

RCM PIANO TEACHER COURSES

Terms and Conditions

Effective August 1, 2017



At The Royal Conservatory of Music (**RCM**), we believe in the importance of music and the arts and their ability to develop human potential. We are committed to the success of all music teachers by providing a variety of resources, programming, and benefits through the online RCM Piano Teacher Courses. The terms and conditions set out below are designed to help us achieve those ends as part of The RCM's overarching mission.

All Piano Teacher Course programming, resources, benefits, and fees are subject to amendment without notice.

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1.0 GENERAL APPLICATION and ENROLLMENT

- 1.1 Applications for admission to Piano Teacher Courses can be completed online at rcmusic.com/PianoTeacherCourses. If you experience any difficulties applying online, please email Teacher Services (go to end of document for country-specific email addresses).
- 1.2 Applications for admission to Piano Teacher Courses will be adjudicated within ten (10) business days after receipt of all required information. Teachers will be notified of their results by email. In these terms and conditions "**business day**" means a day other than Saturday, Sunday or a statutory holiday in Ontario.
- 1.3 Teachers will receive access to Piano Teacher Courses, subject to their terms and conditions, once the course enrollment has been processed and payment in full, if applicable, has been received.
- 1.4 Teachers are enrolled in Piano Teacher Courses on a first-come, first-served basis. Cohorts generally have a minimum of twenty (20) and a maximum of (twenty-five) 25 participants. If the minimum cohort size is not met for any session, Teachers will be given their choice of a future session start date.
- 1.5 Teachers must meet all prerequisites for enrollment in a Piano Teacher Course and must have reached the minimum age no later than the first day of the course session. No exceptions will be made to the transfer and/or withdrawal policies due to failure to comply with posted prerequisites.
- 1.6 Teachers who wish to apply for exemption from one or more course prerequisites must apply in writing, with detailed justification, via email to Teacher Services (go to end of document for country-specific email addresses). Please allow up to ten (10) business days for a reply. All exemption decisions are final and not subject to further appeal.

2.0 COMMUNICATION

- 2.1 Email is the first line of communication with Teachers. It is the responsibility of Teachers to check their email for program updates and to ensure that their email account remains active.
- 2.2 Teachers are responsible for making timely updates to their Teacher Account and online profile to ensure contact information, including email address, is correct.

3.0 FEES

- 3.1 Fees are payable to The RCM. All monetary transactions are processed by The RCM and must be made by credit card online.
- 3.2 Tuition fees for Piano Teacher Courses may be paid, in full, at time of enrollment.
- 3.3 If a payment is declined, Teacher will receive a notification by email and is expected to remit payment within ten (10) business days of notification.
- 3.4 In the case of an overdue or declined payment, failure to remit applicable fees and outstanding balances may result in revocation of course access and withdrawal from Piano Teacher Course.

3.5 A \$49 processing fee may be applied to any Teacher-initiated withdrawals or refunds.

4.0 TRANSFER

Only in exceptional circumstances may Teachers participating in the Piano Teacher Courses transfer to a different cohort. Special requests must be submitted in writing to Teacher Services (go to end of document for country-specific email addresses) for consideration. Transfers are not guaranteed and are in the sole discretion of The RCM. A \$25 transfer fee will apply for approved teacher-initiated transfers.

5.0 CANCELLATIONS

Cohorts for Piano Teacher Courses generally have a minimum of 20 and a maximum of 25 participants. The RCM reserves the right to cancel a Piano Teacher Course session due to insufficient enrollment. If this occurs, we will notify Teachers as soon as possible prior to the start of the session and give Teachers their choice of a future session start date within current academic year. If this is not possible, a refund to the original method of payment will be issued.

6.0 WITHDRAWAL AND REFUND

- 6.1 Only in exceptional circumstances may Teachers request withdrawal or refund. Requests must be made in writing to Teacher Services (go to end of document for country-specific email addresses).
- 6.2 Teachers who withdraw prior to the applicable course session enrollment deadline will receive a refund of tuition fees paid, less a \$49 processing fee.
- 6.3 Teachers who withdraw after the applicable course session enrollment deadline and before the end of the third week of the course session will receive a refund of tuition fees paid, less a \$167 fee for processing and *pro rata* tuition.
- 6.4 After the third week of the course, no refunds will be issued.

7.0 COURSEWORK

- 7.1 In order to successfully complete a Piano Teacher Course, Teacher must submit and pass all assignments and discussion forums. A mark of sixty percent (60%) or higher is considered a passing grade for the Elementary and Intermediate courses. A mark of seventy percent (70%) or higher is considered a passing grade for the Advanced course.
- 7.2 Incomplete assignments will be returned to teacher for resubmission within seven (7) days.
- 7.3 Late assignments will be accepted up until four (4) days after the original due date, with a penalty of ten percent (10%) deducted for each day of lateness up to forty percent (40%). After four (4) days, late assignments will not be accepted and will be assigned a grade of zero percent (0%).
- 7.4 Submission of the portfolio and all of its constituent elements is required to pass Piano Teacher Course.
- 7.5 Discussion forum posts will be accepted only through the original due date.
- 7.6 Assignment and discussion forum grade appeals must be submitted no earlier than twenty-four (24) hours after receiving a grade, and no later than seven (7) days from the date grade was assigned. Revised grade may be higher or lower than original grade, and will be recorded as the final grade for the discussion forum or assignment.
- 7.7 The RCM depends upon adherence of all students to high standards of academic behavior. Acts constituting a violation of the Code of Academic Honesty include any form of cheating, plagiarism, misbehavior, and harassment, as well as the failure to take constructive action in the event of committing or observing a violation or apparent violation. Students in violation of these policies may be placed on Disciplinary Probation at any time. Grounds for dismissal include any form of violation of the policies outlined here. The RCM reserves the right to terminate the enrollment of any participant whose continued enrollment is considered detrimental to the interests of The RCM.
- 7.8 In every module, Teacher will be required to submit an assignment, and discussion forum postings. The due date and detailed grading rubric for each assignment is provided in each module. The discussion forum grading rubric is provided in the Introduction section of the course.

7.9 Teachers can access course results in their online Teacher Account following the conclusion of the course. The official mark reflects the facilitator’s evaluation of the Teacher’s work during the course. Requests to review official marks will be considered only in the event of a serious procedural irregularity.

8.0 INDEMNIFICATION

You agree to release, save harmless, and indemnify RCM Indemnitees from and for all losses incurred, or suffered from, or related to taking part in any RCM programs, even if the same arises from the negligence of one or more of RCM Indemnitees. You acknowledge that the foregoing is reasonable in view of the RCM being a not-for-profit charity.

For the purposes of this provision: (i) **“you”** includes you; your dependents; and the estates and personal representatives of the foregoing and **“your”** has a similar meaning; (ii) **“RCM Indemnitees”** include The Royal Conservatory; any organization that it owns or controls; and the respective officers, employees, directors and agents of the foregoing and their heirs, personal representatives, successors and assigns; and (iii) **“losses”** include injury, death, liability, damages including to property, cost, expense, charge, judgment, award or settlement arising from or in connection with any claim, suit, arbitration, investigation, directive, prosecution, or proceeding.

9.0 PRIVACY POLICY

The RCM is committed to respecting and protecting your privacy. Please consult the full Privacy Policy, online at rcmusic.com/privacy-policy for more information.

COUNTRY-SPECIFIC EMAIL ADDRESSES:

Canada 

United States 

TeacherServices@rcmusic.ca

USTeacherServices@rcmusic.ca