



# SWIM SCHOOL HANDBOOK







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**Welcome to Swim School. Whether you plan to enrol yourself, your children or the whole family, it's great that you're making swimming and water safety a priority and we appreciate you choosing us as your learn-to-swim provider.**

Our mission is to reduce drownings and get more people in our community engaged in physical activity by providing quality swim lessons to people of all ages and abilities. We believe that everyone deserves to learn to swim and enjoy the social and health benefits that swimming can provide. After all, swimming is a skill for life and what better time to start than now!

This handbook contains relevant information about our programs, our facility and our terms and conditions. Please read through it carefully and should you have any questions, ask to speak with a member of the management team.

## OUR LEARN TO SWIM PROGRAM

Our multi-award winning learn-to-swim program teaches children and adults swimming and water safety skills in facilities where many of Australia's top and aspiring athletes train.

We run four 10-week swimming terms a year and offer 5 and 10 day swim intensive programs during the school holidays (public holidays excluded).

We pride ourselves on running an industry leading program renowned for our expert tuition, program quality and world class facilities. All our instructors are nationally qualified and regularly attend in-house professional development training to ensure they are equipped with the necessary skills to deliver the highest quality swimming lessons.

## OUR TEACHING PHILOSOPHY

Our program teaches a progression of skills in a safe, educational and supportive environment with a balance of water safety and correct stroke technique at the heart of what we do.

We focus on core skills being acquired before more difficult skills are taught with an emphasis on correct technique over a short distance before longer distances are introduced.

Practicing skills correctly over a short distance is more helpful to stroke development than practicing skills incorrectly over longer distances as it reduces the chance for 'bad habits' to become a permanent part of swimming.

As participants master skills and move through our continuum, distances will gradually increase, with our highest level regularly swimming 25+ metres.



## SWIMMING GOALS

Our goals for children who graduate our learn-to-swim program:



**competent  
with swimming  
strokes and  
technique**



**knowledgeable about risks  
and dangers in various  
aquatic environments**



**able to perform  
fundamental  
survival skills**



**continue utilising their  
swimming skills they  
have learned here  
(whether it be for recreation,  
fitness or sport)**

## BENEFITS OF SWIMMING YEAR ROUND

Consistency and repetition are vital to maintaining strong swimming skills. When participants (especially children) have extended breaks from swimming, their skills can often regress and take time to rebuild. By continuing swimming lessons year-round, you are ensuring that skills are maintained and that you are getting the most value from your financial investment in lessons.





## INFORMATION & ASSESSMENT SESSION

All new customers are required to attend an information and assessment session prior to enrolling into lessons.

The session is free of charge and runs for approximately 45 minutes in total and includes:

- > overview of our terms and conditions;
- > pool facility tour;
- > practical assessment (2 mins in the water) with a swim school instructor, which enables us to place participants at their appropriate level.

Please bring swimwear, a towel and a swimming cap [available for purchase from reception].

Children under the age of three do not need to participate in the practical component of the assessment as they will go into an aged-based class. However, we still require all new customers to attend the information session to ensure you are aware of our terms and conditions prior to enrolling.

Following the assessment, you can enrol into any available classes at reception. Spots are limited and you may need to wait-list for classes if your preferred days/times are unavailable.

To book an assessment, please see reception or contact them on **6214 1281** or **6214 1050**.

## PAYMENTS

Payment is required at the time of registration. Lessons are only secured once payment has been made.

## PUBLIC HOLIDAYS

We do not operate on public holidays. Some terms will be less than 10 weeks as a result. Fees are prorated to reflect this.

## SWIPE CARDS

All new participants will be issued with a swim school card. Please swipe this card at reception each time you attend lessons and have it with you when you are making enquiries. Costs apply for replacement cards.

## SUPERVISION

Children under 15 years must have a parent, adult guardian or carer supervising them while at the AIS Aquatic Centre.

Additionally, children in beginner and intermediate classes must have the parent, adult guardian or carer on pool deck actively watching their lesson.

We cannot permit children to participate in beginner or intermediate level lessons if they arrive or are left unattended.

## MISSSED LESSONS

We do not offer make-up lessons for missed lessons.

## CREDITS

Two options are available:

1. Participants can maintain their place in the program and be credited for a maximum of two missed lessons each term provided a medical certificate is submitted to reception with a credit request form.
2. Participants can be withdrawn from the program and be credited for all remaining lessons in the term provided it is for a minimum of three consecutive weeks. No medical certificate required.

