explores the possible options with the available faculty. The Artistic Director finally informs the parent of the possible options and finalizes the switch of teachers.

*Note: At any time, parents are welcome to consult with the Artistic Director or the Human Resources Chair to get advice on any matter that is a concern to them.*

**Teacher departure from the School:** In the event a teacher leaves the SSSG, the School is responsible for finding a suitable replacement. If possible, the departing faculty member is asked to sit in on the hiring procedures so she or he is able to make recommendations as to the compatibility of each student with the selected candidate. Parents are also asked for their input in the decision as to which teacher will be assigned to their child for the upcoming school year. After receiving this input, the Artistic Director and the rest of the faculty make the teacher assignments, taking into account the needs of the students and the availability of the teachers.



## 5 Group classes

Group class assignments will be set by faculty. After the first month of group classes, students will be expected to remain in the same group class for the entire school year. This allows the group to grow as an ensemble and learn ensemble skills together. In special circumstances, the faculty may consider moving a student to another group mid-way through the year. Group class attendance is mandatory for all students. Students must attend a majority of the group classes to remain members of the school. In case of absence due to health reasons or an occasional conflict with another activity, parents should notify the group class teacher in advance. In the case of students missing an unacceptable number of group classes leading up to a group performance, the teacher may ask the student not to perform at that performance.

## 6 Other Events

1. **Rhythmic Reading, Tanglewood Orchestra and Concorde:** Optional Rhythmic Reading, junior and senior orchestra classes are offered by the SSSG to strengthen the student's development in music literacy. Enrolment in these classes is done after teacher recommendation. Students enrolled in Rhythmic Reading classes should attend with a parent. Students should attend a majority of the classes. In case of absence due to health reasons or an occasional conflict with another activity, parents should notify the Rhythmic Reading teacher or orchestra conductor. For orchestra classes, in the case of students missing an unacceptable number of classes leading up to a group performance, the teacher may ask the student not to perform at that performance.
2. **Concerts:** The Artistic Director in consultation with the faculty and the board will set the concert dates for each year. Students are expected to participate in all large school concerts. If a student is unable to participate due to health reasons or family commitments, notification should be given to the Administrator and the group class teacher as early as possible. Students will be under chaperone supervision during concerts (see latest "Chaperone Policies" for additional detail).
3. **Solo recitals:** all students are expected to perform at one solo recital per year. SSSG will provide several recital opportunities throughout the year. Recital dates and repertoire to be performed will be discussed with the student's teacher.
4. **Workshops:** all students and parents are expected to participate in SSSG workshops. A workshop will be provided by the School each year. Advance notice of the workshop will be given to parents with their child's schedule at the beginning of the year.
5. **Kiwanis Music Festival of Guelph:** Students participating in solo string classes at the Kiwanis Music Festival of Guelph will not receive a private lesson during the week of the festival. Instead, their teacher will attend their rehearsal with the accompanist and their performance at the festival.

## 7 Missed or Cancelled Lessons

1. A teacher-cancelled lesson may, at the discretion of the teacher, be made up at a time and place agreeable to the parent and the teacher. Otherwise, the teacher's fee for such a teacher-cancelled lesson will be refunded in full to the parent by the School.
2. Parent or student-cancelled lessons or missed lessons will not be refunded or made up. If unable to attend their regular lesson times, parents and students are encouraged to "trade" lesson times with another student, if possible. Teacher will provide their schedules to assist in the process.
3. Exceptions to and exemption from the above policy submitted in writing only will be considered by the Finance Committee and/or the Human Resource Committee.
4. Weather-related school cancellations: When the Upper Grand District School Board and/or Wellington Catholic Schools are closed, the School shall be closed as well. All other SSSG school



closures shall be at the discretion of the Artistic Director or the appointed designate. Classes/lessons will not be made up or reimbursed if the School has been closed

## 8 Fees

Fees shall be set by the Board of Directors by means of, and at the time of, the approval of the budget and set based on the projected fiscal requirements of the upcoming school year.

1. **Family fees:** Consist of the registration and fundraising fees and are paid once per family, regardless of the number of students registered. This fee is due at the time the registration is submitted and is required to secure the registration of the applicant(s). This fee is non-refundable in the case of withdrawal.
2. **School fees:** Are tiered based on the number of students enrolled. A discounted fee is charged for each additional student. School fees cover operating costs related to group classes, performances and other school overhead expenses.
3. **Private lesson fees:** Are based on lesson length and number of lessons and are used by the School to compensate the teacher.
4. **Music enrichment fees:** Are paid for elective participation in the activities of special groups such as orchestras and rhythmic reading to cover the extra expense of these groups.
5. **Amortization:** School, private lesson and music enrichment fees may be amortized over ten months if the student begins in September, 9 months if the student begins in October and 5 months if the student begins in February. The latter two options are for beginner students only. A transfer student can begin at the school at any time, and fees will be amortized based on individual start date.
6. **Payment:** The family fees are paid at registration. The remaining fees payable can be paid in monthly installments or one lump sum. Fees can be paid through a credit card or recurring pre-authorized debit. A one-time payment can be made by e-transfer.
7. **Late fee:** A late fee may be applied if the family fees and payment details for the remaining payments are not received by a date set by the school and communicated to families in advance.
8. **If payment not received:** Students may not attend private lessons or group classes unless the family fees and monthly payment details have been received by the school.
9. **NSF:** All credit card or electronic payments declined for NSF are subject to a \$25 fee.
10. **Other payment arrangements:** Can be made upon request to the bookkeeper.
11. **Associate members:** Are charged family fees, school fees and music enrichment fees if applicable.

