

Teme Leisure Swimming Lesson Information and Terms & Conditions

Teaching Policies, Procedures and Parental Responsibilities

1. All Teme Leisure Swimming Teachers are Swim England/STA qualified and have the relevant DBS checks before they are allowed to teach.
2. Swimming Teachers will take responsibility for pupils during their swimming lessons, but and parents /guardians are required to remain nearby in the viewing area so that if required the parent/guardian can deal with toilet breaks or any behavioural issues. Teme staff will NOT take pupils to the toilet and instead locate the parent/guardian to make them aware and pass the child onto them.
3. Parents/guardians must remain on the premises whilst the pupil is attending their swimming lessons. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation. It is the parent/guardian's responsibility to supervise/watch their child get to and from their teaching station ensuring a prompt pick-up at the end of the lesson. Pupils must be collected promptly at the end of the lesson.
4. Parents/guardians must never distract the teacher during a lesson and should direct all communication through the Swim Coordinator Nicky Stewardson where any messages, or feedback can be relayed on. Parents/guardians should not speak with a teacher during the period that lessons are in progress as it is dangerous and will distract the teacher from the supervision of the pupils in their lesson.

Pupil Illness

- 1.If your child is unwell, we recommend that you do not bring them to their swimming lesson.
- 2.If your child has been ill with diarrhoea, they should not attend their lesson. To protect others, they should not swim for at least a week after it has completely cleared up.
- 3.In the event of your child contracting Chicken Pox, your child may swim when they are no longer contagious, and all spots have scabbed over.

If you are ever unsure if your child is able to swim due to an illness, please don't hesitate to email the Swim Coordinator who can advise.

Missed Lessons

- 1.Lesson fees are non-refundable where the pupil has missed lessons.
- 2.In exceptional circumstances management may exercise discretion on refunds or credit notes but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP. A maximum of 3 lessons will be added as a credit in this instance and will depend on the circumstance.
- 3.You do not need to make us aware if your child is unable to attend a lesson.

Swimming Lesson Programme and Ratios

- 1.The majority of our 'learn to swim' programme classes are held over a 30-minute timeslot (some advanced and adult classes might be 45/60) which includes time to take registers and assessments.
- 2.Pupil to Teacher ratios are developed in line with Swim England Guidelines.
- 3.Teme Leisure reserves the right to combine classes at short notice if necessary or make changes to classes where demand is required.
- 4.Aquababies Classes require an adult in the water with the child. Only 1 adult per child is allowed however the adult can change week to week if you wish.
- 5.Aquatots Classes will be held in the Diving Pit where all children will be able to touch the floor and move around freely. These classes will have a maximum of 11 children in the water with 4 Swimming Teachers all in the water assisting children. Parents/guardians are not required in the water in these classes.
- 6.Aquastar 1 Classes are held in the Diving Pit where all children will be able to touch the floor and move around freely. These classes have a maximum of 13 children in the class with 4 swimming teachers all in the water assisting the children.
- 7.Aquastar 2 Classes are held in the shallow end of the main pool with a few Aquastar 2 classes being held in the Diving Pit. These classes have a maximum of 10 children to 1 swimming teacher.
- 8.Aquastar 3,4 and 5 classes are held in the main pool and have a maximum of 9 children to one swimming teacher.
- 9.You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available. Please contact nicky.stewardson@teme-leisure.co.uk to request this

Swimming Lesson Dress Code & Hygiene

- 1.All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can hamper movement.
- 2.No jewellery should be worn during a swimming lesson. Religious or medical bracelets are allowed but should not distract the swimmer from their lesson.
- 3.The use of goggles is permitted but pupils will be asked to remove them if they are providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptrre corrective goggles for anyone with a visual impairment.
- 4.All swimmers should shower before their lesson. Please ensure that all hair gel/body lotions etc are removed. This will help to keep the water clean. Make sure your child uses the toilet before the lesson commences.

