



Total Swimming Academies Parent Handbook



Dear Total Swimming Academies Parent/Guardian,

Welcome to the “Total Swimming Academies Family”.

I see that you have registered your child (ren) onto our *Learn to Swim* programme.

Our specially trained teachers are ready to guide them through the ASA Learn to Swim Framework. Total Swimming Academies believes that learning how to swim is a crucial life skill, but as important, is that it is a great way for our children to stay fit and have fun too!

The same methods of teaching we use at Total Swimming Academies today helped prepare me for my swimming journey. The structures and systems of the sport also enabled me to focus on my educational development; in fact, recent studies have supported this, stating that swimming can have a very big affect on the way we develop through those formative educational years.

Total Swimming Academies teachers deliver focussed, quality instruction in a ratio of 1 teacher to 6 students, during their fun filled 30 minute class. I know your child (ren) will thoroughly enjoy their journey on their aquatic pathway, becoming a strong and confident swimmer over time. Don't forget, we will also be celebrating their successes along the way by recognising their achievements with the Amateur Swimming Association awards.

This Welcome Pack is intended to offer information about our programme and Total Swimming Academies as a company, which I know you will find useful. It includes an overview of our swimming philosophy, details about our learn to swim course, information about our swimming pools, terms and conditions, code of conduct and an overview of the ASA Learn to Swim Framework.

Thank you for entrusting us to inspire your child (ren) to be the best that they can be.



Steve Parry,

Olympic Swimming Medallist



● ABOUT TOTAL SWIMMING ACADEMIES

Total Swimming Academies is the UK's leading private sector swimming business founded by Olympic medalists Steve Parry and Adrian Turner, to make a difference to people's lives through Swimming. The company's mission is to revolutionise Swimming.

Total Swimming Academies delivers products and programmes along an aquatic pathway for children as young as 3 years old across our learn to swim academies. We pride ourselves on;

- Low class sizes

Your child will never have to fight for attention – low class sizes make for an enhanced learning experience.

- Programmes developed by Olympic athletes

If you are going to learn how to swim, we believe in learning properly. Our programmes are developed by Olympic athletes and offer a high standard of teaching that can't be replicated.

- Progression monitoring

All progress is monitored on an ongoing basis by your child's swim instructor. Reports are uploaded to your online account for you to check as soon as they are added.

- Hands-on tutoring

Children of a lower ability will benefit from instructors leaving the sidelines and getting into the water. Direct contact builds up trust and confidence, ensuring your child feels comfortable at all times.

- Quality Venues

Our venues are thoroughly checked to ensure that our programmes can be delivered without compromise.

- Fun lessons

We ensure that all of our lessons are fun for pupils; by making lessons enjoyable, we encourage children to learn, progress and get the most from their classes.

- Nationally recognised awards

We work towards nationally recognised awards, with children in the UK following the ASA learn to swim framework. Children will receive their highest achieved award free of when achieved.

- Qualified, dedicated and passionate instructors

All of our instructors are DBS or PVG checked and ASA/STA qualified, working with the sole aim of helping your child to reach their full swimming potential.

• TOTAL TEACHING

Swimming is not only a fun sport for your child to learn, but it is also a vital life skill that potentially could save their lives. Are you aware that around half of children in the UK leave primary school not being able to swim? I am sure you agree this is a frightening statistic, one we at Total Swimming Academies aim to reduce. We believe that every child has the right to learn to swim and to do so as part of a good quality programme and we at Total Swimming Academies aim to revolutionising swimming and change lives through the sport.

• TOTAL PROGRESS

Our programme is structured in a way that every ability group is catered for, that every ability group is taught in a way that enhances the experience for the swimmer, but also will allow them to develop to their full potential in the water. We firmly believe that every child in a class should have equal amounts of individual teaching time with the instructor, we therefore keep our class sizes far smaller than the industry standard.

We understand that not every child aspires to be an Olympic swimmer, we do however want every child to be inspired in some way so they learn to love swimming and go on to lifelong participation in the sport, whether competitive, fitness or pure enjoyment.

As part of our award scheme, we will provide progress updates to your online account so you have more of an understanding of how your child is progressing through the programme and what skills they are working towards to achieve their next award.

• TOTAL PROGRAMMES

Children can join our programmes from the age of 3 years and their journey starts in our Foundation classes, where the children learn through games, songs and guided exploration of the water. When our swimmers are reaching the end of their time with us we want them to continue having fun in the water, so we include Swim Fitness and the unique RLSS UK Rookie Lifeguard programme at the higher end of our pathway.

