

PARENT HANDBOOK



 **YAMAHA**
MUSIC EDUCATION

50

50 YEARS
IN AUSTRALIA

**YAMAHA MUSIC
EDUCATION SYSTEM
PHILOSOPHY**

**“To foster the musical
sensitivity that everyone
is born with, to develop
the ability to enjoy
creating and playing the
music of their own and
ultimately share the joy
of music with anyone.”**



YAMAHA

| Music
Education

THANK YOU FOR CHOOSING YAMAHA MUSIC EDUCATION

Congratulations on taking the first steps to begin your exciting musical journey with Yamaha Music Education!

The Yamaha Music Education System (YMES) was first developed in Tokyo, Japan in 1954.

After undergoing extensive, practical experiments, the present Yamaha Music Education System was established with the objective of bringing out children's potential and nurturing their capabilities to express themselves through music.

Today, the Yamaha Music Education System is taught to over 650,000 students in over 40 countries around the world.

On behalf of the entire Yamaha Music Education team we would like to thank you for choosing Yamaha and to wish you all the best with your musical journey.

WHY YAMAHA MUSIC EDUCATION?

Yamaha Music Education is internationally recognised for our dedication to delivering an enjoyable yet rewarding musical education with highly qualified and trained teachers.

Our programs are uniquely designed to carefully match the development of students according to their age and experience, also referred to as timely education.

Parents can also join in the fun as we ensure the class dynamic is enjoyable through an enthusiastic group lesson environment. We are dedicated to encouraging your child to enjoy creating and playing music with anyone.



More than 6 million students
worldwide have graduated from the
Yamaha Music Education System!

KEY BENEFITS OF YAMAHA MUSIC EDUC PROGRAMS

Comprehensive Music Education — this means our Yamaha Music Education programs are more than just learning the keyboard! We believe in motivating students through our successful practical methods to optimise understanding of musical elements. We do this by: listening, singing, playing, reading and composing.

Timely Education — this means Yamaha Music Education takes pride in providing the right course at the right time. For example, Yamaha Music Foundation has conducted extensive research illustrating that children rapidly develop their hearing between 4 and 6 years of age prior to a strong fine motor muscles and final vocal development. This is why we have introductory courses for young children at their prime ages to gain the maximum potential of musical education.

Group Lessons — this means all students will learn in a fun and supportive learning environment with other students at the same level. We believe group lessons strongly support an emotional and psychological development for young children, encouraging them to gain social skills in an enjoyable learning environment! This provides all students with the fantastic opportunity to experience the rich joy of music via learning together.

BENEFITS OF MUSIC FOR YOUR CHILD

Music is not only lots of fun, there are also many other benefits for your child's development.

Developed by a research team of teachers, doctors and psychologists and supported by over 50 years of the Yamaha Music Foundation's research and development, below are some of the positive impacts Music Education can have on your child.

- Brain & Memory Development
- Emotional & Social Development
- Teamwork & Discipline
- Value of Perseverance & Sense of Achievement
- Coordination & Concentration
- Creativity & Imagination
- Language & Literacy Skills
- Creative Thinking & Problem Solving



YAMAHA TEACHERS

All Yamaha Teachers are extremely passionate about music education. As well as being highly trained and qualified musicians, our teachers are dedicated to encouraging your child's interest in music and developing the next generation of musicians.

In addition to undertaking extensive training prior to becoming a Yamaha teacher, each year Yamaha Teachers participate in on-going training and development to ensure that your child is receiving the very best music education, using the most up to date teaching methods and strategies.

WHY A KEYBOARD?

Little fingers are still developing their fine motor skills and do not have the dexterity to control the weighted keys of a piano, but we have a solution: a keyboard!

An electronic keyboard is the choice of instrument due to their constant perfect pitch which is essential to fine tune your child's listening and aural skills. Yamaha Music students are also provided with this fantastic opportunity to play with their friends and experience a wide variety of orchestral and instrumental sounds.

YAMAHA INSTRUMENT STUDENT OFFER

At Yamaha, we believe it's beneficial for young children to learn on a Yamaha keyboard — the perfect blend of serious yet seriously fun features! Students are required to have their own instrument at home to practice on (except in Music Wonderland — optional) which encourages creativity and enjoyment in the gift of playing music!

At our Carnegie and Baulkham Hills locations, Yamaha provide a selected number of keyboards and digital pianos to purchase directly. This offer is available to families when enrolling online!

If you are attending another location, Yamaha Music Education students are also eligible to receive a discount on their Yamaha Music lessons by purchasing a Yamaha instrument at selected dealers across Australia.

To receive your tuition credit, simply scan your sales invoice, which should include the purchase date, and add the first name and surname of the parent/guardian paying the student tuition fees. Submit via our website au.yamaha.com/en/education under Forms and Applications.

