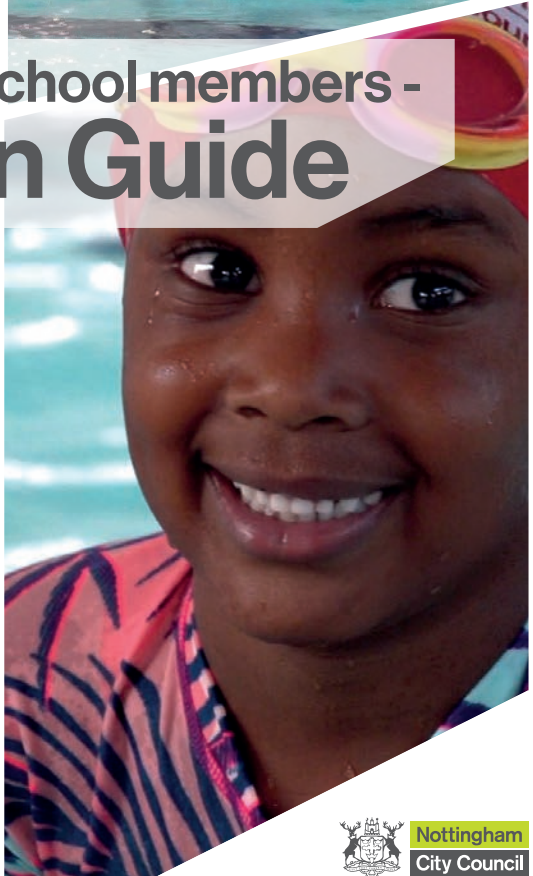


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Nottingham Swim School members - Information Guide



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Nottingham
City Council

Welcome to



We hope you enjoy your swimming lessons. We have put together some useful information to help you enjoy your Nottingham Swim School membership. Please take few minutes to read through this leaflet and if you have any questions, please do not hesitate to ask one of our members of staff.

We keep in touch with all of our Nottingham Swim School members via email and Home Portal; please ensure you have given us your email address and your contact telephone number, otherwise you may be missing out on important information and updates relating to your lessons!

We send automatic emails to all customers:

- **To invite you to register for a home portal account which will enable you to view swimmers' progress against the swimming syllabus and what still needs to be achieved in order to pass that stage.**
- When you join Nottingham Swim School to confirm the details of your class including the day, time, swimming pool, and your teacher's name;
- When the swimmer has achieved a badge within their class;
- To let you know the swimmer has achieved all of the outcomes for their class and is ready to move to the next stage and there are available classes to book;
- To confirm details of the new class once the swimmer has moved;

All members of Nottingham Swim School will have access to the following activities:

- A weekly swimming lesson. The lesson programme runs throughout the year with a short break at Christmas.
- New members can join the programme at any point, subject to availability of places within classes.
- Unlimited free access to public swimming sessions at any of our six swimming pools which you can book via the **Active Nottingham app** – timetable permitting, children under 8 must be accompanied by an adult over the age of 16 years.
- The accompanying adult in the public swim session will need to pay for their swim unless they hold a Nottingham Swim School membership.

- If your child is taking part in the Adult and Child swimming lessons then one accompanying adult can have free access to a Parent and Toddler Swim session.
- A free swimming hat on joining the programme and then a free hat every time you move into a new stage. If additional hats are required due to being lost or broken they can be purchased from reception.
- Free access to the home portal to be able to view swimming lesson progress, badges achieved and view and book new classes once a stage has been achieved.

1. The Swimming Lessons

Nottingham Swim School follows the Swim England *Learn to Swim* programme and framework, this is the national syllabus used to deliver swimming lessons. It ensures swimming lessons for all ages are delivered to a high and consistent standard.

- On arrival to the swimming lesson each swimmer will need to wait in the designated area on pool side in preparation for their swimming lesson.
- A parent or carer is required to accompany the child in the water for our adult and child and pre-school swimming lessons.
- Adult and Child, Pre-school and Stage 1-7 lessons are all 30 minutes in duration; 25 minutes of actual teaching and 5 minutes for registration and administration.
- Stage 8-10 Junior lessons and all Adult swimming lessons are 45 minutes in duration; 40 minutes of teaching and 5 minutes for registration and administration.

Achieving badges and certificates

- There are lots of awards (badges and certificates) to achieve in our swimming lesson programme (at least two within each stage). Once a badge has been awarded by the swimming teacher, you will be emailed with the details of this! You can purchase badges and certificates for an additional cost at the leisure centre reception desk.

