

Code of Conduct

For all students, parents, and guardians at Dwan Academy Performing Arts School and Studios - expectations in respect of pupils admitted to the School.

The aim of Dwan Academy is to ensure that all students experience dance in a fun, friendly, positive and safe environment. In order to achieve this, please take note of the following guidelines.

Any student unable or unwilling to profit from the education provided at the school may be asked to withdraw from the school after reasonable notice.

Rules and Regulations

Customer Incidents

- Aggressive, abusive or anti-social behaviour is not tolerated from customers or students in any part of the premises or at any time, whether toward Dwan Academy staff, visitors or other Dance School customers or students.
- Please conduct yourselves in an appropriate manner and respect the Dwan Academy staff, all visitors and policies at all times.
- All customer incidents will be reported and investigated accordingly.
- Any customer incident reported to management may result in their account being suspended, with the possibility of being fully withdrawn from the school.
- Serious incidents may result in immediate withdrawal from the school.

Punctuality

- It is vital that students arrive in good time. Those arriving late for class they may miss important information and impede the learning of others.
- Admittance to class after the class has begun is at the teacher's discretion.

Attendance

- Regular attendance is extremely important. If students do not attend on a regular basis, then the development of the class and the individual student will be affected.
- Students' attendance will be monitored as they prepare for their examinations and assessments, and those who fail to attend classes and additional lessons may be withdrawn.
- We regret that it is not possible to make up missed classes by attending another class for which you are not registered.

Discipline

- Pupils are expected to behave in an orderly, civilised and well-mannered way and to show respect to their teachers, assistants and other students when attending Dwan Academy.
- Failure to comply with the rules and regulations may result in withdrawal.
- Bullying is not tolerated at the Dwan Academy.

Uniform

- It is extremely important that students arrive dressed and ready for class in full uniform in order to be able to work correctly and safely in class, and to present a neat and elegant appearance.

- All students (if hair length permits) should have their hair in a neatly-tied bun.
- We ask that all students make a concerted effort to come to class wearing a bun or headband for shorter hair.

Mobile phones

The use of mobile phones in the studios is strictly prohibited.

Drop off/collection

Parents and guardians are asked to drop off students directly before the start of their class and to supervise them until the class time.

Personal Property

Students should make sure that they keep their valuable personal items with them at all times. We cannot be held responsible if items go missing.

Remuneration and fees

As per our Terms and Conditions, fees must be paid before the first class of each term. Failure to do so may result in withdrawal.

Safeguarding

- Dwan Academy have a 'duty' of care' to provide a safe environment for and to promote the health and well-being of children under the age of 18 years and vulnerable adults.
- Dwan Academy will take all reasonable steps to ensure that safeguarding and promoting the welfare of children and vulnerable adults is embedded in our contact with them through the training and activities we provide.
- Dwan Academy believes that the welfare of the child is paramount, and that all children and vulnerable adults regardless of age, disability, gender, race, sexual orientation or identity, or religious belief have the right to equal protection from all types of harm or abuse.
- Dwan Academy Policy and Procedures on Safeguarding Children and Vulnerable Adults can be found on the website
- All Dwan Academy customers and students are expected to comply with the safeguarding policy. Failure to do so may result in withdrawal.
- Please report any concerns or incidents to the Therese Maher.

Data Protection Policy

- Dwan Academy staff members are not at liberty to disclose any information relating to other school students. Student information is confidential and retained in accordance with the Dwan Academy Data Protection Policy.
- Dwan Academy's Privacy Policies are outlined in our Terms and Conditions and can be found on the website.

Visual and Social Media

- Dwan Academy will not publish or post any images (static or moving) of children under the age of 18, across any of our online channels without prior written consent (and then with minimal personal information).
- We ask that all parents, guardians and students ensure that they use social media and the internet in a safe and positive way while on the studio premises, and while utilising Wi-Fi on-

site. This includes the way in which Dwan Academy is represented when posting, commenting and blogging on any website.

- Please report any concerns regarding this subject to Therese Maher.

Health and Safety

- A record of our students who enter the building is kept on our online register
- Parents and guardians are not allowed to enter the building in this current climate.
- Students should wear shoes at all times when walking around the building and make sure that ribbons and laces are tied properly. Outdoor shoes are not to be worn in the studios.
- It is essential that students are in the right place at the right time – if late for class they may miss vital information, impede the learning of others, and place themselves at risk of injury should they miss the warm-up section of the class.
- Students should drink plenty of water.
- Any student who hurts themselves in class or feels unwell should tell their teacher or member of staff immediately.
- Dwan Academy is a work place, and respect must be given to all staff. There must be no running or shouting in the building.
- Smoking is not permitted anywhere on the premises.
- If the fire alarm sounds, students, parents and visitors should follow the Fire Evacuation Policy. Parents and guardians are asked not to collect their child or ward from the designated meeting point prior to the fire marshal allowing them to do so and must adhere to the instructions of the fire marshal.