## REFUNDS

Refunds are considered for medical reasons only. A refund request form must be submitted to reception with a medical certificate. If approved, the participant will be withdrawn and refunded for all remaining lessons in the term.

## FREE FAMILY SWIM

Each term, a complimentary Free Family Swim is attached to each participant's enrolment, which entitles up to two adults and four children free access to our pools during public swim times. This is a paperless pass that can be used during the current term and the holidays immediately following the term (cannot be carried over to a new term).

Practicing swimming skills outside of lessons is just as important as the lessons themselves, and we encourage all our participants to utilise their Free Family Swim each term.

Before utilising your Free Family Swim, be sure to check our website for public swim times [AIS.gov.au/visit/aquatic/publicswimming](https://ais.gov.au/visit/aquatic/publicswimming).



## WHAT TO BRING TO LESSONS?



**swim caps**  
[compulsory]



**goggles**  
[recommended for  
school age+ levels]



**appropriate  
swimming lesson  
attire\***



**towel**



**beanie and  
warm jacket**  
[winter months]



**water bottle**

\*preferably no rash shirts or wetsuits as these tend to weigh down participants and/or restrict movement

## CLASSES

Class sizes and durations will vary based on age and skill level.

- > **Beginner:** 30 minutes
- > **Intermediate:** 45 minutes
- > **Advanced:** 60 minutes

Our teacher/student ratios are set according to AUSTSWIM and Swim Australia guidelines and range from 1:4 to 1:11.

## RATIOS

Our teacher/student ratios are set according industry best practice guidelines and range from 1:4 to 1:12 depending on level.

## PROMOTIONS

Participants will move through the levels at different rates as a wide range of factors will influence each individual's swimming journey.

When a child has been promoted, a supervisor will issue their parent with a promotion card. Please take this card to reception to enrol or waitlist for another class at their new level.

We encourage parents to speak with the supervisor and/or management throughout the term if they have any questions about their child's swimming.



## **ASSESSMENTS AND FEEDBACK**

All participants will be assessed during week eight of each term and feedback will be provided regarding their progress. Please see the supervisor during this time for information about your child's swimming. If your child is absent during assessment week, please see the supervisor at their next lesson.

To avoid disruption to the classes, we ask that you do not approach instructors but instead speak to the on-deck supervisors with any questions.

## **WATER SAFETY WEEK**

During week 10 of each term, children will participate in Water Safety week. We encourage children to wear a t-shirt and shorts over their swimsuit during lessons.

## **RE-ENROLMENT**

Our re-enrolment period runs the last three weeks of each term (weeks 8-10) and gives all participants priority to secure their same class for the following term. Please see reception during this time to secure this booking for you. Once the re-enrolment period is over, classes will open to new and waitlisted customers.

Instructors cannot be guaranteed; however, consistency will be maintained wherever possible.

## **WAITLIST**

If you would like to change classes but your preferred class is not available, you may waitlist at any time.

If your child is promoted at the end of a term but a place at their new level is not available, we recommend:

1. waitlisting for their new class
2. re-enrolling back into their previous class (this will secure their place in the new term and give them priority for their waitlisted class)

All waitlisted customers will be contacted during the school holidays regarding placement for the upcoming term. If your preferred class is not available, we will do our best to find an alternative class for you.

## OUR FACILITY

We have fantastic world class facilities that the whole family can enjoy. Some of our amenities include:

### Pools

- > 25m heated pool- 6 lanes 1.1m deep
- > 50m heated pool- 8 lanes 2.2m deep

### Change rooms

- > Children aged 7 years and under should be accompanied by a parent at all times.
- > Boys over the age of 7 are not permitted in the female change room and girls over the age of 7 are not permitted in the male change rooms.
- > Mobile phones are not permitted in change rooms and must be switched off at all times.
- > Please don't leave valuables in the change room.

### Family change rooms

- > Located to the far right of reception, off the hallway leading to the 25m pool.

### Public swimming

- > Available in both the 25-metre and 50-metre pools
- > To view our current public swimming timetables, please visit our website at [AIS.gov.au/visit/aquatic/public-swimming](https://ais.gov.au/visit/aquatic/public-swimming)
- > Lane restrictions may apply and opening times are subject to change at short notice.
- > Strictly no public swimming is permitted in the lanes booked for swimming lessons.