Moving up a stage!

- Our swimming teachers use tablets on pool side, these are used to record attendance as well as marking each swimmers achievement's against the swim criteria/syllabus for their class type.
- Swimming teachers will update the swimmers' achievements on the tablets regularly (at least once every 5 weeks).
- Once all of the outcomes for that class type have been achieved, the swimmer will be marked for movement by the teacher on the tablets. Swimmers will be marked for movement to the next class as soon as they are consistently capable of all the outcomes of the lesson and also capable to swim in the water depth for the next level.
- Once there are spaces available in the new class type needed you will receive an email to let you know that your child has passed their current stage/class and is ready to move up and that there are spaces within the next stage.
- The easiest way to view new classes and book will be via your home portal account; you can also do this through reception. Swimming ability and speed of progression will vary depending on the swimmer.
- If the new classes presented on the home portal are not suitable, simply check back at another time.
- Swimming lesson availability changes all the time, and therefore it is advisable to take action as soon as you receive the notification.

Home Portal

- We want to keep you updated with your or your child's progress within their swimming lessons, and we do this via our **home portal!** It's completely free to all Nottingham Swim School members and once you have created an account you will be able to log into this anywhere, anytime (via a website) to:
 - Check your child's progress,
 - View all your child's assessments,
 - Move and book available spaces on the next stage as your child progresses,
 - Get badge alerts when your child has achieved a badge,
 - Follow your child's progress every step of the way!

Ask a member of staff at reception to send you an invitation to register for a home portal account!

Once you have registered for an account, the portal address is
<https://nss.courseprogress.co.uk/account>

Swimming Teachers

- All of our swimming teacher team holds a level 2 Swim Teacher qualification (Swim England or STA) as well as a recognised lifesaving qualification. We carry out a DBS check on all swimming teachers before they start their employment with us.

2. Swimwear and Pool Hygiene

- Swimmers should use the appropriate changing facilities for changing into swimwear and not on poolside.
- Swimmers must wear appropriate swimming attire, namely tight fitting costumes/trunks.
- Swimmers registered with Nottingham Swim School will be required to wear a swimming hat – a free hat is provided as you/your child moves up a stage. Replacement hats are chargeable.
- All swimmers must shower poolside before getting into the pool. Jewellery should be removed and not worn during lessons.
- All belongings must be either removed from the changing facilities or use the lockers provided.
- Please can all customers ensure their shoes are clean before entering the changing facilities and poolside.



3. Use of Cameras

- Photography (including camera phones and mobile phones) and video filming is strictly prohibited during Nottingham Swim School lessons.
- The use of mobile phones is not allowed in the changing rooms, toilets or any of the activity areas. Mobile phones can only be used in the reception/café and vending areas. Anyone found using their mobile phone in other areas will be politely requested to relocate to these areas.
- We may take photographs for marketing purposes. We will obtain a prior written consent form from a parent/guardian registered on the child's record.

4. Spectators

- During swimming lessons, those wishing to spectate should do so in designated areas.
- One spectator per swimmer is permitted on poolside whilst the lesson is taking place. Space is limited on poolside and therefore we ask other spectators to spectate in the other designated areas.
- Please note under 8s must be accompanied in the building. Please remain seated on poolside during the lesson.
- We don't allow any spectators on poolside at Harvey Hadden Sports Village.
- 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 parents'/guardians' responsibility to supervise/watch their child get to and from their teaching station ensuring a prompt pick up at the end of the lesson.
- Please do not distract the swimming teacher during a swimming lesson as the teacher needs to supervise the class at all times and also have very limited time whilst on poolside.
- Should you need to speak to the swimming teacher, please speak to a member of the leisure centre reception team who will pass on your information.
- Space is limited on the poolside. It is difficult for the swimming teacher to have full attention if they're distracted. Progress can also be affected if children are not able to fully concentrate. It is difficult for the teaching staff to gain full attention if they are being distracted, progress can be affected if children are not able to fully concentrate.
- Please can all customers (and spectators) ensure their shoes are clean before entering the changing facility area and poolside. Alternatively, bring a clean spare pair of shoes/flip-flops to change into to keep the facility clean and tidy.



5. Class Sizes

We may at short notice combine classes if necessary.

Our class sizes are kept lower than the Swim England Guidelines to provide a high quality lesson with lower numbers of pupils to the teacher.