For any enquiries or issues, please feel free to contact our friendly Customer Support Team.



CLASSROOM ETIQUETTE

At Yamaha, we have class rules to ensure every child learns in a fun and supportive educational environment with their fellow classmates.

These class rules are available for viewing in all teaching rooms to ensure classes run smoothly.

To get the most out of your Yamaha music lessons, please familiarise yourself with these rules.

If you have any questions or would like more information on classroom etiquette and rules, please feel free to contact our Customer Support Team at **hello@yamahamusic**

CLASS RULES

1. ARRIVE 5 – 10 MINS BEFORE CLASS STARTS

We would love to see you settle into the school environment. Rushing to class and arriving late can be unsettling for your child and disruptive to their classmates.

2. TURN OFF YOUR MOBILE PHONE

Not only does your child deserve all your attention, you are their natural role model so let's be committed together!

3. NO FOOD OR DRINK

This is to avoid any equipment damages and it is courtesy towards other Yamaha students who will use the keyboard after you.

4. NO SIBLINGS

Only one student and one parent/guardian per keyboard at a time (where appropriate). Your child deserves all your attention and this is the perfect opportunity to bond with them.

5. NO RECORDING OR PHOTOGRAPHY

Please respect your classmates and their parents as this can be very distracting.

6. PARENTS, PLEASE DO NOT REPEAT TEACHER'S INSTRUCTIONS TO YOUR CHILD

Allow your child to develop their listening skills on their own.

7. DON'T FORGET TO BRING YOUR MATERIALS

No spare books will be provided.

8. PLEASE DO NOT LEAVE THE CLASSROOM DURING CLASS TIMES

It is advisable to take a toilet break before class.

9. REMEMBER TO PRACTISE AT HOME

Practice makes perfect!

10. BE CONSIDERATE

Be considerate in class to enjoy learning music together with fellow classmates.

STUDENT ATTENDANCE

For your child to be successful and receive the full benefits of their Yamaha Music Education, attendance is critical. Although learning music is fun, it takes dedication and commitment for any Music Education to be successful.

It is for these reasons that we do not provide refunds or credits for missed classes unless there are extenuating circumstances.

For more information please refer to our terms and conditions, however to avoid disappointment please ensure that you understand your obligations for attending classes.

PARENT ATTENDANCE

As a parent, your attendance and participation in class is required in the Music Wonderland and Junior Music Courses.

No need to feel nervous as it is a learning experience for both parent and child — what a perfect way to bond and enjoy music together! This opportunity also enables you to provide the support and encouragement your child needs during practice at home.

SIBLING ATTENDANCE

Sadly, siblings and relatives are not permitted to enter the classrooms during lessons as this may cause distractions and interruptions to other students, parents and teachers.

Providing your child with your undivided attention is an essential component in the success of the lessons and your child's musical development.

If you enrol a sibling into Yamaha Music Course, you will be eligible for a 10% sibling discount! That's our way to say thanks for choosing Yamaha.



ADDITIONAL SUPPORT

The objective of the YMES is to nurture children's interest in music and develop skills that enable them to express themselves through music.

Therefore if your child is having any difficulties or issues in class that are impacting on their enjoyment of music, please let us know as we are here to help.

We strongly encourage parents to first share their concerns with their Yamaha Teacher to discuss any specific strategies that can be implemented to address your concerns.

If after doing this your child is still having difficulties with their music education you may request an individual consultation to specifically address any areas of concern.*

Although in some cases the consultation may include some additional teaching or instruction, it is important to note that the consultation is not a lesson. It is simply an opportunity for you and your child to receive support that is intended to enhance your child's experience in their group music class, develop confidence and encourage their continuation in the YMES.

To request a consultation, please email the following details to **hello@yamahamusic.edu.au**

- The specific area of lessons that your child struggling with?
- Have you shared these concerns with your Yamaha Teacher and if so what was the outcome of this?
- Is your child practicing at home?
- How long has your child being having difficulties?
- How these challenges are impacting your child's enjoyment in their music and commitment to their lessons
- Any other information that may assist with the request for support lessons



*There is no obligation for Yamaha to provide individual consultations and permission will only be given in special cases. Please note that consultations will always be delivered by an accredited Yamaha Teacher however this may not be your regular Teacher. When considering approval of consultations, your child's attendance record will be considered as a major factor in either offering or declining these services.

TEACHER OR CLASS CONCERNS

A successful Music Education for your child requires strong communication and a positive relationship between parent, child and teacher.

If you have any concerns with any aspect of your class, we strongly encourage you to communicate and discuss these with your Teacher. All Yamaha Teachers dedicate their professional life to teaching and developing young musicians and are more than willing to help improve your experience with Yamaha Music Education.

