

Learn to Swim Program

Peninsula Leisure Centre, Gosford Olympic Pool, Toukley Aquatic Centre



Leisure Centres

Welcome to our Learn to Swim Program

We look forward to helping your child become a safe and competent swimmer. Our aim is to create a fun, rewarding and educational environment for our Learn to Swim program.

If you ever have any questions about your child's individual needs and progression, our committed and passionate staff are always on hand.

Our Swim Schools are recognised by AUSTSWIM and Swim Australia and every instructor holds a teacher of water safety qualification with a current Working with Children Check and CPR certificate.

Program delivery

We will always strive to provide consistency throughout your child's program. On the rare occasion that your instructor is unavailable (for example due to illness or holidays) another experienced instructor will be available to take their class¹.

Our in-house instructor training program is ongoing and includes continual assessment of the instructors to ensure a high standard of program delivery. Combined with well-developed lesson plans that follow a skills-based program, you can be confident your child will continue the progressive climb to become a better swimmer. All lessons include water safety skills.

Student assessment and progression

Students are placed in classes appropriate to their level of ability, with their skills assessed continually. To progress to the next level each child has a list of skills that must be accomplished. Once your instructor is confident your child can complete these skills consistently the instructor will recommend progression to the next level. This may involve an instructor or time slot change.

Although we want children to progress as quickly as possible, it is important that they can competently complete all necessary skills before progressing to the next level. All children work at a different pace so patience and understanding is very important from all parties.

Please get in touch with the Swim School Crew Leader at the pool if you have any questions about your child's swimming.

Certificates

When your child completes all criteria in their level, they will receive a certificate with their name and the level that they have achieved. These are great motivational tools for children and we recommend they are celebrated with your child.

Class dates

Our classes are conducted all year, with the exception of public holidays and the Christmas break (approx. 1-2 weeks with dates advertised in advance).

Duty of care

Swimmers under the age of 10 must be brought to their class and picked up at the end of their class by their parent or guardian. The parent or guardian must stay in the Learn to Swim area for the duration of the child's swimming lesson. This is to ensure the instructor can easily get their attention (for example a toilet break for the child or illness).

"The most important factor for progression in the Learn to Swim Program is continuity of swimming lessons throughout the year."

Swimming before and after lessons

Please be advised that children should not enter any pool before their lesson as this can result in them arriving fatigued at their class. However, the child attending lessons is not required to pay pool entry and is welcome to swim after their lesson. Other family members that also wish to swim are required to pay pool entry.

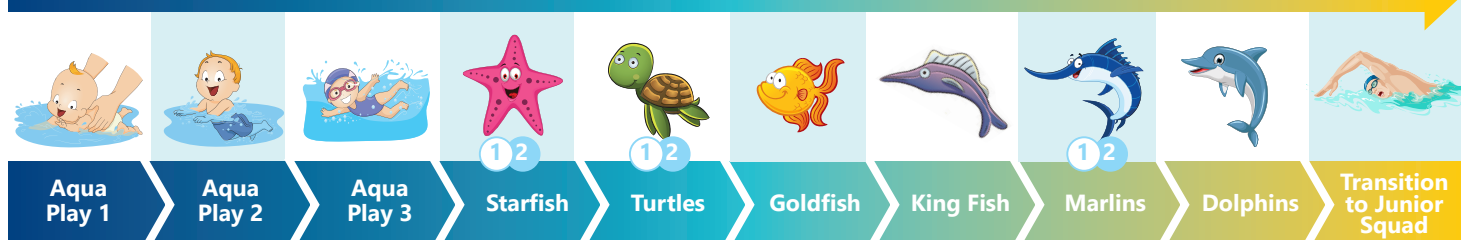
Aqua nappies

Please note that children who are not toilet trained are required to wear aqua nappies, available at Reception.

Lesson Times & Classes

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Preschool	9am - 1pm	9am - 1pm	9am - 1pm	9am - 1pm	9am - 1pm	7am - 3pm	8am - 3pm
School Age	7am - 8:30am 3pm - 7pm	7am - 8:30am 3pm - 7pm	7am - 8:30am 3pm - 7pm	7am - 8:30am 3pm - 7pm	7am - 8:30am 3pm - 7pm	7am - 3pm	8am - 3pm

LEVEL PROGRESSION



Missed and Replacement Lessons

If your child is unable to attend, please notify Reception prior to the start of the lesson in order to receive a replacement session. If notification is not received, a replacement session will not be possible and lesson fees still apply.

