

# Swim Programs Frequently Asked Questions



## **DO YOU HAVE A TIMETABLE AVAILABLE?**

To view current vacancies for the program you are interested in, register online and choose your preferred days. It will show what is available in real time.

## **WHAT ARE YOUR CLASS SIZES?**

Our class sizes range from a maximum of 4 students for beginner levels through to 10 students in our highest level.

## **DO YOU OFFER MAKE-UP LESSONS?**

Make-up lessons can be disruptive to the classes and due to the size of our swim school it would mean that classes would constantly have changes. Even though we do not offer make up lessons we do offer any enrolled Learn to Swim student free entry to the centre all year round.

## **CAN I CANCEL AT ANY TIME?**

Direct debit customers can cancel at any time. You are required to complete a cancellation form at least three days prior to the next scheduled direct debit payment. Depending on when you cancel you may have up to two more lessons before ending your time with us.

Cancelling classes in a term program requires a request in writing and will incur a cancellation fee.

Cancellation forms can be submitted online on our website (Quick Access section) or physically at the centre. A credit or refund may be requested if a medical certificate is supplied.

## **CAN I PAY CASH FOR LESSONS OR PAY TERM BY TERM?**

Yes, you can pay cash for an up-front term program at the centre. All other programs are ongoing and are linked to a fortnightly direct debit system; all can be cancelled at any time throughout the year.

## **HOW WILL I KNOW WHEN MY CHILD IS READY TO MOVE UP?**

When a student is ready to move to a higher level, the On Deck Officer on duty will inform the parent/guardian and a change of class form will be issued. You are required to take this to reception to find a suitable class. A report will be sent to your email address outlining the skills achieved. You are unable to move/change classes online. If you enrol in error you will be charged for this extra booking.

## **CAN I SWAP CLASSES AT ANY TIME?**

Yes, you can change classes at any time at reception or over the phone. Just remember, changing classes and changing instructors can potentially disrupt your child's progress in their level.

## **DO YOU RUN BY SCHOOL TERMS?**

Yes, we provide lessons during school terms and break for the holidays. As the Learn to Swim program is ongoing, your child will stay in the same class when they return from holidays. Your child will be assessed on a continual basis by their instructor and an On Deck Officer.

## **WHAT SHOULD I DO IF I CAN'T FIND A SUITABLE CLASS?**

You have two options:

1. Your child will be extended in their current class until a suitable vacancy is found.
2. Withdraw from the program until the class you require is available. You may then re-enrol into this class online or at the centre.

## **WILL SWIM PROGRAMS OPERATE ON PUBLIC HOLIDAYS?**

No, all swim programs will be closed on public holidays. Public holidays will be excluded from the fortnightly payment system and payments will be adjusted accordingly. Please note that the Easter weekend Saturday and Sunday will also be excluded.

## **ARE YOU RUNNING A JANUARY HOLIDAY PROGRAM?**

A January holiday program is conducted during the Christmas school holidays. You must enrol into this program separately to our other programs. Information regarding enrolment for the January holiday program will be posted in November each year. Visit the "Programs" section of our website to find out more information about our January Holiday Program.

## **CAN ENROLLED STUDENTS SWIM FOR FREE AT THE POOLS ON NON-SWIMMING LESSON DAYS?**

Children currently enrolled in any of our ongoing (direct-debit) programs can swim for free all year around upon presentation of their valid swim school card (exclusions apply for Squad swimmers and Department of Education programs – Vac swim and In-term lessons). The parent or responsible adult attending with the child on the day of the lesson receives free entry into the centre and may accompany the child in the pool before or after the lesson at no additional charge. Immediate family members can enter the centre as spectators free of charge on the actual day of the lesson. At all other times, parents/responsible adults are required to pay the relevant entry fee. Children under the age of 4 years must wear a Watch Around Water wrist band.

## **CAN PARENTS/GUARDIANS SWIM OR ATTEND THE GYM DURING A CHILD'S LESSON?**

A parent or guardian must be in attendance for the duration of their child's lesson. In the event of an injury, emergency or if a child needs to go to the toilet, a parent or guardian must be present.

## **WHAT IF MY CHILD IS SICK?**

Children with contagious illnesses are much better off staying home and resting up. In the case of gastrointestinal infections, please keep your swimmer out of the water until they are well.

## **WHAT IS THE ON DECK SUPERVISOR FOR?**

All On-deck officers are highly experienced swim instructors and are essentially the pool deck supervisors. Their job is to ensure classes are running smoothly, instructors and swimmers are focused and that everyone is where they need to be at the right times. Please approach your On-deck Officer at any time during your child's lesson if you have any questions related to our swim programs or your child. They are there to help!

## **MY CHILD HAS PLATEAUED**

It is very common for a child to plateau in stages throughout their swimming journey. These stages are often followed by periods of quick learning and skill progression. If your child plateaus encourage them to keep trying their best and remind them that this stage will pass by soon.

## **I'M UNHAPPY WITH MY CHILD'S SWIM TEACHER, WHO CAN I SPEAK TO?**

Please speak to our On-deck Officer if you have any concerns or questions regarding your child's swim instructor and they will do their best to help you.

## **WHEN DOES MY CHILD GET ASSESSED?**

Swimmers are continually assessed throughout the term and assessed by On-deck Officers when their instructor thinks the swimmer is close to moving up a level.