If for any reason you feel uncomfortable discussing any concerns with your Teacher, that's okay, we are here to help get your message across! You can reach our Customer Support Team on **1300 139 506** or **hello@yamahamusic.edu.au**

COURSE DEFERRALS

Enrolling in a Yamaha course is a Semester commitment that you must make in your child's music education.

Due to all classes and enrolments being scheduled on a Semester basis, we are therefore unable to offer course deferrals or the transfer of course tuition fees to the next semester.

If there are special or exceptional circumstances that have resulted in you being unable to continue attending your class but you would like to re-enrol next Semester, you are welcome to contact our Customer Support Team on **1300 139 506** or **hello@yamahamusic.edu.au** to apply for special consideration as per the terms and conditions.

Please note that clashes with other activities, holidays, and other commitments will not be considered as special or exceptional circumstances.

WITHDRAWAL PROCEDURES

If Yamaha Music Education is not working for your child and you wish to withdraw, please email our Customer Support Team on **hello@yamahamusic.edu** with the following details:

1. The reason for withdrawing
2. The date you wish to withdraw
3. If you would like to be notified of future intakes

Regarding refunds for withdrawals please see our refund policy on the next page.



CANCELLED CLASSES BY YAMAHA

If a class is cancelled, we will endeavour to notify parents ASAP via SMS and email however due to the times of some of our classes and despite our best efforts, there may be instances where only limited notice is provided. In these instances, we sincerely apologise for any inconvenience caused and encourage families to check their emails/messages prior to attending class.

Should Yamaha cancel a class for any reason a make-up lesson will be scheduled during the upcoming term holidays adjacent to the semester in which the cancelled class was scheduled to be taught. It is expected that all families attend any scheduled make-up lessons. Should a family be unable to attend any scheduled make-up lessons unfortunately all fees will be forfeit for that lesson.

For more information, please consult our terms and conditions or contact Yamaha on **1300 139 506** or **hello@yamahamusic.edu.au**



REFUNDS

When scheduling Yamaha lessons, we allocate teachers and classrooms to provide your child with a secured position in their chosen class for the entire Semester. Because of this commitment that Yamaha makes to its teachers, parents, students and schools we have a very strict refund policy.

If a Customer withdraws **before** commencement of the fourth week of teaching **they will only incur the cost of tuition fees for lessons undertaken along with any material fees issued.** Yamaha will then refund any additional tuition fees incurred by the customer for the remainder of the semester. Notification of withdrawal to Yamaha will be accepted via the appropriate channels.

If a Customer withdraws **after** commencement of the fourth week of teaching, **they will not be entitled to any refund of tuition or material fees.** Notification of withdrawal to Yamaha will be accepted via the appropriate channels. The full Fees for the course (including full Tuition Fees) will remain payable whether or not the Student continues to attend the Lessons.

If you wish to receive a refund after attending two or more classes because you believe there are special or extenuating circumstances, you may apply to Yamaha in writing at **hello@yamahamusic.edu.au**
Any decision to provide relief is at Yamaha's sole and absolute discretion.

Please note a change of mind, lack of enjoyment, clash with other activities etc. will not be considered as special or extenuating circumstances.

EXAM OPPORTUNITIES

Since 1967, the Yamaha Grade Examination System (YGES) has been embracing and identifying every learner's ability to strengthen their musical skills.

Currently available in over 40 countries, the examinations are open from the Junior Extension Course and above, starting from Grades 10 to 6 and are conducted twice a year towards the end of each school semester.

YGES is beneficial for candidates as the examination is closely integrated with the curriculum and necessary skills learnt in the Yamaha Music Courses.

Yamaha programs are not designed for students to simply learn skills just to pass an exam but to perform confidently as a complete musician for a lifetime.

In all Yamaha exams, there are two examiners for each grade level. These examiners are certified by the Yamaha Music Foundation in Japan which ensure a consistency in marking for all candidates.

Individual marks are given for each element of a performance and remember, YGES is internationally recognised!

These are just some of the benefits that Yamaha Examinations offer over other examination providers.

To find out more information, contact us at **hello@yamahamusic.edu.au** or visit **www.yamaha-mf.or.jp/english/grade** for an exam syllabus.



EXAM FEES

Exam fees are not included as part of the tuition and parents will be required to pay additional fees for exams.

Whilst it is highly recommended all students participate in exams it is not compulsory.

For more information on exam fees please contact **hello@yamahamusic.edu.au** or call **1300 139 506**.



LET'S CONNECT!

Not only will you find inspirational videos, but you can also keep up to date with our notices!



