

# Learn to SWIM



## The Lakeside Centre

Southgate, Killingworth, NE12 6SA

Tel: (0191) 643 4177



North Tyneside Council

# Learn to SWIM



**Congratulations on securing your child's place in our learn to swim programme. We like to inform all our customers of our swimming protocol to ensure you and your child have the best experience from the course.**

## On arrival to the facility

- When you arrive at the facility please ensure if arriving by car you park in a designated parking bay. This will avoid the possibility of parking fines
- PLEASE NOTE: Should children wish to swim prior to or after their lessons, a separate ticket for a public swim must be purchased. Children under the age of 8 must be accompanied by a responsible person aged at least 16 years. Children aged between 4-7 years must be accompanied by an adult on a 2:1 ratio
- If you cannot produce a receipt for this additional swim you will be asked to vacate the pool before or after the lesson
- If you wish to use the pool hoist, please ask at reception

## Changing areas

- We have a mixed changing village including disabled facilities, baby changing units and toilets
- Children must only undress and change into swimwear in the changing facilities.
- Children must not be changed on the spectator areas
- Please ensure that your child is changed into appropriate swimming wear. This ideally consists of a one piece costume for girls and trunks/shorts for boys. Shorts must be no longer than knee length as this could impair swimming ability
- Children have the choice to wear goggles and these can be purchased from reception. Unfortunately snorkel masks are not permitted
- No jewellery should be worn for health and safety reasons. Ear studs will be permitted, but these should be covered with small plasters
- It is recommended that long hair is tied back in a pony tail
- Please secure belongings in the lockers provided. These take 20p which unfortunately is not refundable. North Tyneside council do not take responsibility for any personal belongings

## Prior to the lesson beginning

- Please encourage your child to use the toilet before swimming. If your child has had diarrhoea or an upset stomach in the past 48 hours please do not let them attend their lesson. This is to help minimise the possible spread of infection
- Please ensure your child showers before their lesson. This will remove up to 66% of outside dirt that could end up in the water
- After showering, please direct your child onto poolside where they can sit on the wall next to the small pool or the blue wall next to the main pool depending on where their lesson is being held. Stages 1-4 will be held in the small pool and 5+ in the main pool
- If you are required to come onto poolside, you must wear blue shoes to minimise cross contamination
- No buggies or push chairs are permitted on poolside to also minimise cross contamination
- Please do not allow your child to enter the swimming pool before or after the lesson unless you have paid for an additional swim and have the appropriate supervision
- Please ensure your child is supervised until the teacher arrives

## At the start and during the lesson

- The teacher will introduce themselves to the children
- All our teaching staff are qualified through Swim England
- Once the teacher arrives we would ask that you still remain in the centre during your child's lesson
- We ask that parents do not sit directly on the poolside to watch these lessons but to use the spectator seating provided
- We provide 2 spectating areas. One area is adjacent to the small pool where tables and chairs are provided. Eating and drinking is permitted in this area. Food and drinks can be purchased from the vending machines or the Café Cart situated in the foyer
- There is also an open spectating area adjacent to the main pool. Unfortunately food and drink is not permitted in this area as it is not a contained space
- **In the interest of child protection, the use of any photographic device is prohibited in changing areas. Photography and the recording of images of any kind is prohibited in the pool hall and spectator areas unless previously authorised by the centre manager**

## Assessment and progression

- The course involves continuous assessment and monitoring of your child's ability to consistently demonstrate the skills required within the stage they are taking. A final assessment will take place near the end of the block of lessons, however if a child demonstrates any of the skills after the assessment they will be moved to the next stage.
- Near the end of the course you will be provided with a report card as to whether your child is progressing into the next level
- The instructors will take the full course into consideration and place your child into the level they believe is appropriate for their continued development. This is at the instructor's discretion, however all teachers comply to the Swim England learn to swim framework. Visit [www.swimming.org](http://www.swimming.org) and search 'learn to swim'
- Children progress at different speeds. Please note that attendance on a course is not a guarantee that your child will automatically progress to the next level
- If the instructor believes your child is ready to move up to the next level part way through a course then this will be accommodated up to week six of the programme, however a course on the same day cannot be guaranteed
- If you did wish to discuss your child's progression either the swimming teacher or a member of the management team will be happy to accommodate this

## Re-booking onto the next course

- Once you have received your report card there will be specified dates for the rebooking period
- Your child will be allocated a specified time and date. To secure your place in the next course you must pay for your allocated slot in the timeframe provide
- If you do not pay for your allocated slot before the re booking period ends you will be removed from the cohort. Once removed there is no guarantee you will be allowed to rebook again
- If you are unable to rebook onto the next course you will be advised to rejoin the waiting list
- If you would like to change days, times or centres you will be placed on a transfer list.
- Transfer requests will be responded to after the rebooking period has ended
- We will try to accommodate as many transfer requests as possible but these cannot be guaranteed



## General information

- Children entering into the learn to swim programme must be 5 in their school year
- Children booking into Advanced ducklings must be at least 4 but no older than 4.5 years
- North Tyneside has the right to cancel lessons where facilities may become unavailable (e.g. pool failure/ closure). If pre payment has already been made, additional lessons will be credited
- Please note that while we make every effort to ensure continuity of instructors for the duration of the course, we cannot guarantee that you will have the same instructor throughout
- We do operate a no refund policy on swimming courses once booked. If your child has an unforeseen medical problem and is unable to attend a significant part of the course, then please contact us and we may be able to credit you with the missed sessions onto a future course booking. Extra sessions will not be credited for sessions missed due to any other reason (holidays, short term illness)



# Last but not least, please be safe by your pool

Whenever you're in or around the pool remember at all times to:

- Listen to your teacher or lifeguard, they are there to keep you safe!
- Walk at all times, its slippery!
- Enjoy yourself, but be respectful of other users. Toys such as beach balls, dive sticks and dive rings are permitted but please use them appropriately.

We hope that we have provided you with a detailed explanation as to how our Learn to Swim programme runs. Please do not hesitate to contact any of our facilities if you have any questions.





**L**earn to  
**SWIM**

For further information  
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