### Lockers

Locker hire is available at reception for a small fee.

### Parking

Plenty of free parking is available on site. Occasionally, internal and external events may cause congestion in the car parks. We will keep you informed of all possible disruptions via email, our website [AIS.gov.au/visit/aquatic](https://ais.gov.au/visit/aquatic) and our Facebook page: [AISAquaticFitness](https://www.facebook.com/AISAquaticFitness)



Pools



Change rooms  
[family change rooms  
also available]



Public swimming



Lockers

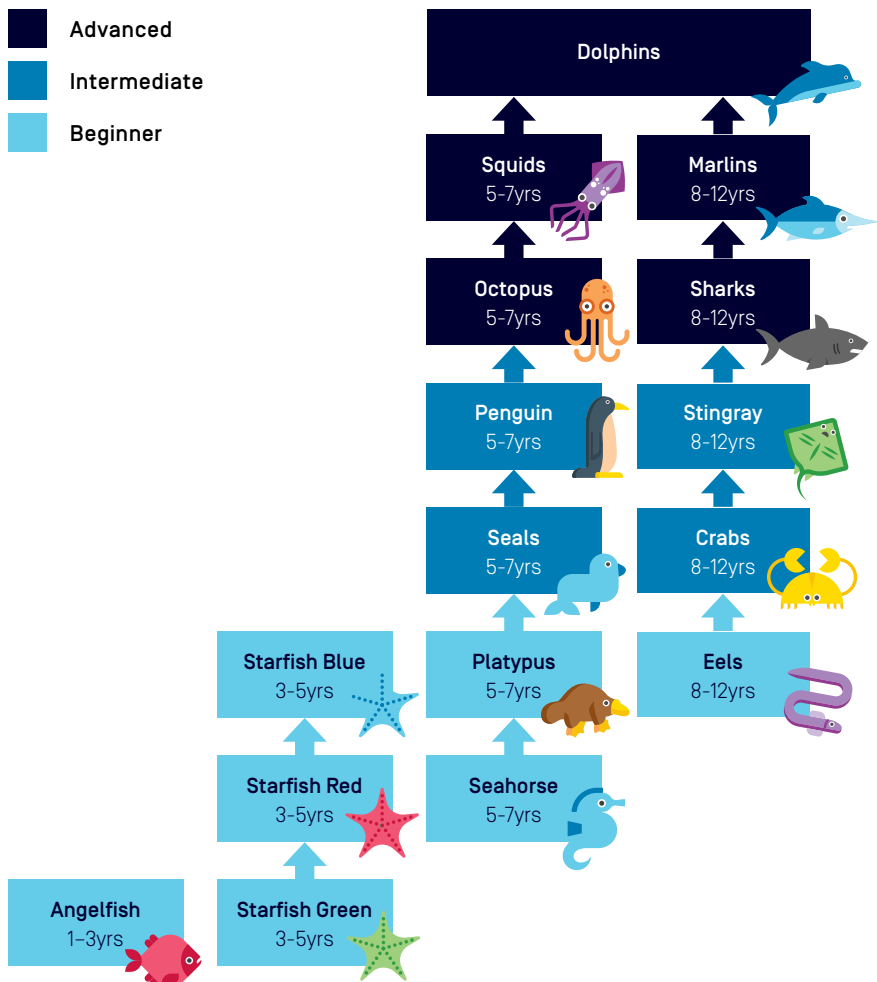


Parking



# SWIM SCHOOL CONTINUUM

Our learn-to-swim continuum is for children aged 1–12yrs old. Children will move up based on skill level and across (left to right) based on age. Once your child has completed Dolphins and graduated the learn-to-swim program, speak with the on-deck supervisor about options to continue swimming.



**Advanced levels** — must have a parent, adult guardian or carer at the AIS Aquatic Centre for the duration of the lesson.

**Beginner/Intermediate levels** — must have a parent, adult guardian or carer on pool deck actively watching the lesson.

# ADDITIONAL CLASSES

## High School Classes

[Ages 12-15]

### > High School Intermediate

Duration: 45 minutes

### > High School Advanced

Duration: 1 hour

## Adult Classes

[Ages 16+]

### > Adult Beginner

Duration: 30 minutes

### > Adult Intermediate

Duration: 45 minutes

### > Adult Advanced

Duration: 1 hour

## Swim Fit

### > Junior Swim Fit

[Ages 8-15]

Duration: 1 hour

A weekly swim class for children who are competent in all four strokes and want to continue swimming for fitness.