Ability groups:

- *Foundation (working towards Duckling awards and Stage 1)*
 - *When stage 1 is passed, children are ready to move up to the next ability group*

- *Early Swimmer (working towards Stage 2 and 3)*
 - *When stage 3 is passed, children are ready to move up to the next ability group*
- *Improver (working towards Stage 4 and 5)*
 - *When stage 5 is passed, children are ready to move up to the next ability group*
- *Advanced (working towards Stage 6+)*
 - *Swim fitness & Rookie lifeguard programmes available*

The lower abilities groups we take the analogy, 'walk before you can run'. We at Total Swimming Academies aim to produce swimmers that can swim well, with sound technical skills opposed to swimming length after length. Distance and stamina does not come into play until much later on in the learn to swim pathway.

At the lower levels, confidence is key and we need to ensure there is no fear in the children, ensuring they are happy submerging, jumping in and floating in the water to name a few key principles. We strongly believe that children who cannot yet swim still need to be independent, therefore we use equipment such as noodle floats, arm disks or swim fins. This allows the children to hold a better body position in the water and also ensures they are safe. More so, this allows children to be 'free' in the water opposed to being held or supported by their teacher. This will then be a progressive journey in making them less dependent on the aids.

Swimming throughout all levels is based on repetition and positive reinforcement and that's why you see so many skills repeatedly used, as practice really does make perfect. For children who are not yet independent, swimming small distances repetitively is key (no more than 5 metres), this is due to the children fatiguing quickly and their skill breaking down after between 3-5 metres. If we allow children to swim long distances at this point, the children will pick up bad habits in their strokes which will be hard to rectify later on in their swimming journey. We know that stamina is a vital part of the long term learn to swim journey, but we also know that you cannot build stamina without first having a solid foundation of technique to build from. This is why even some of our highest ability groups may swim shorter distances than you may think necessary, this is purely to allow the child to focus on technique.

- **TOTAL** PIECE OF MIND

Our instructors are all qualified with recognised industry qualifications, many of them hold additional qualifications in other sports that may also benefit our programme. They all come from many different sporting backgrounds, with many of them representing their countries in their chosen sport. These differences mean that our instructors each bring something to the Total Swimming Academies family and help us to deliver a more unique swimming programme for you and your child(ren).

Please note, all instructors and members of the Total Swimming Academies team possess an enhanced DBS or PVG check.

• TOTAL SWIMMING

Not only do we run a Learn to Swim Programme but our profile has been leveraged on National Projects such as “Pools for Schools” in partnership with British Gas and other Olympians such as Rebecca Adlington, Mark Foster and Jo Jackson.

We also run a community project called Make a Splash which is a pioneering programme that was founded as part of The Mayor of London Boris Johnson's Olympic Legacy Programme, with one of its main objectives being to teach children who live in the capital to swim before they go off to secondary school.

Pools for Schools programme:

The 'British Gas Pools 4 Schools' pools are a portable teaching facility designed to accommodate a full class of children in a specially designed teaching tank. By placing a temporary swimming pool at the centre of schools and communities with intensive teaching support Total Swimming is teaching 10,000 young people to swim all over the UK, in areas either deprived or unable to develop their aquatic outreach to communities.



Pools for People / Big Dip:

Pools 4 People allows Total Swimming to work with community groups to deliver lasting aquatic legacy. As part of the Play Sport London campaign headed by the London Mayor, Total Swimming is committed to leaving a legacy of thousands of children and adults in London learning to swim ready for the London Olympic Games in 2012.



Swim with the Stars

Let us organise a ‘Swim with the Stars’ event led by an Olympic Swimmer. A Total Swimming Event Coordinator will work with your club’s representative prior to the event day so we deliver exactly what you require. It might be a skills and drills session, a race preparation session, or a specific stroke technique workshop. It could be a mix of pool sessions, land training, team building or a presentation. The event can be for all of your swimmers within your club or selected participants.



• TOTAL BEHAVIOUR

Total Swimming Academies wants to give your child the best coaching and become the academy of choice for all swimmers. In return we ask each individual to uphold certain behaviour. We want your children to have fun and enjoy their sessions in order to get the most out of them. To maintain our health and safety standards, we request that all children are punctual as each session is structured to begin with a warm up. We also request that children remain safe and listen to their instructors, only doing what they have been asked to do and under the instructor's supervision. The main priority is safety at all times.

