



# Swim School FAQ's

## How do I enrol?

To ensure we place your child in the correct level, we require all new participants to the program to attend a brief swimming skills assessment. Skills assessments are run at varying times of the day and bookings are required. To make a booking for an assessment, please phone DKHAC Customer Services on 6222 6999. The assessment will take approximately 10 minutes and our Swim School staff will then be able to provide you with suitable class times.

An Enrolment form is then required to be filled out and dropped in to Customer Services for processing, along with a Learn to Swim Direct Debit Request Form. Forms are available at DKHAC Customer Services

## Can I enrol my child any time?

New enrolments to the program can be taken at any time; however you cannot enrol more than one week in advance.

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

Our new lesson timetable and framework now allows for a one time enrolment. This means that instead of having to re-enrol in the program each term, you are now able to continue lessons seamlessly throughout the year. We instead ask that you let us know when you would like to cease lessons and the process for this is outlined in "How do I withdraw from my Swim School lessons?" section below.

## Are there lessons every week of the year?

Wonder (Infant) program aligns with the 4 school terms each year.

Courage, Active and Squad programs run for 46 weeks of the year, allowing for continuous and consistent learning. There is one week of no lessons over Easter, and another five week period from late December, until early February.

## How long should my child remain in the same level?

There is no set time your child remains in one level. Our Swim School program allows participants to progress at their own rate and it is critical that all skills required for the current level are demonstrated consistently before children are able to progress to the next level. Additional practice outside of their lesson time will also accelerate their progress.

## How do I know how my child is going?

We conduct Parent / Teacher Week during the 4<sup>th</sup> week of every month (excluding December and January). During this time, parents have the opportunity to spend 5 minutes at the end of their lesson to receive updates on their child's achievements.

For additional feedback, please see our Pool Deck Supervisor and they will organise for the teacher to send feedback to you via email.

### **When do participants get upgraded?**

Swim school teachers are supervising and continually monitoring your child's progress against the required skills. Each class has a certain set of skills and requirements that must be met before children are ready to move into the next level. When your child is ready to move classes, the On Deck Supervisor will formally assess those skills at the request of the class teacher. If your child is considered ready to progress the supervisor will discuss available times with you and place your child in the appropriate class.

### **Do I have to get in with my child for their lesson?**

Parents are required to be in the water for all Wonder levels. This is a vital component of the aquatic education experience for all involved as water familiarisation and water safety skills are important for both parent and child. During these classes teachers will explain how to apply these skills and techniques to other aquatic environments and situations.

For all other classes, parents are not required in the water.

### **How do we pay for swimming lessons?**

Wonder Program can be paid via direct debit (Monday, fortnightly in advance) from bank account or credit card, or there is an option to prepay for the whole term upfront if you prefer.

Courage, Active or Squad Programs are debited fortnightly from a bank account or credit card. This debit also runs every Monday. If you would prefer to prepay for a block of lessons, please discuss this with the Senior Aquatics Officer or Customer Service staff at the time of booking. Please note that a minimum payment of 10 weeks applies to upfront payments.

Direct Debit billing commences on Monday 18th February 2019 and ceases in the final week of lessons – Monday 16th December 2019

### **Does my child get access to the pool facilities outside of their lesson time?**

Yes, we are excited to announce that from 2019, your child now gets free unlimited access to the pool facilities so they can practice the new skills they have learnt. This access is provided as long as your Swim School account is up to date. As an added feature and in recognition of your commitment to the swim school, a parent of a child under the age of 10 is able to accompany the child free of charge at any time whilst using the aquatic facilities.

## **Can I have a term off and still retain the same class time/day if I return later in the year?**

Due to the popularity of the program no guarantees can be made that your place in the program will be available to you if you choose to cancel. Should you decide to have a break from the program you will need to re-enrol on your return. To re-enrol into the program participants will need to be reassessed to ensure they are placed in the right level.

## **Do you have make up classes?**

DKHAC does not offer make up classes. As alternatives to these classes, students receive entry for recreational swimming and lesson practice at no extra cost. This system allows students to practice their skills while enjoying the company of family and friends.

## **How do I change the day/time of the class?**

All requests for a change in time of your class need to be made through the On Deck Supervisor or Customer Service team, who will know instantaneous class availability. If a suitable class is available, we will change your booking immediately. Alternatively, you can send us an email at [dkhac@hobartcity.com.au](mailto:dkhac@hobartcity.com.au) outlining preferred day, time, level and commencement date for your child / children. We will then look at the availability of classes to suit and respond to you.

## **What are your general supervision requirements outside of lessons?**

- Children 0-5 years must be accompanied in the water, within hands reach of a responsible and competent person over the age of 16 years. Maximum 2 children per responsible and competent person.
- Children 6-10 years of age must be accompanied in the Centre by a responsible person over the age of 16 years. Maximum 4 children per responsible person.

The Centre reserves the right to require in-water supervision for all patrons, regardless of age, depending on their ability to safely swim independently.

## **Do you offer private lessons?**

In nearly all cases, we find that group classes provide a better learning environment for students. However, in certain circumstances, we may be able to offer one-on-one lessons. For more information, please call the Senior Aquatics Officer on 6222 6963

## **Can I suspend my swim school lessons for holidays or illnesses?**

Suspension of swim school lessons is available throughout the year to account for planned holidays, illnesses or other periods where your child cannot attend. (Up to 4 weeks per calendar year which can be taken at any time) The minimum amount of suspension time is seven days. The student will still retain their spot in their regular weekly class for the duration of the suspension and there is no charge for the

suspension period. Please note though that general centre access will also be effected during the suspension period.

The most efficient way to suspend lessons is to complete a Swim School Suspension Form at the Customer Service Desk. You will be provided a duplicate copy of this form for your records.

### **How do I withdraw from my Swim School lessons?**

You are able to withdraw from lessons with 14 days' notice. Written notice must be provided

The most efficient way to withdraw is to visit the Customer Service desk and lodge a Swim School Withdrawal Form. You will be provided a duplicate copy of this form for your records.

### **Do lessons run on Public Holidays and am I still charged when my class fall on a Public Holiday?**

Classes do not run on public holidays but if your Swim School account is up to date, you are more than welcome to come into the centre and practice your swimming skills.

If your scheduled class falls on a public holiday, you will not be charged the weekly lesson fee in the prior direct debit run.

### **What qualifications do swim teachers have?**

All of our swim teachers hold an Austswim teaching qualification, Working with Vulnerable People registration as well their CPR certificate.

### **Should my child wear goggles?**

We recommend that students wear goggles in their swimming lessons, we feel this helps the child progress at a faster rate. DKHAC offers a wide range of goggles for children located in our retail store.