



# Policy Handbook for Participants 2022-2023

[www.wisseloord.org](http://www.wisseloord.org)



This Handbook presents the policies that the participants of Wisseloord Academy are responsible for knowing and complying with.

These policies are under continual examination and revision.

The Wisseloord Academy is a CRKBO certified, nonprofit educational institution. It operates under the legal institution of :

***Stichting Wisseloord House Of Music***

Catharina van Renneslaan 10, 1217CX, Hilversum, The Netherlands

Email: [info@wisseloord.nl](mailto:info@wisseloord.nl)

The Wisseloord Academy does not discriminate based on age, ancestry, color, disability, gender expression/identity, national and ethnic origin, pregnancy, religion, sex, sexual orientation, or any other characteristic protected by applicable law. Any inquiries or grievances may be directed to the board of the Stichting Wisseloord House Of Music.

Unless otherwise stated, the contents of this Policy Handbook apply to all participants of the Wisseloord Academy.

Dear Wisseloord Academy participant,

On behalf of the entire Wisseloord team, welcome.

This handbook is an important document that provides you with key policies pertinent to your education and development for the next couple of months.

More information can be found on the [www.wisseloordacademy.nl](http://www.wisseloordacademy.nl) website.

The Wisseloord Academy, Wisseloord House Of Music, and Wisseloord Studios are committed to offering a safe and welcoming environment for you to achieve your personal and artistic goals. Therefore, as a community member, you are responsible for knowing and embracing the policies outlined here.

Our team is looking forward to participating full of passion to your growth and success. We hope that you will use fully and with a lot of pleasure the rich resources and networks that we are happy to share with you.

We welcome you to the Wisseloord family.

Sincerely,

**Malik Berrabah**

Music Producer

CEO/Owner-Wisseloord Group

Director Wisseloord Academy

WELCOME

# INTRODUCTION



## ● Mission

The Wisseloord Academy's mission is to educate, guide, and develop its participants to succeed in music as a career. Helping participants develop their musicianship is the foundation of our activities. Next to this, we do our utmost best to bring the participants as close as it gets to the Dutch and European music industry.



## ● Objectives

- To help our participants to develop their talents by providing a broad range of classes offered by some of the most influential musicians of The Netherlands.
- To provide an environment in which the participants know that they are valued members of the community.
- To value ethical behavior in all aspects of personal and professional life by establishing a community that values integrity in all relationships

Diversity and inclusion are integral to the mission of Wisseloord simply because those are values integral to music itself. We strive to be a community in which every member is valued and respected. A diverse, inclusive work and learning environment is essential to maintaining our role as one of the richest musical centers in The Netherlands.

