

TERM 2 RESUME SATURDAY 29TH APRIL

We hope you have had a wonderful Easter break and are ready to get back into term. Thank you to all those that contributed to our Easter Raffle that will support our IPA extension team with their traveling commitments in 2017. A big congratulations to all the Easter Raffle winners – we hope you enjoyed your goodies 😊

What about our new signage! It looks fantastic, finally feels like home and is there to make you all feel very proud. Lets do this IPA!!!

CLASS CHANGES EFFECTIVE TERM 2

There have been a few class changes effective in term 2. Emails were sent home prior the end of term 1 and trust you have all the information your require;

Class changes applied to the following classes only;

- Beginner tap – change of day to Thursdays
- Non-Competitive (Thursday Class) – change of class structure and extended class time 5-6:15pm
- Affinity (9 & Under Saturday Group) – extended class time 9:30-11am
- Jazz Exam Grade 3 – change class to Thursday

COMMUNICATION IN TERM 2

Through feedback from our customer care week and surveys, we will be using Facebook less and leaving our important communication to website and email. Facebook will be used as reminders, individual group communication and last minute notifications. In addition, we will do a weekly newsletter that will be emailed home to keep parents well informed of what's happening at the studio on a weekly basis.

COSTUMING/INVOICING – FOR COMPETITIVE GROUPS ONLY

All competition groups will now start receiving invoicing and/or deposits for costuming that is now being ordered for the Hobart Eisteddfod held 7th – 15th July at the DEC. Please be aware that costuming can take between 6-8 weeks to arrive, therefore it is necessary that it is done now. Prompt payment is required please to ensure your costume is order and arrives in time!

As we are starting from the beginning again, we are well aware of the upfront costs to parents to costume all routines – we endeavour to keep costuming costs down where we can, however note that quality does matter as we are adjudicated on our costuming. It is our hope that we are able to re-use some of the many costumes we purchase in 2017 again next year and/or on sell them for you. We ask that all parents be informed that you will receive an invoice within the first two weeks of term. Your invoice will note that it is either a deposit only OR full cost (a deposit only is where we are unable to confirm costume costs upfront). All invoices will be payable within 2 weeks.

DIRECT DEBIT FOR TERM 2

Your first direct debit date for term 2 starts Friday 28th April and ends on 7th of July. Fees are deducted fortnightly and as per your invoice.

COMPETITION GROUP REHEARSAL 7TH MAY @ BELLERIVE ***Please note the changes/additions***

Apologies for the last minute changes and/or additions, it is in the best interest of the group and note the importance of full attendance being necessary for all dancers to be included in the competition routine.

10am - 11:30am	Affinity & Symphony
11:30 - 1pm	Adapt & 18 & Under Lyrical (Collab & Collective)
1pm - 2:30am	11 & Under Ballet

*****ADDITION - It was essential to add 18 & Under Lyrical and 11 & Under Ballet groups*****

****PLEASE NOTE THAT THE REHEARSAL FEE IS INCLUDED IN YOUR TERM FEES****

SCHEDULED DERWENT ENTERTAINMENT CENTRE REHEARSAL

As per our IPA Handbook and yearly calendar, we had scheduled in a compulsory competition group rehearsal at the DEC for 25th of June or 2nd of July. Unfortunately the DEC will not be offering this rehearsal time in 2017, however confirm that we will still hold group rehearsals (for all competing groups) at a change of venue. We will now hold the rehearsal at Hutchins School on Sunday the 25th of June. Times as follows;

Harmony, Symphony & 9 & Under Ballet	9-10am
Affinity, Unity, Adapt & Sparkles	10-12noon
Eclipse, Rhapsody 11 & Under Lyrical & Ballet	12 - 1:30pm
Hip-Hop (both groups)	1:30 - 2pm
Collab, 18 & Under Lyrical & ballet	2 - 3:30pm
Collective, Evolution & Guys & Dolls	3:30 - 5pm

****PLEASE NOTE THAT THE REHEARSAL FEE IS INCLUDED IN YOUR TERM FEES****

NEW DISCOUNT APPLIES IN TERM 2.

We are very grateful to our committed and trusting parents, numbers are great within our studio, therefore we are pleased to let you know that our private lessons will now be included in our sliding scale if you do 3 or *more* lessons. For those that do *less* than 3 lessons, private lesson remain the same cost for term 2. There will be some adjustments to your invoices that will need to be done and ask that you give us a couple of weeks to do so. We hope this helps!

MUSICAL THEATRE

Unfortunately we do not have enough numbers for this class to go ahead, however we will offer Musical Theatre/Drama pop workshops in the near future. Watch this space.

