



**MEMBER INFORMATION
HANDBOOK**



Policies and Procedures

2014

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ABSENCES / SICKNESS

If you miss a class due to sickness you are welcome to attend a make up class on another day of the week at any of our locations or why not make them up during the holidays at one of our full time academies when the kids are a little bored or restless (a great way to burn some energy during the holidays).

Make-up classes that are outstanding are to be made-up by the end of the school holidays. Any outstanding make-up classes will be forfeited and students will start the new term with no outstanding make-up classes.

If you are going to be away for an extended period please check the schools policies on this and let us know. Please note that it is not our policy to back date memberships if classes are missed.

ACCIDENT REPORTS

It is essential that any accidents or injuries during class are reported and that an incident report be filled out. Please notify your instructor ASAP.

ADDRESS AND OTHER DETAILS

It is essential that the school be notified of any change of details - address, telephone numbers, email etc. This information is important to keep you up to date with events of the school or in case of an emergency.

AMBULANCE TRANSPORT

In the case of an accident or a serious medical condition arising during training we reserve the right to call the ambulance service. In all instances, every attempt will be made to contact parents / guardians prior to calling the ambulance (except in an emergency when ambulance will be contact first).

AWARDS NIGHT

Each year Martial Arts Queensland holds an Awards Night. This is usually held in late November / early December. The evening is designed to recognize those students who have put in a tremendous effort during the year, to recognize all students for their progression throughout the year and to recap on what has happened during the previous 12 months. The event is tried to be kept short to allow all ages to be able to sit through the proceedings, there is some fun entertainment, with everyone bringing a plate of nibbles to share afterwards.

BADGES

School badges are awarded to students at different intervals throughout their training. These badges need to be sewn onto uniforms in the correct positions (please ask your instructor if you are unsure of where they go or visit our members area on our website

www.maql.com). If you are unable to sew the badge on (or just find it too much hassle) we can have this organized for you at a cost of \$6 per badge.

Generally the small arm badge is awarded around the Orange belt level and the larger lapel badge at around Green-White level. This is only a guide and badges can sometimes be awarded earlier or slightly later. If you have any concerns about the timing of these badges please do not hesitate to see your instructor.

BEHAVIOUR

At Martial Arts Queensland we expect our students to conduct themselves in an appropriate manner regarding respect for themselves and others, courtesy for all, valuing property etc.

Harassment, bullying, inappropriate language, aggressive conduct and other socially unacceptable behaviour will not be tolerated. If such a problem does arise parents will be contacted and students consoled.

BIRTHDAY PARTIES

MAQLD is proud to host birthday parties. If you would like to hold your next birthday, with a martial arts theme, we have a fantastic team of instructors who can help make the day special. Please contact our office on 1300 766 634 or see your instructor for more details and costs. Parties are held at our Toowong academy.

COMPETITIONS

During each year there are a number of Jujitsu & BJJ competitions available for our BJJ students to compete in. These are both in house and external. Information on these events can be found on our website in our members area closer to the dates (please note that dates can be subject to change).

CONTACT DETAILS – MAQLD HEAD OFFICE

16 Valleybrook Street,
Kenmore Hills Qld 4069
Ph: 1300 766 634
E: info@maql.com
W: www.maql.com

DRINK BOTTLES

We ask that students bring their own drink bottles to class.

EQUIPMENT

Students and visitors are asked not to touch any training equipment unless specifically directed by an instructor. This is a safety issue which must be strictly adhered to. This also includes no playing with balls in hallways and corridors.

FEEDBACK / CONCERNS

We welcome your feedback on ways to which we can improve the school and are very happy to discuss any concerns you have. You can email (info@maql.com), phone (1300 766 634) or approach us at the club.

GRADING CURRICULUM

At each grading students are required to have certain knowledge about Jujitsu and personal safety, reach desired fitness levels and have specific skills to pass to the next level. If you are unsure of what is required of you for your next grading visit our members page at www.maql.com or ask your instructor. Defence Grading DVD's are also available for sale for each belt level. These break down and demonstrate techniques needed for grading.

We also recommend reading our managing expectations document prior to grading. This document gives you insight into what the instructors are looking for at grading and how to manage your/s child's grading expectations.

GRADING DAY

Approximately every 5-6 months, a grading day is held. During this day students are assessed on technical and physical abilities and are awarded ranks accordingly.

Grading days will usually be on Sunday at a different location to your academy. This will allow children to be fresh and full of energy for this important event. Additionally, it will give everyone plenty of space on the mat.

If any students are feeling hesitant or nervous about grading, please speak to your instructor, these days are about displaying skills learnt but just as importantly about building confidence.

Gradings are always followed by a celebration party. A sausage sizzle will be catered by MAQLD and we ask families to bring a plate to share, this covers non-members. Visit our website for upcoming grading dates.

HOLIDAY CLINICS

MAQLD runs holiday clinics at our Toowong dojo during school holidays and grading clinics leading up to gradings. Times and prices for these clinics will be promoted in the lead up to the day. This is usually done through flyers, email and on our website.

LOST PROPERTY

MAQLD has a lost property box. Any items left behind at the end of the night are placed in this box. If you've misplaced something check out the lost property box or check with your instructor. This box will be cleared out at the end of each term.

MAT ETIQUETTE FOR PARENTS AND STUDENTS

We ask that parents refrain from coming on the mat area unless assisting the Instructor with games. If you are asked to assist we ask that you remove your shoes for safety and courtesy reasons. Students who are waiting for their class to begin or have finished their class are not to be on the mat unless asked by the Instructor.

MEMBERSHIP – ON HOLD AND CANCELLING

If you are going away or unable to attend classes for an extended period of time please note the following ‘on hold’ or ‘cancellation’ procedures. In the case of an injury please see us to discuss your membership.

