

# ROYAL ACADEMY OF DANCE

## Code of Conduct

**For all students, parents, and guardians at the RAD Headquarters, London - expectations in respect of pupils admitted to the Dance School.**

The aim of the RAD Dance School is to ensure that all students experience dance in a fun, friendly, positive, and safe environment. To achieve this, please take note of the following guidelines:

Any student unable or unwilling to benefit 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 RAD premises at any time, whether toward RAD staff, visitors or other Dance School customers or students. The Dance School is only one part of the wider RAD global organisation and therefore we ask that you remember that the headquarters is a work place for many different people. Please conduct yourselves in an appropriate manner and respect the RAD's staff, all visitors, peers and adhere to policies at all times. All 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incident reported to management may result in their account being suspended, with the possibility of being fully withdrawn from the Dance School. Serious incidents may result in immediate withdrawal from the Dance School.

#### Punctuality

It is vital that students arrive in good time, so that the lesson can commence on time. Those arriving late for the start of the class may miss important information and arriving late may disrupt the lesson, distracting the learning of others. Admittance after the class has begun is at the teacher's discretion. Admittance into class after 15 minutes or more of the class start time will not be allowed.

#### 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they prepare for their examinations and assessments, and those who fail to attend classes and additional lessons may be withdrawn, including from examination entry if applicable. 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 the RAD Dance School. Failure to comply with the rules and regulations may result in withdrawal. **Bullying is not tolerated at the RAD Dance School.**

## **Uniform**

It is extremely important that students arrive dressed and ready for class in full Dance School uniform to be able to work correctly and safely in class, and to present a neat and elegant appearance. All students (if hair length permits) from Grade 1 and above 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.

## **Changing**

Should there be a need to change clothing during their class, parents/guardians/carers of children 4 years and under or children who still require assistance getting out of their uniform for toileting should remain nearby in the Dance School waiting area and contactable during the activity in case their child requires assistance. RAD staff will assist the student in locating their parent/guardian and directing them to the nearest changing facility.

Students will only be changed in the designated changing areas in the presence of another teacher, and never alone with one adult. Please refer to the **Changing Room Guidelines** for more information.

## **Mobile phones**

The use of mobile phones cameras in the changing rooms, and studios, is strictly prohibited. In the past, people have used apps such as FaceTime to make calls in the changing areas which has led to complaints and concerns about privacy.

## **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. Children under the age of 11 also need to be supervised by a parent/guardian should they be attending multiple classes with a class break greater than ten minutes.

## **Main Reception**

It is forbidden to eat or drink anything other than water in the main reception area. Please use the cafeteria area\* for all refreshment purposes.

\*A member of the RAD team will be able to show you to the cafeteria area.

## **Main reception student drop-off and collection**

- Children and parents will be met at the main reception and shown through to the Dance School Reception by a member of staff.
- All classes that are collected by an assistant or teacher from the Dance School Reception and will be returned to the same place.
- Parents are welcome to stay in the Dance School Reception (and Cafeteria).

- Parents with children under the age of 11 and attending multiple classes with a break longer than 10 minutes will supervise their children in the Dance School Reception.
- The main reception is a quiet area.
- Please stay with your child until they have gone in to their class and then wait in the Dance School waiting area or main reception.
- Parents should come back five minutes before class end time to collect their children.

### **Personal Property**

Students should make sure that they always keep their valuable personal items with them. 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 from classes/examinations. When fees are not paid ahead of the term start date, the dance school cannot guarantee the student's space in any particular class and reserves the right to withdraw the student from classes until the fees have been paid.

### **Safeguarding**

The RAD and Dance School have a duty of care to provide a safe environment and to promote the health and well-being of children under the age of 18 years and adults at risk. The RAD 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.

The RAD 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.

The RAD's **Policy and Procedures on Safeguarding Children and Adults at Risk** can be found on the website here: [United Kingdom | Safeguarding at the RAD \(royalacademyofdance.org\)](https://www.royalacademyofdance.org/United-Kingdom-Safeguarding-at-the-RAD)

All RAD staff, Dance School customers and students are expected to comply with the RAD's safeguarding policy. Failure to do so may result in withdrawal from classes. Please report any concerns or incidents to the Head of Dance School – [ggray@rad.org.uk](mailto:ggray@rad.org.uk), 020 7326 8043.

### **Data Protection Policy**

RAD staff members are not at liberty to disclose any information relating to other Dance School students. Student information is confidential and retained in accordance with the RAD Data Protection Policy.

The RAD and Dance School's Privacy Policies are outlined in our **Terms and Conditions** and can be found on the website.

### **Visual and Social Media**

The RAD has published a **Visual Media Policy** and a **Social Media and Digital Communications Policy** which can be found on the website here:

<https://www.royalacademyofdance.org/about-us/corporate-governance/rules-regulations-and-policies/>

The RAD and Dance School 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 RAD premises, and while utilising Wi-Fi on-site. This includes the way in which the RAD is represented when posting, commenting, and blogging on any website. Please report any concerns regarding this subject to the Dance School.

We re-iterate that this includes not taking and sharing pictures of others without their permission. As listed above, no mobile phones, including for social media purposes are to be used in the studios.

### Health and Safety

- Parents and guardians are not to follow students into restricted access areas of the RAD and are kindly asked to refrain from waiting in the corridors. Collection of pupils is from the Dance School Reception area where they were picked up by Dance School staff prior to the start of class.
- Students should always wear shoes 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.
- It is important that students always keep themselves warm between classes to protect against injury.
- Students should drink plenty of water, and ensure they keep their energy levels up by eating a healthy snack in between classes.
- Any student who hurts themselves in class or feels unwell should tell their teacher or member of staff immediately.
- The RAD is a workplace, and respect must be given to all staff. There must be no running or shouting in the building or grounds at the RAD.
- **Smoking is not permitted** anywhere on the premises.
- If the fire alarm sounds, students, parents and visitors should follow the **Fire Evacuation Policy** included in this information pack. 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.

- Parking is not permitted at the RAD under any circumstances.
- Children's scooters, skateboards, and roller skates must not be ridden anywhere on the premises.