

# BLUEWATER SWIM SCHOOL - 2020



## SWIM SCHOOL FREQUENTLY ASKED QUESTIONS

### **Why are we changing our Swim School program in 2020?**

As part of our aim to continually meet the needs of our community and patrons, this year we sought your feedback on our 2019 Swim School Program. Bluewater received 174 submissions which provided us a clearer insight into what we did well and what we could improve. We have used the results of your feedback to structure our 2020 Learn to Swim program in better accordance with the needs of our community and users.

### **How do I enrol?**

If you are a new enrolment, you can join the current program at any time. At the end of the school year, there will be a designated re-enrolment period for current students only, securing them a position the following year before opening enrolment up to other students. In this re-enrolment period, Term 4 students will be asked to complete and submit an enrolment form and direct debit paperwork with our Customer Relations team. Fresh paperwork helps ensure we have your current details and reduce the incidence of direct debit defaults and other miscommunications.

### **Why is there a Paid in Full option now?**

It was identified that for some families having no Paid In Full option was a barrier to being able to access our Swim School Program.

Paid in Full payment will be available in 2020 to assist these members to access our Swim School Program, however unlike the Direct Debit option, Paid in Full will be structured into 4 date blocks across the year as opposed to the 45 weeks program.

### **What are the benefits of a Direct Debit membership vs a Paid in Full Membership?**

Direct Debit memberships will have added benefits to encourage continual student leaning in the water. Direct Debit members benefit from free pool access for the duration of our Swim School Program (January 28<sup>th</sup> 2020 – December 20<sup>th</sup> 2020).

### **Does the Direct Debit membership include parent/sibling access?**

No. The membership applies to the enrolled student only, so accompanying parents/guardians/siblings that enter the pool on lesson day or any other day, must pay standard admission fees. The exception to this is if the enrolled student is under 5 years. In this circumstance, the accompanying adult enters the water for free on lesson day or any other day, in order to closely supervise and support their enrolled student.

### **Is there a joining fee?**

- Yes, a joining fee of \$20.50 per family applies to Direct Debit Memberships only. In accordance with Council's 2018/2019 Fees and Charges Schedule, the joining fee will be applied to all new enrolments. Joining fees cover start-up costs such as program administration, printing costs, Watch Around the Water bands and access cards. Joining Fees will now be waived for members who return to the program in less than 3 months, in line with our standard membership Terms and Conditions across the centre.

### **Can I suspend my membership?**

In 2019, the suspension terms were restricted to one voluntary suspension per year. This was to help promote continuity with lessons, however feedback showed that this was instead encouraging people to cancel their memberships and leave the program. As a result of the feedback we received from members, in 2020 Bluewater will offer two suspension options:

#### **1. Half-priced Suspension**

- Class spot reserved

#### **2. Free Suspension**

- Class spot not reserved
- Members opting for free suspensions will be required to come in and secure their preferred spot again once the suspension has finished. Students will not be automatically re-enrolled into their previous class, as it may have been filled by another student.
- If you need to keep the exact class you are currently enrolled in, we strongly suggest the half-priced option.

### **Can I cancel my Direct Debit membership?**

All Swim School memberships will expire at the end of the school year, so there's no need to suspend or cancel your membership before the Christmas break.

While the natural expiry of each membership is the end of the school year, you can cancel your membership at any time – there is no minimum term.

### **Does it still cost me to cancel my Swim School Membership?**

Whilst the cancellation fee was introduced with the aim to make members reconsider leaving the Swim School Program, the feedback provided to us in our program survey in 2019 showed that the cancellation fee was actually a barrier for members to return to the program. As a result, in 2020 Bluewater has removed the Cancellation Fee to ensure our focus is students learning skills for life.

### **What if I can't make it to my lesson?**

Due to the nature of the Swim School Program, Bluewater do not offer make-up lessons or refunds for missed lessons.

If your child cannot attend their lesson due to a medical reason, a medical certificate must be supplied to the centre in order to apply for a medical suspension or refund. Similar to childcare, your spot is reserved for your child and we continue to offer the service even if you cannot attend. If your child will be away for more than 2 lessons (2 weeks) members can submit a suspension via a modification form.

### **Why is there no option for a make- up lesson?**

Bluewater does not provide make-up lessons to students that cannot attend their scheduled classes. Make-up lessons compromise lesson productivity and booking these one-off lessons into a current class vacancy impedes our ability to accept immediate enrolment for new students.

### **When is it time to progress to the next level?**

It is time to progress to the next level when a student has attained the skills and requirements specified by their level award. Every 5 weeks Bluewater will schedule an Assessment Week whereby an Aquatic Services Officer (ASO) will monitor student progression in every class. The ASO will work with your child's regular teacher to ensure assessment is extensive on the day while also factoring in performance from the preceding weeks. Your child's swim school teacher will also formatively assess your child throughout their lessons, so if you miss an Assessment Week, rest assured we will still be assessing and progressing your child as needed.

### **Will my lesson time change throughout the year?**

Depending on student progression and class availability, class times may vary throughout the year. We endeavour to provide a variety of days and times available for each level and our Customer Relations team will offer you the most

continuity we can.

**Where can I go to find out more information about Bluewater Swim School?**

Online at [www.bluewater.org.au](http://www.bluewater.org.au) or you can also speak to one of our friendly staff members in the Centre on 5232 9551.

**DATES TO REMEMBER**

**Monday 9<sup>th</sup> December, 2019:**

Re-enrolment is open to all current Swim School families. Please note that this must be done in person in order to complete and submit new enrolment and direct debit forms, and select relevant class times.

**Wednesday 1<sup>st</sup> January, 2020:**

Enrolment is open to all customers.

**Tuesday 28<sup>th</sup> January, 2020:**

2020 Swim School program commences.

**Monday 24<sup>th</sup> February – Saturday 9<sup>th</sup> February, 2020:**

Assessment Week

**Monday 30<sup>th</sup> March – Sunday 12<sup>th</sup> April, 2020:**

School Holidays. Program is still running. If you're away over the Easter holidays, submit your Membership Modification form this week. A minimum of 2 weeks' notice is required for all suspensions.