## 9 Withdrawal

1. Withdrawal policies will be detailed on the registration form signed when enrolling for the school year.
2. Notification of withdrawal must be given by submitting a *Withdrawal Form* to the Artistic Director.

### Temporary withdrawal

3. These students give up their places in the school upon withdrawal, and re-apply for readmission in a subsequent year when they will receive priority over new applicants.
4. Failure to re-register a child by July 1 of the current year will constitute permanent withdrawal from the school.
5. For purposes of fee adjustment, their withdrawals will be treated as "permanent".



### **Permanent withdrawal**

6. Payable if withdrawal **before July 1 = Family Fees**
7. Payable if withdrawal **between July 1 and December 15 = Family Fees + 4 months of School Fees + 2 months Private Lesson Fees**  
(Calculated from the month in which notice is given. Student may continue lessons for the 2-month period if desired.)
8. Payable if withdrawal **after December 15 = all fees for full school year.**
9. Extended illness or other compassionate reasons for withdrawal will be considered by the on a case-by-case basis.

### **10 Board of Directors**

Policies relating directly to the establishment and operation of The Board of Directors will be governed by By-Law No.1 (revised January 9, 2008). The Board is governed primarily by the by-laws.

There are Directors of the SSSG and these shall be elected by the members of the Corporation in accordance with Bylaw No. 1. As per Bylaw No. 1, Board members will be voted in for one year terms at the AGM (Annual General Meeting), but it is expected that members join the board for a minimum of three years and that the hope would be to consider moving into alternate Board position at the end of first 3 year term. For example; a Chair of Human Resources could move into position of Vice Chair, thus allowing for meaningful succession on SSSG Board.

The Board also has an expectation that any Board Member, should they decide to leave the Board, would give as much notice as possible, preferably 12 month advance notice period. An attempt to stagger terms is encouraged to make recruitment manageable. Succession planning will be reviewed annually in June.

Board Recruitment will be the responsibility of the "Recruitment and Nominating Committee." The committee consists of 3 Board members and Artistic Director. See Recruitment & Nominating Committee Mandate for further details.

The Board of Directors is responsible for the overall management of the School including:

1. approving Committee mandates as well monitoring, coordinating, advising and approving the work of the Committees,
2. fiscal accountability & budgeting,
3. policies and procedure development and approval,
4. human resources (including board vacancies),
5. strategic planning,
6. risk management,
7. community relations, and
8. any other appropriate duties.



## **11 Daily Operations**

The day-to-day operations will be handled by an Artistic Director, Administrator, and Bookkeeper in conjunction with the faculty. Staff will work in conjunction with “working” committees that are approved by and responsible to the Board of Directors.

## **12 Working Committees**

There will be several “working” committees that will be responsible for specific activities as per mandates approved by the Board of Directors. The various committees will be listed as part of the current organizational chart on the school website and a copy of the “approved mandate” will also be contained on the school website. Committees that are approved are responsible to the Board of Directors.

These mandates will include the scope, responsibilities and the makeup of the committee. Committees will be formed on an as needed basis and should be added or subtracted from the Organizational chart as required.

## **13 Ad Hoc Committees**

These are short term committees that are informal and are created for a specific temporary purpose. These committees shall report to the Board of Directors on their activities and financial transactions.

## **14 Job Descriptions**

The SSSG school website shall contain detailed job descriptions for the various roles and positions currently required for the ongoing operations of the School as per the update SSSG Organizational Structure. In addition, a current copy of signed contracts for both full time and part time faculty and employees of the School will be kept on file. Responsibilities of committee members and volunteers shall be outlined in the various Committee Mandates.

## **15 Employment of Faculty and Staff**

Faculty and staff shall be employed by the Board of Directors upon recommendations of the Human Resource committee within the Hiring and Employment Policies of the School. All teachers must abide by the Suzuki Association of the Americas Ethical Conduct Guidelines, which can be found on the Suzuki Association website. All teachers should be provided a copy, if required, upon initial employment and are expected to follow these guidelines.

The faculty will be responsible for presenting a candidate for the position of Artistic Director to the board for final approval. If the faculty are unable to agree to a suitable candidate or the board has valid reasons for declining the candidate, the board has the authority to make the final decision. The Human Resource committee will present candidates for Administrator and Bookkeeper to the Board of Directors for final approval.

## **16 Financial Remuneration of Staff**

Faculty and staff will be paid according to a rate established by the Board of Directors by and at the time of the approval of the budget.

The Artistic Director shall, in addition, be paid an annual stipend established in the same manner as the teacher's fee for performing the duties of that office.

The rate of remuneration for faculty and staff will be reviewed each year by the Board of Directors which shall consider such factors as inflation and parity with similar positions elsewhere.

## **17 Volunteer Assignments**

There is an expectation that all parents will participate in the SSSG volunteer program. The volunteer program is organized by the volunteer coordinator and participation in the program is critical to the





overall success of the school. The collective effort allows us to keep fees down and to keep music education accessible and this way builds community spirit and a sense of ownership in the school.

### **18 Rental Division Policies**

The SSSG maintains an inventory of instruments that may be rented. A copy of the [Rental Policies](#) is located on the SSSG website.

### **19 Complaint Resolution Policy**

A copy of the [Complaint Resolution Policy](#) is located on the SSSG website. This policy includes the steps for resolving concerns; these may be parent or teacher initiated.

### **20 Events and Tours Policy**

SSSG requires any adult volunteer who has direct contact with students to complete and provide a police check to the school. A copy of the [Events and Tours Policy](#) is located on the SSSG website.

### **21 Student Assignment Policy**

Students will be assigned according the [Student Assignment Policy](#); a copy of the policy is located on the SSSG website.