GUIDE TO STAFF ROLES / WHO TO CONTACT

Sam Reason – HR/CUSTOMER CARE (Customer concerns, enrolments, parent help)
Nicole Rosson – OPERATIONS (timetable, scheduling, daily operations)
Natasha Jones – RAD QUERIES
Leanne Marriott – ADMIN (term fees, invoicing, daily emails)
Jodi Jones – STUDIO MANAGER (Customer data base, First Aide/OH&S, incident report follow up, Staff care, emergency protocol).
Ali White – DERWENT VALLEY (director & manager)
Gwen Bates - COSTUMING/UNIFORM QUERIES

LET THE EISTEDDFOD COUNTDOWN BEGIN!
10 WEEKS....

Survey Feedback

Thank you to everyone who participated our most recent survey.

We were overwhelmed with the positive statistics and responses and feel so happy to see that 94% of you answered with “extremely happy” and “happy” on all topics!! And 100% for satisfaction of level of tuition!

We received a lot of beautiful, encouraging and appreciative feedback too. Thank you!

Thank you for your honest and constructive feedback. It is important to us to know that our customers are happy. We are always looking at improving our business so your feedback is very valued.

We have chosen 3 topics to address

Value for money

We are very open to remodelling our sliding scale discount fee structure and/or family discount. Realistically this won't be implemented until term 3 but we are certainly not a “closed book” in this area.

Some of you may not have realised that (BLD) solo and duo lessons and extra rehearsal fees were paid separately to the group lessons on the term account in the past – given that many of you did 2+ solos, this is quite a significant increase on your term fees if all bundled together on the one invoice.

Our teachers between them have acquired over 212 years of experience and expertise. They regularly upskill and participate in professional and personal development as well as team teaching and sharing each other's knowledge in-house! Employing teachers of this calibre comes at a cost. We believe in quality tuition and we are sure we are providing you with that - given your feedback on this topic! In saying that, we will continue to prioritise this integral part of our business.

It's very important to us that dance remains affordable to our families, particularly those that choose to do many classes. This is something we will continue to work on. However, obviously business costs need to be met. In particular, running two locations/5 studios that we have upheld to date, to ensure a better schedule for your dancer, which is essential for long term commitment/growth. In saying this, IPA enrolments and class numbers are promising and should they remain consistent, we propose that further discounts may apply in the very near future.

Timetable/Commitments

We are aware chorey days have been challenging for some of you (especially the BLD families as Sundays have always been sacred) so we have been exploring options to find more balance for the current environment (attaining 12 months of work in 6). We are going to trial a process in Term 2 where the hours on a Saturday between 2pm – 5pm are always free at Bellerive studios for all 3 studios. This will be “known” spare space for when the teachers feel they need to give extra rehearsals for eisteddfod work coming up. It will be the teacher's call as to whether this service is needed; if you work hard in class, you will not need to utilise this. These rehearsals will be free of charge. Teachers must give at least 7 days' notice to the students and their parents.

We are going to keep Sundays as family days from now on – from a business hours' perspective. In saying that though, we are opening up our Bellerive studios to our students to hire at their leisure. If they would like to practice their solos and or duos they can book in 30minute sessions at \$10 per session. Email info@industriepa.net to book.

Communications

We are heading into our 2nd stage of our interactive website. This means we will be streamlining our means of communication with you! Facebook posts and emails will still be actioned as back up information but we will now have all information in one place, on our website, in a user friendly, easily accessible portal. It will be a convenient, non-intrusive channel to check our communications when it

suits you. Naturally for imminent information, we will contact you via phone or email. Of course it goes without saying, it will be your responsibility and paramount for you to check regularly.

Stay tuned for when we can unveil the new developments to you! Can't wait!

Congratulations to Tayla Martin from Eclipse for her beautiful design of a possible IPA uniform. We are talking to suppliers and will reveal the official uniform shortly. Keep eyes for open for uniform ordering process.

We love her creativity and attention to detail. Tayla will receive a full IPA class wear uniform as her prize.

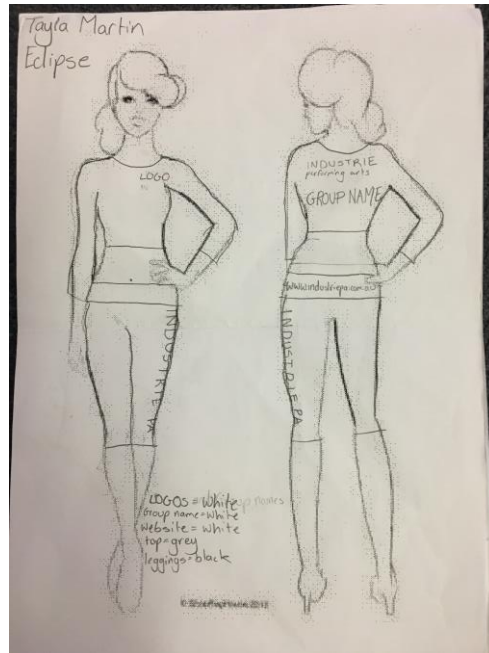


Photo: We will sign off and leave you here with a photo of IPA's "Evolution" & "Collective" groups enjoying a social evening together that they organised themselves. One of many to come of our beautiful students getting to know each other better

Sam & Nicole

