

# Swim School

## Frequently asked questions

### What does an Ongoing Term Program mean?

City of Mandurah – Swim School swimming lessons are scheduled as an ongoing term program. Lessons are provided during the school terms breaking public holidays, Easter weekend and school holidays. Once you are enrolled, you will not be required to enrol again, unless you withdraw/cancel your enrolment and decide to re-join the program at a later date. There are no fees to cancel your enrolment, however you must provide fourteen (14) days 'notice prior to the next direct debit date to cancel your enrolment. As our mainstream classes are ongoing, students will stay in the same class they are currently enrolled into when they return from holidays. Students are assessed on a continual basis by their instructor and an on deck officer. Once all progressions are met in a stage you will be advised it's time to move to the next level.

### How do I know what stage to book into?

Infant classes are aged based. Please book into a class appropriate to your child's age. Toddler classes are age and skill based. If your child is new to lessons or new to our program, please book into 'Aqua Tots' – AT 16 months to 3.5 years class. Once your child has settled into this program and is ready to progress, your instructor will provide you with a recommendation of what level your child is ready to progress to. All new students 4 years and over and students that have had a significant time away from our swim program will require a free swim assessment. This is the best way to determine the appropriate level for the child prior to commencement of lessons.

### How do I book an assessment for my child?

Assessments are free and take approximately 15 minutes to complete. Throughout the assessment your child will need to demonstrate their swimming skills in front of a teacher to determine the correct level to enrol into. Once the assessment is complete the on deck supervisor and customer service officers will be able to assist you with finalising your enrollment. Assessments times and days are available to view and book online.

### When are lessons available?

Our swim school offer lessons Monday to Sunday with a variety of classes and times available. To view current vacancies please visit our website or speak to our friendly customer service staff at reception. Please note all vacancies are shown in real time.

### How do I enrol?

Once your child has had their swimming assessment and/or you're aware of what stage to enrol into for swimming lessons, please visit our friendly customer service staff at Mandurah Recreation Centre, 303 Pinjarra Road, Mandurah. They will be able to assist you with completing all required forms and details and guide you through finalising your enrolment.

### Do I have to re-enrol each term?

Once you are enrolled, you will not be required to enrol again, unless you withdraw/cancel your enrolment and decide to re-join the program at a later date. There are no fees to cancel your enrolment, however you must provide fourteen (14) days' notice prior to the next direct debit date to cancel your enrolment.

### Do lessons run on public holidays?

There are no swimming lessons scheduled on public holidays or Easter weekend. You will not be charged for lessons that are impacted by these days.



### **What if I miss a Lesson or if I'm unable to attend my class for a few weeks, are we able to suspend payment at all?**

Due to the high demand for classes payments cannot be suspended, refunded or credited. Makeup lessons are also not offered however a free family swim pass (valued at \$20.20) can be issued for a missed lesson. These passes have an expiry date of three months from the date of issue and are for a one time only use. Please see your deck liaison staff for a pass if you have missed a lesson.

### **How do I withdraw from lessons?**

You must provide fourteen (14) days' notice prior to the next direct debit date to cancel your enrolment. Cancellations will only be accepted when submitted in writing via the City of Mandurah Recreation Centre's Cancellation Form which is available at Customer Service or Online. Please refer to full Terms & Conditions.

### **Do you conduct lessons on school holidays?**

Holiday intensive programs are a great way to fast-track your child's swimming ability. We offer 5 day and 9/10 day holiday programs every school holidays. AM timeslot only.

### **How do I know when my child is ready to move to the next level?**

Assessment will occur continually throughout the year to allow swimmers to progress to the next level when the required skills are achieved. Your instructor and deck liaison staff will inform you when your child is ready to progress to the next level and provide you with a Class Change Slip indicating which level the student needs to move too. Please see our customer service officers at the centre reception to find a day and time that suits you or alternatively you can view class vacancies online and contact swim school administration team on 9550 3609. Please note that vacancies are shown in real time

### **How do I transfer my child to a different day or time?**

If you wish to make a change to the day or time of your lesson, please complete an Online Change Request Form allowing a period of at least seven (7) days, and return your request to swim school administration. Alternatively you can speak to our customer service staff at reception for assistance with your enquiry.

Once you have submitted a change request form, a swim school administration officer will contact you in due course to discuss and finalise your request.

To view current vacancies please visit our website or speak to our friendly customer service staff at reception. Please note all vacancies are shown in real time.

### **What happens if there are no suitable times or class vacancies?**

You have two options:

1. Your child will be extended in their current class until a suitable vacancy is found - ask reception staff to add you to the swim school waitlist
2. Withdraw from the program until the class you require is available. In this case you will have to re-enroll - ask reception to add you to the waitlist and we will contact you with available classes

### **What is the role of Deck Liaison Staff?**

Our pool deck liaison staff are highly trained and experienced in swimming. They are there to ensure that lesson structure and continuity are flowing and that children within the class are working well together. They are also there to continually improve our teaching staff with tips and ideas. Please utilise this valuable resource, feel free to talk to the pool deck supervisor at any time with comments or concerns regarding your children's swimming, they are there to help! They will work with the parents in partnership to ensure every lesson for every swimmer is as good as it can be.

### **How long will it take for my child to pass a stage?**

Swimming is a lifelong skill, and that takes years to master. Children really do learn at very different rates and have different strengths and weaknesses so it is impossible to say how long it should take for your child to be safe, and swimming well. Remember, if you have any concerns about your child's progress, talk to our pool deck liaison staff and chat about progress and tips. But please remember to reward little improvements you see, be patient and expect some plateaus, where skills stagnate and some peaks, where skills rapidly progress.

### **My Child doesn't/No longer enjoy/enjoys swimming. What do I do?**

Swimming is an essential life for Australians, as many of the areas we live in and visit are surrounded by different bodies of water. It's important to help your child to understand that swimming is a skill that must be learned. Approach swimming lessons with a sense of fun and enjoyment, and talk about the fun things they will do in the class. Give lots of pool side encouragement during the lessons, smiles and thumbs up will help. Share your child's amazing achievements with family and friends. Confidence is the key.