- For “On Hold” – 2 weeks notice is required for any absence of 2 weeks or more. We have an ‘on hold’ form for members to fill out, please ask for one and return it to your instructor alternatively you can email the office at info@maql.com.
- For cancellation of membership, please give 2 weeks notice in writing to Angelique Cugola at 16 Valleybrook Street, Kenmore Hills Qld 4069 or email info@maql.com. If choosing to send via email we will reply to let you know that it has come through. No refunds of unused memberships will be given.

Please note that we do not back date memberships if classes are missed for any reason. Classes run 6 days a week in Toowong and there are numerous satellite academies. We offer make-up classes in the event that you miss a class for any reason. If you know that you will not be attending classes for a period of time please let us know beforehand. Students cannot train and participate in classes when their membership is on hold.

Make-up classes that are outstanding are to be made-up by the end of the school holidays. Any outstanding make-up classes will be forfeited and students will start the new term with no outstanding make-up classes.

Memberships may be put on-hold for a minimum period of 2 weeks, in units of a week, to a maximum of 6 weeks in total within each 12 month period. The on-hold weeks will be added to the end of the term or if on a fortnightly contract, payments will be adjusted accordingly within the next 2 payment date.

MERCHANDISE - MARTIAL ARTS QUEENSLAND SHOP

Martial Arts Queensland has some fantastic merchandise available these include:

- T-Shirts
- School/Gym Bags (with students name embroidered (optional) – excellent for school)
- DVD’s
- Rashguards
- Mugs

- Mouthguards

If you would like more details or would like to view these products see our display cabinet at the top of the stairs at Toowong or ask your Instructor.

NEWS / UPDATES

Emails are often sent out with news updates regarding what is happening at the school. He also continuously updates the website, so if you miss the emails check out the site for all the current information. Also our facebook page: <https://www.facebook.com/MartialArtsQueensland>. There are always fantastic photos of our students at different events. The web address is: www.maql.com.

OPERATING HOURS (MAQLD TRADING HOURS)

For academy operating hours and class times please visit our website: www.maql.com

PHOTOS

Martial Arts Queensland uploads all photos from our events to our Flickr account. If you google "Flickr Martial Arts Queensland" you should be able to locate the photos, if you click on "sets" it will display the photos in folders.

PUBLIC HOLIDAYS

Full-time academies will **NOT** operate on public holidays. If your class falls on a public holiday, you are welcome to attend a class as a make-up, on another day during the week at any of our academies.

One day per week Satellite School Academies will also **NOT** operate on public holidays, this is taken into account on your invoices and accounts.

RULES – STUDENT RULES OF THE SCHOOL

It is very important that parents assist their children in making sure that these rules are followed;

1. Always be courteous and respectful.
2. Bow when entering or leaving the dojo and going on and of the mat.
3. Gain permission before leaving the mat or dojo.
4. Inform the instructor of any injures before training, or any injuries sustained whilst at training.
5. No jewellery to be worn whilst training.
6. Nails must be trimmed and clean for training.
7. Always wear shoes when coming to training, shoes must be placed on the provided rack.

8. Clothing and personal hygiene must be kept as high as possible, **uniforms must be ironed**. If uniforms are not ironed students will be sent off the mat to iron their uniform (an iron and ironing board is supplied).
9. Maintain self control and self discipline.
10. Always be early for training, at least 5 minutes. If late do not come onto the mat, kneel at the edge of the mat and wait to be acknowledged by the Instructor
11. When a higher rank speaks to you show respect.
12. Follow the advice of the instructor.
13. Your training should be used in self defence only, students who use there techniques for violence **will be expelled from the school**.
14. Don't practice or show your martial arts techniques outside the dojo (**this is how injuries happen**). You can however train on fitness and striking techniques at home.
16. Don't wear your uniform outside the school.
17. Martial arts skills are never learnt in isolation. It must be learnt from practice with other people. So as our progress depends on others, we must therefore be respectful and considerate to all with whom we practice.

SCHOOL HOLIDAYS – TIME TABLE CHANGES

Full-time Academy class timetables during the school holidays **MAY** vary. Any changes will be on the website. Please note that classes are run during the holidays at our full-time academies but classes cease in our satellite school locations. Our full-time academies do close for a 2 week period over the Christmas / New Years period.

SNACKS AND DRINKS – FOR SALE – FULL-TIME ACADEMIES

MAQLD has a mini canteen operating. There is a range of cold drinks, and a selection of snack foods. These are offered at a minimal price as an additional service.

“STUDENT OF THE LESSON” BELT

In the MAQLD Defence classes a “Student of the Lesson” belt is awarded at the end of each class. It is awarded to a student who has shown a lot of effort during the class. The student who receives the belt the most during the year will be awarded for their efforts at the annual Awards Night.

Students who are awarded these belts are given extra privileges during their next class/es. These belts need to be returned the following week in order to be presented to the next student.

TEA AND COFFEE / KITCHEN – FULL TIME ACADEMIES

Complimentary tea and coffee is available at our coffee station, please help yourself.

TRAINING AT HOME

It is vitally important that students **do not** practice self defence skills they have learnt during class, at home as this may cause injury. However, practicing fitness based exercises is a great idea.

UNIFORM DRESS STANDARDS

We at Martial Arts Queensland take a lot of pride in the school and ask that students abide by uniform standards during class. **This includes having a clean and ironed uniform before stepping on the mat.**

WEBSITE

Martial Arts Queensland's website was built and is updated by Sensei Matthew. It is a fantastic tool for both promoting our school and for keeping our students up to date with current and upcoming events.

If you haven't already visited our site it is definitely worth a look. You never know you might just see yourself on it.

Go to www.maql.com and have a look around.