



LOUGHBOROUGH
SPORT

Learn to Swim Scheme Terms & Conditions

Teaching Policies, Procedures and Parental Responsibilities

1. All Loughborough Pool Swimming Teachers are fully qualified and have undergone enhanced DBS disclosure checks.
2. It is our policy to endeavour to provide a temporary replacement Swimming Teachers in the event of any instructor absence.
3. If a teacher is absent, the Pool reserves the right to join classes together if considered appropriate. We would always try to put a replacement teacher in place immediately however, if this is not manageable, we would put the classes together in order to avoid the cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.
4. We reserve the right to replace Swimming Teachers, if necessary, once the term has started
5. Swimming Teachers are only responsible for pupils during their swimming lessons and parents and/or guardians are responsible at all other times. The swimming lesson begins when the Swimming Teacher accepts charge of the pupil and ends when the lesson finishes.
6. Parents must remain on the premises whilst the pupil is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.
7. Parents/guardians must never distract the teacher during a lesson and should direct all communication through the reception staff or the Learn to Swim Coordinator. Parents/guardians should not attempt to speak with a teacher during the period that lessons are in progress as it will distract the teacher from the supervision of the pupils in their lesson.
8. A quality Assurance check on each teacher's performance is monitored by an internal verifier.
9. A Learn to Swim Coordinator will be available to ensure that the safe, smooth running of the lessons and to look after the needs of the teachers, pupils, and parents/guardians. Lifeguards are also present during our programme.

Pupil Illness

1. If your child is unwell, we recommend that you do not bring them to their swimming lesson
2. If your child has been ill within the last 48 hours with sickness and /or diarrhoea they should not attend their lesson.
3. If you have to isolate or have tested positive due to COVID-19, do not attend your lesson.

Swimming Lesson Programme

1. The 'Learn to Swim' programme runs for a minimum of 35 weeks throughout the year, split into three terms, spring, summer and autumn.
2. Term dates, where possible, will run in conjunction with the Leicestershire County Council school terms dates and where possible will take into account the school holiday periods. As public holidays are not the same for every school, some lessons will take place on local public holidays.



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3. The 'Learn to Swim' programme classes are held over a 30 minute timeslot with 5 minutes allocated for registration and debrief. One-to-one classes are held over a 20 minute timeslot with 5 minutes allocated for registration and debrief.
4. Any classes which are above 30 minutes, may be subject to an additional payment.
5. Pupil to Teacher ratios are in line with small numbers to teachers in the lower stages and increasing to higher numbers of pupils to teachers as the child moves through the programme of lessons.

Swimming Lesson Dress Code

1. All children should wear tight fitting costumes/trunks. (Baggy costumes/trunks can restrict movement)
2. In the interests of hygiene and identification, all children should wear the Loughborough cap, as provided.
3. Where possible, pupils should refrain from wearing goggles as this can restrict progression.

Pupil Progression

1. All pupils on the 'Learn to Swim' programme work towards the Swim England Learn to Swim Framework.
2. Swimming Teachers continually assess all pupils progression throughout the term
3. Progression of all pupils will be at the judgment of the teacher and the Learn to Swim Coordinator, in accordance with the progression within the learn to swim framework.
4. Pupils will be moved during term time if they meet the skills criteria required for movement to the next stage and will not be deliberately held back until the end of a term before progressing
5. All pupils must complete the skill criteria within each of the levels, including other additional skills set out by Loughborough Pool, before progressing onto the next level. Assessments will also take into account any additional needs or disabilities the child may have.
6. Upon completion of or/during a stage, parents will receive an email from the swim school to notify them of a completion of a badge, which you can purchase from reception.
7. Parents will receive an email from the swim school to inform when a child is ready to move up. Movement can be completed online or via reception.
8. Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available.

Swimming Lesson Enrolments

1. Fees will be paid in 10 lesson blocks in advance.
2. Additional lessons blocks can be purchased online or contacting reception.
3. Refunds for non-attendance will not be given.
4. Payment can be made by Cash, Credit or Debit Card and Cheque (payable to Loughborough University)

Changing and Moving Lesson

1. You may request a change of time, day or Swimming Teacher and we will try accommodate your request, provided a space is available.