Pupil Progression

- 1.All pupils on the 'learn to swim' programme work towards the "Swim England Learn to Swim Framework. More information about this can be found here: <https://www.swimming.org/learntoswim/swim-england-learn-to-swim-framework/>
- 2.Swimming Teachers continually assess all pupils' progression throughout the term.
- 3.Progression of all pupils will be at the judgment of the swimming teacher and in accordance with the progression within the criteria of the "Swim England Learn to Swim Framework".
- 4.Pupils will be moved up to the next class when they meet the skills criteria required.
- 5.Upon completion of a class, the parent/guardian will be contacted explaining that the child is ready to move up to the next Class via e-mail/phone.
- 6.Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available. Those waiting for spaces will be kept in their current stage until a place becomes available or alternative days and times will be offered.
- 7.Swimming ability and speed of progression will vary depending upon the swimmer.
- 8.Please ensure you register for our Parent Portal to view your child's progress. Contact nicky.stewardson@teme-leisure.co.uk with your child's name for your link to register.
- 9.Please be aware, that although our teachers are continuously assessing the children in each lesson, they may upload progress in bulk. Please don't expect to see changes after each lesson.
- 10.If ever you require clarification on your child's progress, just get in touch with our Swimming Coordinator.

Swimming Lesson Payment

- 1.New starters All fees for swimming lessons must be paid in advance of the lessons. If for whatever reason the parent/guardian no longer requires the space a refund will be made for the remaining sessions. After the 1st lesson no refunds will be given.
- 2.Current Swimmers will receive email when the next block is open for payment. There will be a payment date that payment is required to be made by no later than this date to secure your child's space. After this date all children not paid for will be removed and their space will be offered to those on the waiting list. We cannot guarantee your child's space will still be available after the payment date has passed.
- 3.If a child leaves prior to the end of the block, no refunds will be given for the remaining lessons.
- 4.Payment can be made online via your Parent Portal. If you have not received a link to register for the Parent Portal, please contact nicky.stewardson@teme-leisure.co.uk with your child's name. Once registered you will be able to make payments for each block via there. If you have entered your card details in, they will be saved, and payments will automatically be taken on each payment due date.

You can choose to pay this before this date by logging in and paying early. If you do not want the payment to automatically be taken, please ensure you remove your card details from the system. Payment can also be taken at the centre or over the phone however we do ask whenever possible that you choose the online method.

Pool Closure and Cancelled Swimming Lessons

1. In the event of a pool closure we will make every attempt to contact our customers as soon as possible. Contact will be via e-mail and or Text message.

2. In the event of a cancelled lesson an alternative date is provided or failing that all children will receive a credit which will be deducted off the next block

3. Teme Leisure reserves the right to cancel classes should numbers fall below our minimum numbers per group. If this happens you will be offered an alternative lesson of the same level.

Missed Lessons

4. Lesson fees are non-refundable where the pupil has missed lessons.

5. In exceptional circumstances management may exercise discretion on refunds or credit notes but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP. A maximum of 3 lessons will be added as a credit in this instance and will depend on the circumstance.

6. You do not need to make us aware if your child is unable to attend a lesson.

Changing Teacher

1. We will use reasonable endeavours to provide the same instructor for each lesson within a course. However, relief instructors may be used without prior notification.

2. We reserve the right to appoint a new teacher at any time and may, at times need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.

3. In the event a teacher is away for a long period of time we will try to keep the same cover teacher for the time period where possible.

4. If a teacher is absent, the centre reserves the right to join classes together if considered appropriate and safe according to Swim England guidelines. We would always try to put a replacement teacher in place immediately however, if this is not manageable, we would put the classes together in order to avoid the cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

Communication

1. We like to encourage communication and welcome issues to be raised with our staff on site at the time or to the Swim Coordinator via email (nicky.stewardson@teme-leisure.co.uk)

2.The duty management team will be the people to resolve any poolside issues. Any problems or issues should be conveyed through them.

3. Questions regarding the progression of pupils should be directed towards Swim Coordinator where messages and feedback can be relayed between teacher and parent/guardian.

4. All parents/guardians are required to supply us with a valid e-mail and mobile number address for quick communication purposes. This is essential so that we can inform you when your child is ready to move up a Stage of lessons or for any cancellations.

