

# 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. 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 RAD staff, visitors or other Dance School customers or students. The Dance School is only one part of the wider RAD organisation and therefore we ask that you remember that the headquarters is a workplace for many different people. Please conduct yourselves in an appropriate manner and respect the RAD's 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incident reported to management may result in their account being suspended, with the possibility of being fully withdrawn from the Dance School. Serious incidents may result in immediate withdrawal from the Dance 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they prepare for their examinations and assessments, and those who fail to attend classes and additional lessons may be withdrawn.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 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 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) 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 the course of their class, then RAD staff will assist with getting the student changed in a safe environment. Students will only be changed in the designated changing areas in the presence of other students or teachers, but never alone with one adult. Please refer to the **Changing Room Guidelines** for more information.

## Mobile phones

The use of mobile phones in the changing rooms 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.

## Main Reception

It is forbidden to eat or drink anything other than water in the main reception area. Please use the cafeteria area.

## Main reception student drop-off and collection

- All classes that are collected by an assistant or teacher from the café area and will be returned to the cafeteria area.
- The main reception is a quiet area.

## Access to the Fonteyn Centre reception

- All parents must sign in at main reception regardless of which side of the building their child's class takes place.
- Parents are requested to drop off their children a maximum of ten minutes before their class is due to start.
- Please stay with your child until they have gone in to their class and then wait in the cafeteria area in the main building.
- Parents should come back five minutes before class end time to collect their children.

## 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

The RAD and Dance School 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. 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 Vulnerable Adults** can be found on the website here: <https://www.royalacademyofdance.org/about/about-the-rad/rules-regulations-and-policies>.

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. Please report any concerns or incidents to the Dance School Manager.

### **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 Training Department.

### **Health and Safety**

- A record of anyone who has entered the building is kept at our reception. Parents and guardians must sign in when arriving at the school.
- 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 corridor by the stairs when students are returning from classes. Collection of pupils is to be done in the same area where they were picked up by Dance School staff prior to the start of class.
- 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.
- It is important that students always keep themselves warm between classes in order 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 work place, 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.
- No games are permitted in the courtyard as vehicles are constantly coming and going.
- **Parking is not permitted** in the RAD car park under any circumstances. The car park is reserved for RAD staff only.
- Parents and guardians are asked to drive carefully when dropping off and collecting their children from classes.
- Children's scooters, skate boards, and roller skates must not be ridden anywhere on the premises.