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Pool Closure and Cancelled swimming lessons

1. In the event of a closure we will make every attempt to contact our customers as soon as possible.
2. In the unusual event of a pool closure or cancelled lessons, all remaining lessons credits will be carried over to the following week.
3. In the event of poor weather conditions, either the Learn to Swim Coordinator, Facilities Manager or Duty Manager will make the decision whether to cancel lessons.

Refunds Policy

1. If you wish to refund before or during the course of your lessons, you may do so by contacting the Learn to Swim Coordinator. You will receive a refund of the remaining lessons, minus a 20% administration fee.
2. If you cannot attend for a number of lessons in a row due to medical reasons, we can freeze remaining lessons and hold an allocated space for up to 3 weeks. Evidence must be submitted to the Learn to Swim Coordinator before freezing payment.
3. If you cannot attend for lessons for an extended period of time due to medical reasons, we are able to freeze remaining lessons, but can not hold an allocated space. Evidence must be submitted to the Learn to Swim Coordinator before freezing payment, and can be held for up to 12 months, after which all will be cleared. A refund can be requested, but a 20% administration fee will apply.
4. Any missed lessons due to medical reasons, can be refunded along as evidence has been submitted to the Learn to Swim Coordinator within 28 days of the child returning back.
5. If you have to isolate or have tested positive due to COVID-19, you will not be refunded the credits lost.

Child Protection

1. Child protection, including bullying, follows our Loughborough University Safeguarding Policy. This can be found under the following link:

<https://www.lboro.ac.uk/services/hr/conduct-capability/safeguarding/>

Changing Room Facilities

1. Reserving cubicles during swimming lessons is not permitted, any items left unattended may be removed.
2. Any child above the age of 8 should use their respective changing room facilities, please speak to a member of staff if you have any questions or concerns.

Parking

1. Parking is permitted in the swimming pool car park, which is free of charge, (closest to the building) The student's Union car park, which is adjacent to the swimming pool car park, may be subject to a parking charge.
2. Please note that parking is restricted, however, parking on the University campus is available which is free of charge.

Bookings

1. Payment/ bookings can be taken either in person or by telephone and payments will be processed and recorded on a secure database.



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2. All bookings should be accompanied by a payment. Loughborough pool accepts payment via the following methods: credit/ debit cards, cash or cheque. Please note the following cards will not be accepted; American express
3. No provisional bookings will be taken under any circumstances, for either current or new customers, spaces cannot be confirmed unless payment is taken.

Communication

1. We like to encourage communication and welcome the discussion and points of issues to be raised with our staff.
2. The Learn to Swim Coordinator or Team Leader will be the people to resolve any poolside issues. Any problems regarding this should be conveyed through them.
3. Questions regarding the progression of pupils should be directed towards the Learn to Swim Coordinator who will be able to pass on the message and retrieve an answer for the following lesson.

Viewing

1. Parents/guardians are permitted on poolside.
2. We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and make every effort to ensure that all footwear is clean; overshoes are provided at the entrance to the changing rooms and poolside.
3. It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted; progress can be affected if children are not fully able to concentrate.
4. No photography or filming is permitted on poolside

Personal Data

1. Loughborough Sport as part of Loughborough University, will process your personal data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Our privacy notice is issued in accordance with the GDPR Articles 13 and 14.
2. Loughborough Sport may share your data with third parties for agreed data processing, such as the collection of subscription fees or to allow us to keep in touch with you about your account. These communications will be regarding your subscriptions, participating activities and service messages. The third party will not be allowed to use or disclose your data to any business, organisation or individual, unless required by law.
3. Loughborough Sport is committed to protecting your personal data and informing you of your rights in relation to that data. Please refer to our privacy policy on the University website for further details. This policy may be updated at any time, we encourage you to check back regularly to review any changes.

Loughborough University is registered as a Data Controller under the Data protection act 1998 (**registration No. Z3179802**), if you would like to speak to us about how we collect and process your data, please contact our Data Protection Officer;

Address: Academic Registry, Loughborough University, Epinal Way, Loughborough, Leicestershire. LE11 3TU

Email: dp@lboro.ac.uk

Telephone: 01509 222819