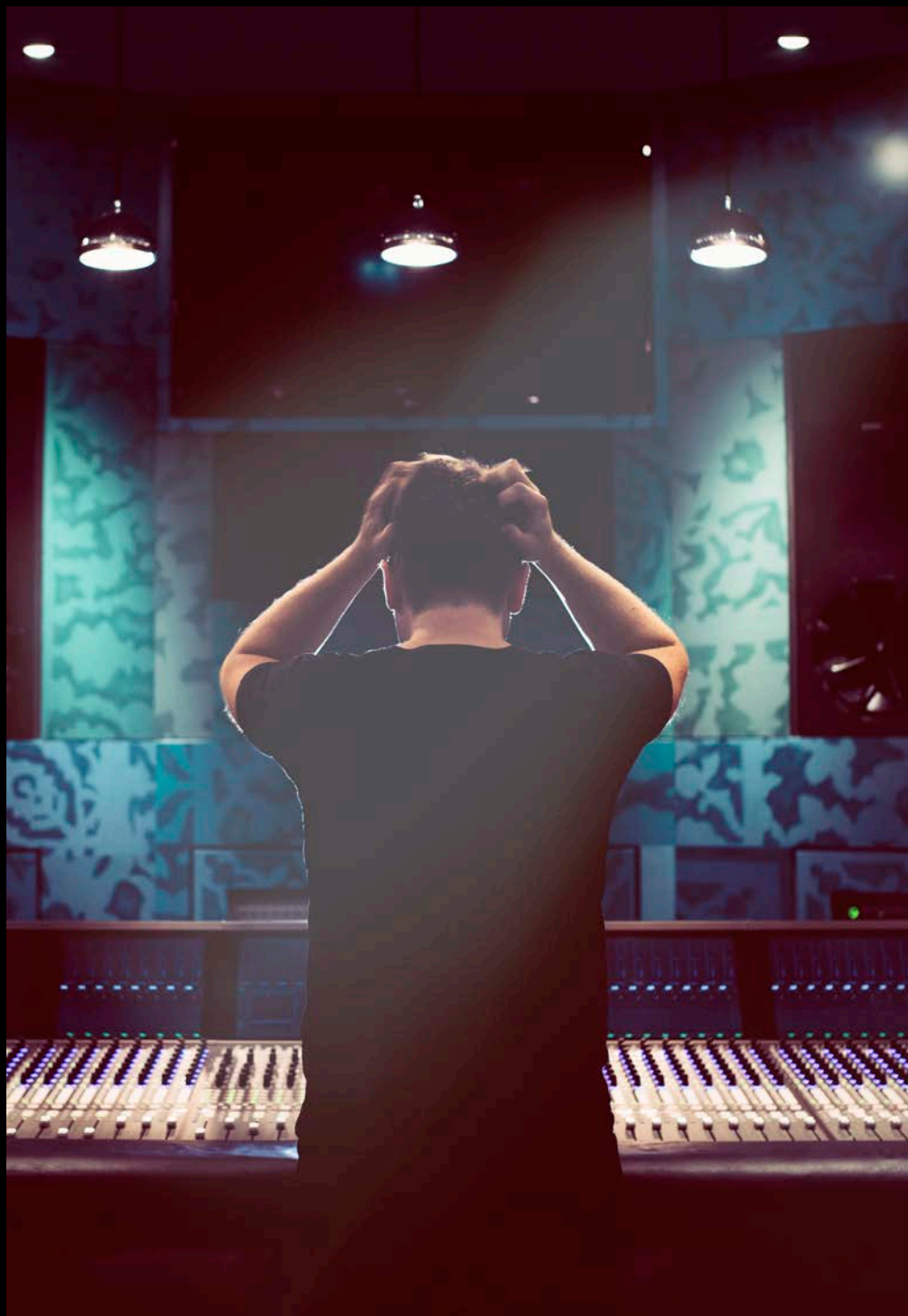
## ● Check-In for New Participants

The new participant who has been selected to join the Wisseloord Academy went through a selection and intake process.

During that process we dressed a profile of the participants which is communicated with the teachers and lecturers.

During the first week, the teachers will get to know the participants individually and in a group environment.

# FULL COURSE





Wisseloord Academy's Full Course includes:

- *The Art of Songwriting, Composing and Producing,*
- *Career Development,*
- *1 on 1 Career Coaching,*
- *Group Work", "DAW production,*
- *Art of Analogue recording and mixing.*

The participants placement into some levels may be changed during the first weeks of classes according to demonstrated ability and in conjunction with the teacher's observations.

Every 10 weeks, the participants will join an evaluation moment to look at their development of the previous period and to elaborate a detailed plan for the following weeks.



## ● Evaluations format

Presentations of the participant's music by choice. It can be compositions, transcriptions, demos, live performances, etc.

- Written self-evaluations of the growth process as well as reflections and plans over the future periods.

## ● Returning participants

Some participants would like to join few years of the Academy's program.

Those participants will need to be equally admitted by the pedagogical team during an intake talk.

## ● Wisseloord House Of Music

The Wisseloord Academy provides the opportunity for its participants to join the writing sessions of the Wisseloord House Of Music, a creative hub constituted of conservatories students, composers, songwriters, artists, musicians, and producers.