Nottingham Swim School class sizes

Class Type	Teacher to pupil ratio	Additional Information
Adult and Child	1:10	Parent/guardian to accompany in the water
Pre-school (3-5 years)	1:10	Parent/guardian to accompany in the water
Stage 1	1:8	
Stage 2	1:10	
Stage 3	1:10	
Stage 4 -7	1:12	
Stage 8 upwards	1:15	
Adult swimming lesson	1:10	
Older Beginners	1:10	
Disability swimming lessons	1:8	Parent/guardian welcome to accompany in the water

6. Medical Conditions/Disability or Additional Needs

- If a swimmer has a medical condition, disability or any other additional needs then this must be communicated at the time of booking or before the swimmer starts the lessons. This is to enable a swimming instructor to make any reasonable adjustments, arrange additional support or signpost the member to a more appropriate swimming lesson.

7. Swimming Hats

- Every child enrolled on to a lesson with Nottingham Swim School is required to wear a Nottingham Swim School hat.
- Hats will be provided to children when they first start with Nottingham Swim School and every time they move up to the next stage.
- The different coloured hats represent the different stages and act as a motivational tool for pupils to achieve the next hat for the next stage.
- It helps to identify swimmers for each class, making the pool area a safer place for children.
- It helps to reduce pollutants in the water and therefore allows us to reduce the amount of chemicals we need to use, making the water quality even better.
- Swimming hats help to prevent ear infections, and help to protect hair from chlorine and other pool chemicals.
- Hats help keep long hair out of swimmers' faces.

Frequently asked questions

First swimming lesson checklist

Here is our list of things to think of when taking your child for their first swimming lesson.

- Swimming costume/trunks/shorts (for both yourself and your child if appropriate)
- Towels
- Shampoo/shower gel
- Swimming hat (provided by Nottingham Swim School)
- Locker money/coin
- Goggles - whilst not mandatory, are of benefit to you/your child and help to protect the eyes
- Swim nappies for children starting with Adult and Child lessons (many pools sell these at reception and they are widely available at supermarkets)

Floats and woggles will be provided for use in the lessons in our leisure centre

What if I can't make a lesson and I need to cancel?

- You don't need to inform us that you are missing a lesson. In these instances there will be no refunds or catch-up lessons however your place on the programme will be secure provided you keep your membership payment up-to-date with us.
- Where a Nottingham Swim School member holds a Direct Debit and is unable to participate in the lesson due to a medical reason, relocation or redundancy, then we advise you to cancel your membership via the Customer Service Team by **clicking here**.
- When you are in a position to restart your membership please get in touch with the team by **clicking here**. Please note, we may not be able to secure you a place at the same time, day or with the same instructor that you may have had previously.

What if Nottingham Swim School cancels a swimming lesson?

- If we cancel a swimming lesson, for example due to a bank holiday, swimming instructor availability or an event then an adjustment/reduction will be made to the Nottingham Swim School member's Direct Debit in the next available Direct Debit collection.

What if a swimmer has completed the Pre-school classes before they reach school age?

- The Discovery Duckling and Duckling Awards (Pre-school classes) are very much designed for pre-school aged children, but every child is different and will progress at different speeds. However, not all swimmers are mature enough and able to concentrate enough to be moved away from the Adult and Child or Pre-school setting. Our teachers will introduce the next stages of the Swim England Learn to Swim Framework to pre-school children if appropriate, but caution should be exercised before moving them into a class of school-aged children.



How long will it take a swimmer to pass each stage?

- This will vary with every swimmer depending on their skills and experience. If a swimmer has the experience of preschool or adult and child sessions then he/she may move faster initially through Learn to Swim Stages 1 and 2 because they will be familiar with the environment and should be more confident in the water. Some children are more naturally competent and confident in the water and therefore will progress faster. Other children are slower to learn new skills but can quite often become stronger more proficient swimmers as they progress. The most important factor is that each child learns to swim and enjoys learning to swim.

Where does a child with a disability fit into the Swim England Learn to Swim Programme?

- We welcome children with a disability in our swimming lesson programme. We offer disability-specific swimming lessons, or children are welcome to join any swim school class.
- We deliver the **Swim England Alpha Step Awards** which supports children with a disability to gain confidence in the water. If support is required in the water then we ask that the parent or guardian accompanies the child in the water.
- All of our swimming instructors regularly attend training and are knowledgeable in teaching children with a disability to swim.

What do I do if I want to cancel my Nottingham Swim School membership?

- Direct Debit Members can cancel by giving 1 months' notice before the next Direct Debit due date (the 5th of a month), ideally before the 20th of the month.
- If you are wanting to cancel your membership please **click here** to fill out our online form.