Viewing

1. Parents/guardians are not permitted on poolside but must sit in the pool viewing areas.

2. We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and make every effort to ensure that all footwear is clean when entering the changing rooms.

3. It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted; progress can be affected if children are not fully able to concentrate.

4. No photography or filming is permitted on poolside.

5. Please be mindful when showering your children not to obstruct the teachers.

Behaviour & conduct

1. Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period. Should the behaviour of the child be unsatisfactory, and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.

2. Teme Leisure do not tolerate abusive or aggressive behaviour towards any staff members or other customers. Management will refuse entry and ask anyone displaying this behaviour to leave the premises.

Changing Rooms and Showering

1. We encourage children to come 'Swim Ready' this means with Swimming kit under clothes for a quick change

2. Swimmers in Aquastar 2-5 we ask for those children not to use the changing room before the lesson if possible. Please bring your child straight into the spectator seating, you will find an area with black T spots marked on the floor. You child who is swim ready can undress here and they can proceed directly onto poolside themselves sitting in the relevant zone for their class - i.e., Zone 2 for Aquastar 2, Zone 3 for Aquastar 3 etc. Parent then can sit on the seating area with your child's belongings.

3. Swimmers in Aquababies, Aquatots and Aquastar 1 can go straight into the changing rooms and

change their child. Wait in Zone 1 (outside the ladies' toilets) where the teachers will collect children to escort them to the pool. Parents then make their way round to the spectator area to watch the lesson. Do not leave your child's clothes in the cubicles. Please use lockers provided or take them with you while you spectate.

4. Ensure you are in the changing rooms to meet your child in the showers at the end of the lesson. For those children who swim in the diving pit we ask parents to leave the seating area 5 minutes before the end of the lesson to ensure you are there in time. Our teachers have lessons back-to-back. Where we always like to see a child has met their parent however our teachers also need to get back to start the next class so, please be ready to collect them promptly.

5. Showers are open to use after lessons however we would please ask to be considerate to others, not to allow your child to spend too long in them and lastly be mindful not to obstruct our teachers. Please also ensure you remove outdoor shoes while showering your child.

6. Belongings **MUST NOT** be left in cubicles. Please ensure all clothes are put in the lockers provided. It is not allowed to reserve cubicles. Staff will routinely do a walk through, and any belongings left in cubicles will be removed and placed on the flume steps by the shallow end.

Skills and Stamina Week

During Skills and Stamina weeks there is a different layout in the main pool. Usually where children swim widths, we change to lengths. This is an opportunity for teachers to see children swimming over a longer distance and work on skills needed to pass the stage badges that are sometimes hard to do in the usual lessons. It is also essential children swim in deeper water when they are not use to it and to build up their stamina. During these sessions the teacher could be getting children to swim their last distance passed again or attempt for the next distance badge. This isn't a badge session, it is to pre-test and get them ready for their next badge and to practice skills. We try to have at least 1 Skills and Stamina week per half term.

Badge Week

The Badge final assessment and handing out week is always the 2nd to last week of the term. We find the last week of any term children are often away with Holidays or at Christmas plays or discos so we always run it the 2nd to last week. This week is where children will receive any badges passed throughout the block and also be tested on any distances. Please be aware this doesn't mean every child is guaranteed a badge. Our teachers will explain to children what they are to do to pass an award etc. The last thing we want is for them to be disheartened if they don't receive one. Some badges can take longer than others. We do ask you to manage your child's expectations and not to be worried or upset if they haven't passed or received an award. For example a child who just passed 50m (2lengths) last term, their next distance is 100m – double the distance. This is quite a jump and can take some time to work towards and build up to.

Drowning Prevention Week

We run a Drowning Prevention week for all children each year and this usually coincides with RLSS Drowning Prevention week in the Summer term. We ask children in Aquastar 2 and above to bring some clothes to swim in. Swimming in clothing is an important skill for swimmers to experience and practice, as it replicates an unexpected fall into water. The aim is to experience wearing clothes in a safe and controlled environment to reduce the risk of panicking should the swimmers experience this in real life. We feel this is such an important session for children to have. It can hopefully prevent them getting into trouble or if they do know what to do to help them or others. You will be made aware in plenty of time when this session will be.