[facebook.com/
YamahaMusicEdu](https://facebook.com/YamahaMusicEdu)

CONCERT OPPORTUNITIES

Each year, Yamaha hold student concerts in Melbourne, Sydney, Perth and Adelaide. The school concerts provides an opportunity for Yamaha Music Education students to experience performing in front of an audience and demonstrate their progress to family and friends.

Annual concerts also provide students with a goal to work towards as they prepare their pieces and focus their practice towards their concert performance.

Nurturing and developing student's creativity is a very important element in the curriculum of all Yamaha Music Courses. The Junior Original Concert is a unique Yamaha event which encourages young students to compose and perform their own compositions. All students in our Intermediate and Advanced courses learn these important creative skills in their group lessons and have the opportunity each year to express their own creative musical story to an appreciative audience at a Junior Original Concert.

For more information, contact us at hello@yamahamusic.edu.au or by calling **1300 139 506**.

WE WELCOME ALL ENQUIRIES AND FEEDBACK

At Yamaha Music Education, we are continually looking to improve our customer service because we care.

We are here to listen and will take your concerns seriously. You can contact our friendly Customer Support Team via **hello@yamahamusic.edu.au** or calling **1300 139 506** from 9am – 5:30pm Monday to Friday.



CUSTOMER SURVEYS

We want to hear your thoughts! That's why we regularly conduct anonymous surveys!

Surveys are a big part of what we do to ensure we are continuously improving our services and meeting your needs.

At Yamaha Music Education, we highly value customer feedback: this means we want to hear your thoughts and suggestions. Your participation in completing surveys can ultimately improve your child's learning experience as your voice is being heard!

By helping us make a difference and sharing your feedback, you are helping Yamaha give back to the community. For every survey completed, Yamaha Music Education will donate \$5 worth of musical instruments to The Royal Children's Hospital.

FREQUENTLY ASKED QUESTIONS

Can I have the same teacher throughout my Yamaha Journey?

At Yamaha Music, we do our best to cater for 1,300 students across 12 locations in Australia. We understand students and parents build strong relationships with their Yamaha teacher, however teacher changes are sometimes necessary. Just as students usually receive a new teacher each year at primary school, there are strong educational benefits in receiving tuition from a variety of different teachers. All Yamaha teachers are highly qualified and all have undergone a rigorous selection and training program in order to be able to deliver Yamaha classes to the highest quality. So in the event of a teacher change, we apologise in advance for any inconvenience though be assured that your child will continue to receive the same quality. We believe interactions with your new Yamaha teacher will be a positive step in your child's continued musical journey with us.

Will the timetable remain the same every semester?

Yamaha Music Education aim to accommodate for the majority of students as we also understand that changes can be an inconvenience to busy families. However, if your class day and/or time happens to change, we hope there are suitable alternatives for you. We also understand that in some cases we may not be able to cater for all students and families. In this instance we sincerely apologise in advance and hope that you can continue your Yamaha journey at a later stage when an appropriate class time is available.

What are some practice tips for at-home?

- Make it a part of their daily routine: short and regular patterns — many short sessions are more effective for practice than one long practice session.
- Start with an area they enjoy the most.
- Follow your teachers instructions closely for homework — feel free to ask them questions for clarification

What should I do if my child is not practicing at home?

- Children's interest and motivation levels vary throughout the day, so a change of practice time may be the key!
- Encourage and motivate by playing something they enjoy first
- Speak with their teacher for specific guidance tips

Why should I participate in the classroom?

- Parents are a natural role model for their children!
- When parents participate enthusiastically, your child will naturally imitate these behaviours.
- Parent attendance is only required in Music Wonderland and Junior Music Courses. Other programs are optional because we want to encourage children to develop an independent learning method.

SOME HELPFUL REMINDERS

- It is very natural for a child's interests to vary and change throughout their learning as they are still exploring their abilities.
- It is always best to address concerns early and talk with both your child and their teacher to find the core problem and how it can best be solved. Communication is the key!
- Encourage your child by using positive language appropriate to their age. A 4-year old will respond much better to "I really enjoy listening to you play Lavender's Blue. Let's go and play and sing it together" than "Go and do your piano practice!"
- Make sure when practicing at home that the keyboard/piano is situated in an easily accessible location conducive to home practice. No child will feel motivated to practice when the keyboard has to be continually taken out of a cupboard and set up, or in a room where they are competing with the sound coming from a TV and other distractions.
- A very common reaction for a child who is finding something a little difficult or challenging is to say "I don't like learning music and I want to stop" whereas they may really be saying "I am discouraged because I'm finding this difficult to do". In these situations it is best to talk with the child's teacher so that you can develop strategies together to assist your child both in class and at home.





**50 YEARS
IN AUSTRALIA**

au.yamaha.com/education

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