To join those sessions, they will need to apply by contacting the planning team at [britt@wisseloord.nl](mailto:britt@wisseloord.nl).



## ● Certificate

At the end of the course, the Wisseloord Academy will deliver a certificate of participation.

This certificate can be delivered only to the participants who joined the 3 yearly evaluations and who followed the classes of the Full Course.

## ● Financial Information

The financial agreement between the participant and the Wisseloord Academy is following the guidelines of the Terms and Conditions that can be found at

<https://www.wisseloordacademy.nl/algemene-voorwaarden/>



## ● Payment of Tuition

For all information related to participant's accounts such as tuition and fees, tuition payment plan and other methods of payment, collection policy, and more, please refer to the Subscription form and the Terms and Conditions.

## ● In-House Employment

The Wisseloord Academy provides opportunities for the participants to work part-time in the Wisseloord Studios. The employment program offers to the participants not only a chance to earn extra money to put towards their living expenses, but also an opportunity to develop professional skills and network with other participants, staff, and industry representatives. The participants work in areas such as the recording studios or House Of Music, or administration of the Wisseloord Academy. Having a job in Wisseloord is a great way to help the participants broaden and develop their skills. Payments are issued every month.

## ● Eligibility for In-House Employment

In-House is open to all participants. Eligibility is based on a participant's enrollment status and suitability for a particular position. For more info please contact :  
[info@wisseloord.nl](mailto:info@wisseloord.nl).

## Lessons Schedule and Vacations

The Wisseloord Academy follows the school holidays of Noord Holland. At the start of the year, the participants will receive a schedule with a resume of their classes and where the vacations are clearly stated.

There are no lessons during the summer apart from the extra Writing camps and Summer camps.

## Course Registration

There are two registration periods each year:

Registrations open in **MAY** for the start of lessons in **SEPTEMBER**.

Registrations open in **OCTOBER** for the start of lessons in **JANUARY**.

## Schedule Adjustments (Add/Drop)

After registering for courses for a given term, the participants may adjust their course schedule under certain conditions. Adding or dropping classes is done with the permission of the Academy director.





## Class Attendance

Attendance is required in all classes. The participants must be officially enrolled in a class to attend. Attending a class without being officially enrolled is not permitted.

## Absence from Class

It is the participant's responsibility to contact the direction of the Wisseloord Academy directly via phone or email to notify of an absence from class, preferably before the class is missed.

## Missed Course Material

Participants who are missing on a lesson are responsible for making up the missed material and course work themselves. The instructor is not required to repeat material that a participant has missed.

## Group lessons

Participants are expected to attend all the group lessons. In case of absence, the participant must arrange a suitable way to get updated on the missed lesson in order to fill his or her role in the group.

## Private Lesson

As with group lessons, every absence should be notified before the scheduled lesson time.

Every canceled Private lesson less than 48h before the lesson is due. There won't be any refund unless agreed upon differently by the Wisseloord Academy management.

## Outside Activities

The Wisseloord Academy recognizes that its participants might be presented with professional opportunities, such as job interviews, auditions, performance opportunities, etc... Even though we encourage the participants to pick those opportunities, it doesn't take away the responsibility to fulfill the classes tasks.



## Communication on Behalf of Participant's Hospitalization or Extreme Personal Circumstances

If a participant of the Wisseloord Academy is unable to communicate directly with the Academy due to a severe medical impairment, a family member should contact the Academy as soon as possible at +31 35 626 4444 or by email at [info@wisseloord.nl](mailto:info@wisseloord.nl).

## Post-Hospitalization/Discharge




Before returning after a long absence due to medical/mental health reasons, the participant will talk with a representative of the Wisseloord Academy before being allowed to join classes. The Academy could request a letter from a medical authority stating that the participant is ready to return to the studios, without representing a danger to him/herself or others.