1. It is not the responsibility of Total Swimming Academies instructors to look after pupils prior to their arrival on poolside or once they have left. Parents/ Guardians are responsible for children in the changing rooms and poolside area before they enter the pool with the instructor.
2. Pools shoe covers must be worn when entering a poolside to spectate or if you are communicating with the teachers.
3. Please advise children that the lessons are educational and they are required to concentrate and work with the teachers.
4. If a parent wishes to talk to the teacher they must wait till the lesson is over to arrange a suitable time. The teacher will not be in a position to answer questions during lessons.
5. Total Swimming Academies hires the pools from various different schools, private health clubs and Local Authorities and is therefore not directly responsible for the pool maintenance or any cancellations that may occur.
6. Total Swimming Academies adheres to the regulations and spectator policies laid down by the letting facility for each pool. We expect Parents and Swimmers to follow any instruction given by the teacher/ centre staff regarding their specific site regulations.

NOTE: If we feel that a child is, by his or her behaviour, disrupting the progression of other swimmers in the group, he/she will be asked to sit out of the pool for a short period of time. If this happens 3 times in a session we will ask that he/she leave that session and return again for the following week.

Please adhere to the guidelines below;

- Arrive to your swimming class on time
- No eating for at least one hour before the lesson
- Dress correctly and appropriately i.e. long hair tied back. Boys to wear trunks not baggy shorts and Girls to wear full costumes.
- Go to the toilet before the lesson starts
- If possible shower before and after each lesson
- Blow children's nose if needed before lesson
- No jewellery to be worn including watches
- No running on the poolside
- Please wait to enter the water until told
- No eating or chewing gum.
- Respect other members of the public using the facility

- Adhere to the spectator policy of the venue

All children should be supervised at all times. If your child has been or feels ill, suffered sickness or diarrhoea etc. to please consider that it may be better for your child not to attend their lesson.

IMPORTANT: TOTAL SWIMMING ACADEMIES RESERVE THE RIGHT TO CANCEL A SESSION AT ANY TIME IF THEY BELIEVE THAT TO START OR CONTINUE THE SESSION WOULD PUT ANYBODY ATTENDING AT RISK, INCLUSIVE OF SWIMMER, TEACHER OR PARENT/GUARDIAN. WE WILL DO EVERYTHING TO AVOID THIS BUT WILL ALWAYS PUT SAFETY FIRST. THIS CAN BE ACTIONED BY THE REGIONAL ORGANISER, LEAD TEACHER OR NATIONAL LEARN TO SWIM MANAGER FOLLOWING AN ASSESSMENT OF THE SITUATION.