What if I would like to change my lesson time, day or teacher?

- You can request a change of time and day or swimming teacher at the leisure centre reception and we will try and accommodate your request straight away where we have the space. Otherwise if there are no spaces you will be added to the movement list and you will be able to make movements through Home Portal when a space becomes available in other classes.

What happens if my Direct Debit does not collect (but I have not cancelled my membership)?

- Direct Debits are collected on the 5th of each month, or the next working day if the 5th is a bank holiday or weekend. If we do not receive your Direct Debit on the first request, the account will be placed in arrears. You will be sent an email and text as a reminder to pay. You can pay this through the online Active Nottingham account or at the leisure centre on your next visit. This must be done before the 20th of the month. During the period of non-payment, we will allow one admission to the swimming lesson. After this, you will not be able to access your swimming lesson until the membership account has been brought up to date. After the 20th of the month, if the account is still in arrears your place will be released for resale.

Nottingham Swim School takes place at the following leisure centres:

Clifton Leisure Centre Southchurch Drive, Clifton, Nottingham NG11 8AB

Djanogly Community Leisure Centre

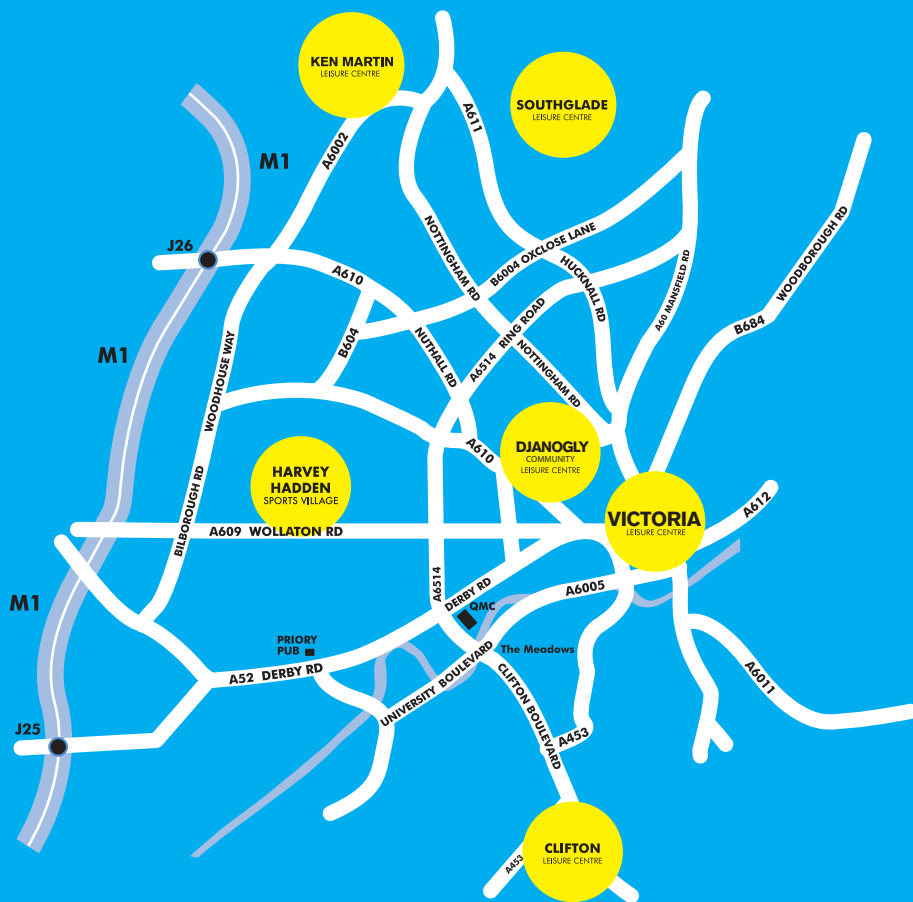
Gregory Boulevard, Forest Fields, Nottingham NG7 6BR

Harvey Hadden Sports Village Wigman Road, Bilborough, Nottingham NG8 4PB

Ken Martin Leisure Centre Hucknall Lane, Bulwell, Nottingham NG6 8AP

Southglade Leisure Centre Southglade Road, Bestwood, Nottingham NG5 5GU

Victoria Leisure Centre Gedling Street, Nottingham NG1 1DB



If you have any questions or queries, please fill out our online form by [clicking here](#), or visit one of our leisure centres.