## Unofficial Withdrawal

A participant who stops attending classes without officially withdrawing is considered to be "walking-away". In that case, there is no possible refund and the full amount agreed during the subscription is considered as due following the "Percentage Chart for Participants Withdrawing".

## Percentage Chart for Students Withdrawing

After the official registration, in case of cancellation, the amount due will be as following:

Week	Percentage	Graph
Before Classes	0	
Week 1	0	
Week 2	20	
Week 3	60	
Week 4	100	



## Change of Classes/Modules Policy

The Wisseloord Academy requires all its participants to select the classes they would like to attend during the Subscription process. Participants should be aware that changing from one module or class to another is possible only after acceptance by the Wisseloord Academy. A participant may request a change by contacting the management at [info@wisseloordacademy.nl](mailto:info@wisseloordacademy.nl).

## Grading System

The Wisseloord Academy chose consciously to not work with any system of grading. The whole course is based on a close relationship between teachers and participants. The evaluation of the progress is done during every step of the learning process as well as during the 3 Yearly evaluation moments.

## Satisfaction Survey

The Wisseloord Academy is submitting a few weeks after the start of the lessons and after every evaluation period a Satisfaction Survey to receive feedback from the participants and to provide the eventual necessary adjustments for the best structure of the classes.



## International Student Visa

The Wisseloord Academy is not entitled to provide support concerning the Visa application of the participants.

## Facilities Use – Wisseloord Studios

The Wisseloord Studios have several spaces throughout the building for participants of the Academy to study or work on their projects.

## Emergency Closing

In case of natural calamities or other circumstances making it necessary to cancel physical classes, all students will be contacted for further information. The Academy reserve itself the right to offer digital alternatives to the classes.

## Participant Card

The Participant Card, is a multipurpose card that provides access to facilities and services.

This card is necessary to book the studios.

Participants are responsible for keeping the card during their whole study time. The replacement fee for lost cards is €20 payable at the administration of Wisseloord.





## Policies – Academy Studios

1. The Academy Studios are open only to registered participants. Any person who is not registered at the Wisseloord Academy does not have a right to use these facilities.
2. The main Wisseloord Studios 1, 2, 4, M1 and M2 can be used only with management approval.
3. The Academy studios should be reserved in advance.
4. Smoking is prohibited in all Wisseloord buildings.
5. Food and beverages are not allowed in the studios.

Windows and doors must be kept closed during activity.

7. Rooms must be left clean and in order.
8. The studios may be used only for music activities.  
Unauthorized use of the room for any other purpose is forbidden.
9. Wisseloord is not responsible for instruments or other personal items lost in the studios.
10. Intentional damage to rooms or instruments will be cause for disciplinary action, up to and including dismissal from the institution without any right for refund.

To get access to a studio, the participants must contact the administration of the Academy or proceed to booking on the Academy website.



## Insurances

The Wisseloord Academy requires that the participants who are enrolled have a liability and a health insurance. It is required that the participant's insurance plan provides coverage anywhere in The Netherlands. The insurance plan must also provide coverage for routine and emergency care while in the Wisseloord building.

## Property Insurance

Wisseloord insures only its own property against loss and damage. It does not insure against nor reimburse against the loss, from any cause, of participant's property. It is strongly suggested that participants who possess any property of value insure against loss through their own insurance company.

## Instrument Insurance

Participants are responsible for insuring their instruments.

## Change of Address

Participants are required to keep the Wisseloord Academy informed of any change of address.

## How will the Wisseloord Academy communicate with You?

The Wisseloord Academy has several methods of communication with the participants and staff members. These methods include website, email, Facebook, Instagram, WhatsApp group apps, and Padlet.

## Policy on Posting Notices

Notices may not be posted anywhere on Wisseloord property unless agreed beforehand by the management. Any non-authorized posting may be removed. If the violation is repeated, the person responsible for those postings may be disciplined.