### > Senior Swim Fit

[Ages 16+]

Duration: 1 hour


A weekly swim class for swimmers who are competent in all four strokes and want to continue swimming for fitness.

## Squad

[Ages 8-15]

Duration: 1 hour

A weekly (or twice weekly) swim class for children who are competent in all four strokes and want to train in a noncompetitive squad style environment. [This level is a step-up from Junior Swim Fit].







## **Holiday Swim Intensive Program**

Our holiday program is a great way to help fast-track your child's swimming skills and keep them active during the school holidays.

The daily repetition of skills often results in skills being learned more quickly, which is ideal for students who may be struggling with a particular skill or who are close to moving to the next level.

Additionally, the holiday program is wonderful option for families who struggle to make weekly lessons. One week is equivalent to half a term, and two weeks is equivalent to a full term.

One and two week options available. (No classes on public holidays).

# SWIM SCHOOL TERMS AND CONDITIONS

## Payments

- > Payments are required at the time of registration for all remaining lessons in the term or holiday program.
- > Re-enrolment payments for the new term are due by the last day of lessons in the current term.
- > Customers are responsible to ensure that payment for re-enrolment is received by the due date.
- > Your lessons are only secured once payment has been received.
- > Swimming lessons are non-refundable unless for medical reasons.
- > Payments can be made by Eftpos or credit card only.
- > Payment for lessons indicates an acceptance of our terms and conditions.

## Credit Requests

1. Participants can be credited for a maximum of two missed lessons each term and maintain their place in the program provided a doctor's medical certificate is attached with the completed "request for credit" form.
  - > Credits are considered for missed lessons due to medical reasons only.
  - > A maximum of 2 lessons per term may be applied for each registration.
  - > Completed forms can be submitted to reception.
  - > Credits are not applicable for holiday intensive swim programs.
2. Participants can forfeit their place in the program and be credited for all remaining lessons provided it is for a minimum of three consecutive weeks and a "request for credit" form is submitted.

- > Lessons that have already passed from the time the form is received will not be credited.
- > No medical certificate required.

## Refund Requests

Refunds are considered for medical reasons only. Requests will only be processed upon receipt of a medical certificate.

- > 'Request for Refund' forms are available for collection at reception.
- > Refunds are processed from the date received at reception and can take up to three weeks for funds to be transferred.

The conditions applied to refund withdrawals are:

- > Absences must be for a minimum of three consecutive weeks.
- > You forfeit your spot in the program.
- > Only the remaining lessons in the term will be refunded (not for lessons that have passed).
- > Credits cannot be transferred into refunds.

## Photography

I consent to the ASC from time to time, taking photographic, sound and video images of me, my child or my child's likeness and using them in print, digital and electronic media for the purpose of promoting the AIS and Sport Australia. I understand that any objection to this must be noted by me at reception at time of enrolment.

## Registering

- > After your registration is confirmed, a swipe card with the participant's name and barcode will be issued (the barcode links to your account).

- > Swipe your card at the scanner located at reception each time you attend lessons. This allows the reception staff to identify your current registration status and it also records the participant's attendance for that lesson.
- > Please have your swipe card available when re-enrolling or making other enquiries.

## **Waitlists**

- > Waitlists that are reserved will be held for up to three days. If you have not accepted the waitlist spot after three days, the reserved spot will be offered to the next person.
- > Please provide as many contact numbers as possible on your registration form (preferably with voicemail) to ensure we can get in touch with you regarding your waitlist.
- > If you no longer require your waitlist, please contact reception to have it removed from your account.

## **Assessments and Promotions**

- > The on-deck supervisor is responsible for the promotion of swimmers through the program.
- > All participants will be assessed throughout the term and will be promoted to the next level when ready.
- > If promoted, you will receive a card indicating your child's new level. Please take this card to reception to register or waitlist for the next level and to receive your child's certificate.
- > If at any time you would like to know how your child is progressing, please speak to the on-deck supervisor.

- > To avoid disruption to the class, we ask that you do not approach the instructors. Please see the supervisor for any enquiries regarding your child.
- > Preschool instructors with classes on weekday mornings are permitted to promote children as a supervisor is not present.

