FREQUENTLY ASKED QUESTIONS

What if my child is at school, but forgets to go to their lesson?
If your child has a private lesson, the tutor will attempt to locate the missing student. However, if they are in a shared lesson format and the other student has arrived on time, the tutor is unable to leave the lesson room. It is the student’s responsibility to ensure they arrive at the correct time for their lesson each week. A wristwatch with an alarm set 5 minutes before the lesson time is a helpful reminder.

What if my child is sick or will be away for their lesson due to holidays or personal issues?
Please contact Key Music Australia directly and they will discuss the best options for you regarding the missed lessons. Email absent@keymusicaustralia.com.au to inform them of illness or planned absences. No make-up lesson is offered for missed shared lessons due to a student’s absence, since the tutor must be there for the other students.

What if my child will miss their lesson due to a major school event, e.g. camps or sports carnival?
The Music Program will notify Key Music Australia of events that involve the whole school, such as swimming or sports carnivals. Lessons are generally not held on the days of those large events.

Excursions, incursions, or Zone competitions generally affect a smaller number of students. The Music Program cannot monitor individual class or year excursions/incursions. In these cases, music lessons will still be held and it is the responsibility of the parent to contact Key Music Australia and prearrange the absence.

How can I contact my child’s tutor?
Please contact Key Music Australia directly. If parents wish, they are able to arrange through KMA to attend a lesson with their child.

Is my child able to sit exams through the Music Program?
Music exams are available on a request basis. If a student wishes to sit music exams please contact Key Music Australia directly on office@keymusicaustralia.com.au.

Does my child receive a report on their progress?
Student reports are available on a request basis only. If you require a report please email office@keymusicaustralia.com.au. Further information is available online in the Music Program Handbook.

What invoices will I receive, and who are they from?
The Music Program will invoice parents on a term basis for instrument hire (if applicable).

When the student joins the band, the Music Program will also send parents an invoice for Band Fees every term.

Key Music Australia will invoice parents directly each term for music lesson fees.

For more information:
Key Music Australia’s Terms and Conditions