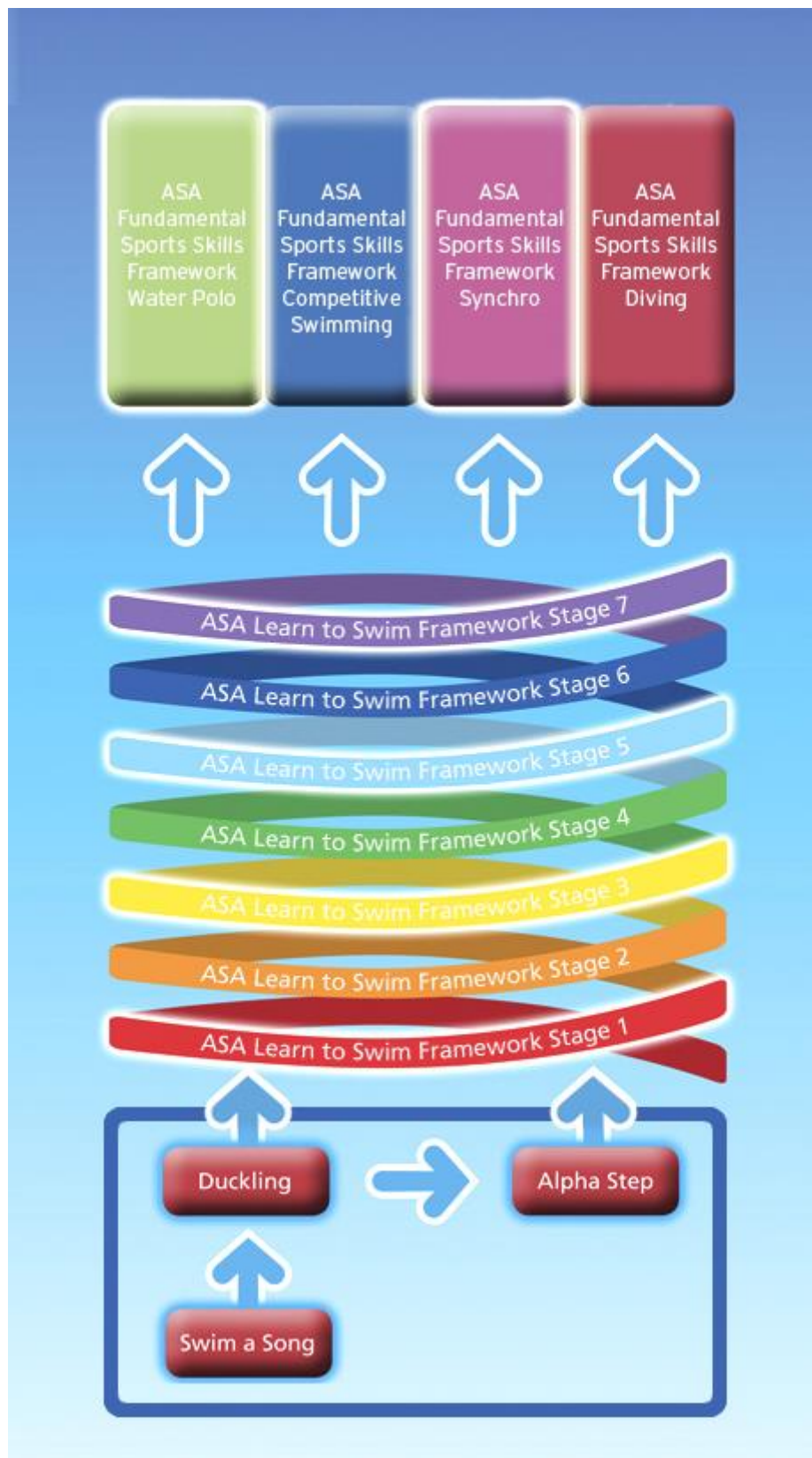
• TOTAL SWIMMING ACADEMIES AWARD SCHEME

In order to recognise the hard work that our swimmers put in we use a nationally recognised awards framework from the Amateur Swimming Association (ASA). In addition to the set awards criteria we have also introduced Total Swimming Academies exit requirements for each ability group. This will allow us to standardise swimming across all the academies and ensure children are moving through the programme at the correct pace. Every one of our instructors is issued with a plan for each course to make sure they are all covering every aspect of the programme throughout the term.

The swimmers will receive up to one free award per term (certificate & badge) when awarded by their instructor. It is common that a term may go by and your child hasn't achieved their next award, this is perfectly normal as your child will be still working through their criteria for the next award with the aim to achieve all the outcomes consistently to a high standard.



- **ASA** LEARN TO SWIM FRAMEWORK



• TOTAL TERMS & CONDITIONS

Booking

- Full payment will be taken at the time of booking for all courses.
- Your place at Total Swimming Academies is only confirmed when you pay in full and you will receive payment confirmation via email from WorldPay, our payment provider, as well as an email from us confirming the participant's place.
- Payments are taken by debit/credit card (Amex is not accepted), online at www.totalswimming.co.uk, over the phone on 0161 764 2224 or by cheque, made payable to Total Swimming Academies and sent to Total Swimming, 3 Frecheville court, Off Knowsley Street Bury BL9 0UF. We do not accept cash at centres and we do not expect our teachers to handle any payments on our behalf.
- We are pleased to accept online payments using WorldPay FuturePay. This is a convenient and secure payment facility operated by WorldPay (www.worldpay.com). If you choose to pay for your course fees by FuturePay, you will be charged using the same debit or credit card for all subsequent course fees that are due for Total Swimming Academies, up until the end of your agreement with WorldPay FuturePay. You will be charged for future course fees on the first day of the re-enrolment window for the next course and will be automatically re-enrolled onto the next course. Once payment is taken it is non-refundable. The dates for re-enrolment are communicated in advance by email. You will only be charged for the course fees that are due and nothing else. You are able to cancel your agreement with Worldpay FuturePay at any time by notifying Worldpay, Total Swimming Academies or your bank/card issuer directly. Once your card has expired you will need to update this with WorldPay FuturePay or make a new payment and set up a new agreement.

Awards

- Up to one ASA Stage award is included within the price of the course, providing the participant achieves the criteria for an award. There is a maximum of one award per term. Stage awards are given once the swimmer has achieved the skills for the award.
- Swimming distance awards are available to purchase at a cost of £4 including postage and packaging through the online shop on our website. We do not take orders for awards over the phone.

Re-enrolment/ Re-booking windows

- Current customers are automatically added to the next term and will have a 2 week priority window to make payment and confirm their place.
- If you no longer wish to continue on the next term, it is your responsibility to inform us that you wish to cancel the sessions.
- Once the re-booking window is closed, any course bookings without a payment will then be released and spaces are then on a first come, first served basis.
- Please see the 'Your Right to Cancel' section below for our refund policy.