## Lost and Found

A “lost and found” box is kept in the basement of the studios. If you lose an item, please contact a Wisseloord representative.





## Participant Conduct

The Wisseloord Academy is located in the Wisseloord Studios, a commercial recording facility where international artists are working. Therefore, participants of the Academy are obligated to conduct themselves respectfully, so as not to disrupt the functioning of the Studio's work.

The participants of the Academy will not access the studios outside of the classes times without prior agreement of the management.

Academy participants will also respect the privacy of the artists working in the studios. If a participant does not meet the Wisseloord standards after several warnings, disciplinary actions may be taken, ranging from a disciplinary warning up to dismissal from the Academy without any refund rights.

By enrolling in the Wisseloord Academy, the participants accept the Studio's regulations, and will comply with the Studios's policies and authority. Wisseloord strives to be a good neighbor and recognizes the importance of maintaining amicable relations with surrounding residents and businesses.

## Participants Complaint

Situations might arise where participants think that they have been dealt with unfairly, have a complaint about a staff member or an issue with another participant. As a first rule, participants should attempt to resolve their complaints directly with the persons involved. If the situation cannot be resolved directly, the participants should feel free to contact the management of the Wisseloord Academy.

## Student Recording, Performance, and Photography Release

Audio recordings, video recordings, and pictures are frequently the result of collaborations among participants (composers, arrangers, performers, producers, and engineers) as well as teachers and staff members.



## Participant Conduct

Wisseloord values integrity from all members of the community. We require honesty in the creation of compositions, arrangements, and production works, as well as in course-related assignments.

Dishonesty whether in the form of fraud, plagiarism, or any other infringement in the use of intellectual property is unacceptable in Wisseloord and subject to strong disciplinary procedures as following:

1. Warning
2. Restriction of access to the studios
3. Letter of apology
4. Suspension
5. Expulsion

## Use Policy

Respect copyright and other intellectual property rights.

Identify oneself clearly and accurately in electronic communication.

Use resources efficiently for lawful and permitted purposes only.

Studios passwords won't be communicated without written approval from management.

Offensive Communication is prohibited.

Impersonation is prohibited.

Improper advertising and solicitation are prohibited.

Use of Wisseloord Trademark is prohibited.



## Ownership

Rights in the work: Copyright ownership remains with the author who created the work (or authors who jointly created a work).

Rights in the recordings: Unless otherwise agreed upon in writing, a participant shall retain the right to use a master recording he or she created in the Wisseloord Studios for a non-commercial purpose only unless agreed in written by the direction of the Academy.

Wisseloord has the right to use, publish, and distribute a recording produced in the studios during classes for educational, marketing, and advertising purposes, to promote the Academy and its programs. This irrevocable right shall exist in perpetuity and regardless of any subsequent change in ownership of the master recording.

## Some points to keep in mind

A recording of a work that was the result of collaboration with any other person may not be used without first obtaining appropriate permission from all those who have participated to that creation. Think of authors, performers, arrangers, producers, engineers, sound designers, videographers, photographers, etc. Any unauthorized use could have legal ramifications.

## Use of Recordings

There are no “one size fits all” rules regarding the use of recordings. It is the responsibility of participants to understand their rights and obligations.

## Quit Claim

Participants to the Wisseloord Academy classes authorize Wisseloord to record, edit, use, publish, and distribute the created photo or video materials, for educational, marketing, advertising, or other reasonable purposes to promote the Academy.

## Drug, Smoke and Alcohol Policy

Wisseloord requires responsible decision-making regarding the use of alcohol and drugs and strictly prohibits the use of illegal drugs.

Wisseloord will not tolerate conduct that disrupts the studio and Academy activities due to drug or alcohol use.

Participants are expected to comply with the Dutch laws concerning the possession, use, and distribution of alcohol. The possession or use of alcoholic beverages is restricted in all cases to persons at or over the legal drinking age.

Smoking is allowed only outside of the Wisseloord building