- All replacement sessions are subject to availability. If you cannot attend your booked replacement lesson, this lesson will be forfeited as replacement lessons cannot be cancelled, changed or re-booked.
- Replacement sessions do not expire. Please contact Reception between the hours of 12pm and 3pm, Monday to Friday, to arrange a time for your replacement lesson.
- Please note that in order to use your replacement lessons, you must be a current financial member. Replacement lessons cannot be used in lieu of your normal lesson.
- Replacement sessions are not transferrable to siblings.
- Replacement sessions are a benefit of our program and are of no financial value. When booking into our learn to swim program you pay for sessions on a set day and time, one paid for that position is yours until you chose to leave or move. The terms and conditions regarding makeups / replacement sessions, is that they are offered in an effort to give customer flexibility to makeup missed lessons.

Private Lessons

Private Lessons credits will only be offered when a cancellation has been made at least 24 hours in advance and has been confirmed by reception. Cancellations with less than 24 hours' notice will not be eligible for a credit or replacement session.

Refund Policy

- No refunds are available. Consideration may be made for medical reasons if accompanied by a written request and a medical certificate.
- Lessons missed without notification are forfeited.

Illness

If your child is unable to attend due to medical reasons and you wish to retain your day and time in our program, please provide a Doctors Certificate to receive:

- First 3 weeks - replacement lessons will be given
- Next 3 weeks - credits will be given.

If the student is still unable to return to swimming after this time, their booking will be cancelled.

Health guidelines

Please respect the health of all swimmers and refrain from attending lessons if your child is suffering from ANY illness that may pose a risk, however small, to other swimmers – especially contagious diseases such as conjunctivitis, rubella/measles, flu, gastro, fever, common cold, runny infected noses, sore throats, cold sores, ringworm, head lice and urinary tract infections.

Central Coast Council promotes the Healthy Swimming Guidelines² recommended by the NSW Department of Health.

Terms and conditions

- 1 Every effort will be made to adhere to the class timetable, however, Central Coast Council reserves the right to consolidate classes, after timetables, event schedules and change teachers to suit seasonal and usage requirements as necessary. We will endeavour to inform members of any timetable changes in advance, whenever possible. The facilities are used regularly for events and large bookings throughout the year. During these periods there may be disruptions to the availability within the centre, we will strive to accommodate all users of the facility during these periods however, in some

Payment

As part of Central Coast Council's policy regarding the collection of fees and charges, staff members are unable to allow customers to access services or facilities without payment. For the swim school, this means that all lessons must be paid for in advance.

Fees are fixed until the end of the current financial year and are subject to change on an annual basis.

Payment for all lessons is via Direct Debit.

- Direct debit can be cancelled at any time with no penalty.
- To cancel a direct debit, please submit the Cancellation Form at least fifteen (15) days before the end of the month.
- Please note a fee applies for failed direct debits.

Understanding Swim School

Direct Debit Cycle

- Swim school direct debits are always debited on a Monday (unless public holiday, then debit will be next business day)
- Direct Debit is on a 4 weekly cycle from the date of joining
- If enrolling mid-week, your first debit will fall on the next business day, then fall into the 4 week cycle from the starting Monday
- All direct debits via bank account are charged a 0.60c administration fee in addition to swim school fees
- All direct debits via credit card are charged a 1.55% administration fee in addition to swim school fees

Customer Self Service

leisure.centralcoast.nsw.gov.au

- **Update your details** – including bank details for direct debit payments, switch to credit card payment or pay any paid any failed direct debit payments.
- **Swim School Members** – follow you or your child's progress in Swim School and change the day or time of your course (depending on availability)
- **Enrol in Swim School** - Book a swim school assessment or enrol in Aqua Play, Adult Learn to Swim or School holiday clinics.



Please see the Enrolment Form for full payment Terms and Conditions.



circumstances change to regular structure, location or cancellation may be necessary. Central Coast Council Swim School will make every effort to keep members informed of any potential disruptions or cancellations via email, SMS and centre signage. In the event of lesson cancellation, a credit will be placed on all students files.

- 2 Healthy swimming guidelines are available at: www.aquaticcentre.com.au/venue-information/swim-guide/healthy-swimming