Cancellations and Missed Sessions

- No refund will be given for any booking should a swimmer fail to turn up to any session/course.
- If the course has to be cancelled at any point by Total Swimming Academies you will be entitled to a full refund. We are not responsible for any associated costs you might

incur as a consequence of this action. Total Swimming Academies reserves the right to cancel a session or course if there are insufficient participants on the course.

- If due to unforeseen circumstances there are insufficient teachers to safely conduct the course or the session, we reserve the right to cancel the said session or course as the safety of our students is paramount. If for any reason a teacher cannot attend a session, we will either ask another teacher to take over that session, or if no other teacher is available then payment will be carried over and deducted from the next course or refunded if you no longer wish your child to attend the lessons after the current course.
- If your child misses a session due to illness or holidays, we will try to offer a make-up session. This is limited to 1 session per term and subject to availability on alternative courses. You must be notify us in writing 24 hours in advance of the session that you are unable to attend for this policy to apply. To choose an alternative make-up session you are required to check for the availability of appropriate sessions through our website using the 'Find a Class' page. To book the make-up session you will need to call us before 12pm on the day you want to attend for us to book the make-up session. For weekend make-up sessions, you will need to call before 12pm on the Friday before.
- Your right to cancel
- You have 14 days from the date of your booking in which to cancel and receive a full refund. If we have provided sessions within this 14 day period, you are entitled to a refund for the amount paid less the cost of the sessions already provided. Your refund will be issued within 14 days of a request made to us in writing. This request may be made by email to info@totalswimming.co.uk or by post to Total Swimming, 3 Frecheville Court, Off Knowsley Street, Bury BL9 0UF.
- Your right to cancellation within a 14 day period also includes any membership fees paid. If you received any merchandise as part of your membership fees, this must be returned unused in order to be eligible for a refund. Your refund will be issued within 14 days of any such merchandise being received by post to our head office at 3 Frecheville Court, Off Knowsley Street, Bury BL9 0UF.
- There is no entitlement to a refund after the 14 days following your booking have elapsed.

Venue

- You must comply will the venue's health and Safety rules at all times, including on poolside and swim safety rules. Rules are available to view at the venue.
- Appropriate clothing must be worn for all activities, for example:
 - I. Outdoor shoes must not be worn on poolside or wet side changing rooms
- Children over the age of 8 years must change in their respective gender specific changing rooms
- Where applicable (depending on facility location) car parking facilities may be made available for you. You may use these spaces only when attending the venue for your booked lessons and must only park in designated parking places.
- We accept no liability for any loss or damage which may result from your use of the car parking facilities. All such use it all your own risk.

General

- Total Swimming Academies will communicate by phone and email with regards to confirmation of payment, places on courses and re-booking. Therefore we accept no responsibility if you have changed any of these addresses or numbers and not informed us of the change.
- By booking on to a course, the participant is deemed to be fit and able to participate in the activity offered. If in doubt, it is your responsibility to seek advice from Your GP or other medical practitioner before attending the course.
- If you need to contact Total Swimming Academies regarding your payment, our contact details are; telephone 0161 764 2224, email address, info@totalswimming.co.uk and postal address, Total Swimming Academies, 3 Frecheville court, Off Knowsley street, Bury BL9 0UF.
- These terms may be reviewed and/or altered at any time. We will use reasonable endeavours to inform our customers of material or significant changes to the terms as far in advance as possible. Changes will be sent via email as our primary method of contact. Terms will also be available via our website and a link on confirmation emails

Data Protection Act

- We are committed to respecting your privacy. For the purpose of the Data Protection act 1998, Total Swimming Academies is the Data controller. We hold information for the purposes specified in our notification made to the information commissioner.
- We process personal information to enable us to provide a service to our customers, to promote our services, to maintain our own accounts and records.
- Data will be shared between companies within the Sport and Dance Holdings Group but not with any external parties unless specified at the time of booking.

• TOTAL MERCHANDISE

We stock Total Swimming Academies Hoodies, swimming caps and drawstring bags. Please see price list below;

Total Swimming Academies Silicone Cap	£3.00
Total Swimming Academies Hooded Tops	£15.00
Total Swimming Academies Kit Bag	£3.00

For more information or to place an order for any of the items above, please visit <http://www.totalswimming.co.uk/products>

- **TOTAL** CONTACT DETAILS

If you have any queries please feel free to contact us, and keep checking out our website. We look forward to developing with you!

Total Swimming Academies

Tel: 0161 764 2224

info@totalswimming.co.uk

www.totalswimming.co.uk

Twitter: @totalswimming

Facebook:

<http://www.facebook.com/totalswimmingltd>

Postal Address:

Total Swimming Academies,

3 Frecheville Court,

Off Knowsley Street,

Bury,

BL9 0UF