## **Supervision**

- > Children under 15 years must have a parent, adult guardian or carer supervising them while at the AIS Aquatic Centre.
- > Children in beginner or intermediate classes must also have the parent, adult guardian or carer on pool deck actively watching their lesson.
- > Children in advanced classes must have the parent, adult guardian or carer at the AIS Aquatic Centre for the duration of their lesson.
- > We cannot permit children to participate in beginner or intermediate classes if they arrive or are left unattended.
- > When your child is participating in "Free Swimming" (not in a lesson), you must adhere to the rules of the RLSSA "Keep Watch" campaign.
  1. For 0-5 year olds and non-swimmers, a parent or guardian aged 16+ must be in the water and within arms' reach at all times.
  2. For 6-10 year olds, constant active supervision is required by a parent or guardian aged 16+. Be prepared to enter the water with this age group.
  3. For 11-14 year olds, parents or guardians should physically go and check up on them while they are swimming.

## General

- > We do not offer makeup lessons for missed lessons.
- > All patrons using the pool are required to wear a swim cap. Caps may be purchased at reception. Due to health regulations, we are unable to lend caps.
- > Boys over the age of 7 are not permitted in the female change rooms. Girls over the age of 7 are not permitted in the male change rooms.
- > Family change rooms are available and located off the corridor past reception (leading to the 25m pool).
- > Class sizes will vary according to skill level and age, in accordance with industry best practice guidelines.
- > Instructors cannot be guaranteed; however, consistency will be maintained wherever possible.
- > The facilities have been designed for elite athlete training and priority for use of the facilities is to the athletes. Because of this, occasional short-notice closures may occur; however, we will make every effort to communicate these closures to you as quickly as possible. If we become aware of a closure before enrolments open for the term, your term fee will be automatically adjusted to reflect this. Any closures occurring after this time will be credited to your swimming account.
- > Personal belongings should not be left unattended in change rooms.
- > The use of mobile phones is not permitted in the change rooms.
- > We advise customers of important information, dates and closures via email, our notice boards, website and/or Facebook page. Please ensure you supply us with a current email address on your enrolment form and follow our Facebook page to keep up-to-date with current information.
- > For public swimming, please go to the website [experienceais.com](http://experienceais.com) or check with reception for times and availability.
- > **Strictly no public swimming is permitted in the lanes booked for swimming lessons whilst lessons are being conducted.**

\*In the event of an emergency, we ask that you follow all directions as instructed by the lifeguards. The safety of our customers is of the utmost importance and we appreciate your cooperation in the event of an emergency.

Please note that terms and conditions can change at any time subject to manager's discretion.

## CHILD SAFETY

The ASC is strongly committed to safe, supportive and friendly environments where children and young people are valued and enjoy sport. The ASC Child Safe Policy outlines how we keep children and young people safe, including:

- > Children & young people are treated with respect.
- > Children & young people are protected from all forms of abuse and harmful behaviors.
- > All incidents and concerns relating to the safety of a child or young person are reported and actioned.
- > Our staff are qualified and screened to work with children.
- > Our staff implement the Child Safe Practices when interacting with children and young people.
- > Our staff undertake child safety training to understand their responsibilities to keep children safe.

All patrons of the AIS Aquatic Centre are bound by the **Child Safe Policy**.

If you have any concerns about the safety of a child, please talk to the swim school supervisor/ management team or contact us at **[swimschool@ausport.gov.au](mailto:swimschool@ausport.gov.au)** or **[integrity@ausport.gov.au](mailto:integrity@ausport.gov.au)**.

## FILMING & PHOTOGRAPHY

If you would like to take photographs or film your child while at the AIS Aquatic Centre, please ensure that you follow our child safe practices:

### DO

- > Only photograph or film your own child
- > Speak with the on-deck supervisor before taking any photographs of an instructor or during a swim lesson

### DON'T

- > Photograph or film someone else's child without consent [including in the background]
- > Photograph or film in the changerooms, or take photos which might be considered inappropriate

If you have any concerns about the safety of a child or suspicious photography and filming, please talk to the on-deck supervisor/ management team or contact us at **[swimschool@ausport.gov.au](mailto:swimschool@ausport.gov.au)** or **[integrity@ausport.gov.au](mailto:integrity@ausport.gov.au)**.



[AIS.gov.au/visit/aquatic](https://ais.gov.au/visit/aquatic)

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