

## Your Guide to Junior Swimming Lessons at Crystal Leisure Centre

Please see guidance below following the allocation of a swimming place:

### General information

Each lesson lasts for 30 minutes. Please arrive no more than 5mins/10mins before your lesson time

- Please ensure that all property is locked in a locker and not left in the changing room or poolside. Dudley Council is not responsible for items lost or damaged.
- Please enter the 25m pool lessons via the separate male/female group changing rooms.
- Exit from the pool is via the corridor between the 25m pool and leisure pool.
- Parents/carers must remain in the centre during your child's lessons.

### Swimming levels

The centre follows the STA International Learn to Swim Programme. Information relating to this is available by visiting: <https://www.sta.co.uk/international-learn-to-swim-programme/>

Your child will be assessed on a continual basis and can progress and achieve badges awards at any time.

### Hygiene

- We recommend that all swimmers shower before and after their lesson.
- Please ensure that all hair gel/body lotions etc are removed as this will help to keep the water clean.
- Your child should use the toilet before the lesson commences.
- Please remember that outside shoes are not allowed on the poolside.
- If your child is not feeling well, we recommend you do not bring them.

### Safeguarding

To comply with Dudley Council's Safeguarding Policy, the following must be adhered to:

- No photographs or video may be taken of children in the centre.
- No mobile phones, tablets, or other electronic devices such as iPads and Kindles are permitted in the changing rooms or on poolside.

### Sickness

The centre will not credit or refund any lessons missed due to sickness.

Any child who cannot attend due to sickness or injury for longer than 2 weeks will be credited from week 3 onwards only on production of a valid doctor's note.

### Poolside etiquette

Parents may watch their child during **Parent Watch Week**, which occurs once each term – the date is listed below.

During this week, parents can enter poolside to watch their child's lesson and see how they are progressing.

- Children are NOT allowed to run around poolside and must be still and quiet while waiting for their lesson to start.
- Disruptive behaviour can negatively impact other children and may result in the child being asked to leave.
- Rudeness and bad language will not be tolerated.
- If a child continues to be disruptive, even after being warned, they will be removed from the lesson and not permitted to return unless the parent can guarantee improved behaviour. No refund will be issued in such cases.

If you have a problem or query regarding the lessons, please call and ask to speak to the Swimming Co-ordinator or Aquatics Officer. If unavailable, please leave a message and you will be contacted as soon as possible.

## Safety regulations

- If accompanying a child under the age of 8 into a changing room, the correct changing room (based on the parent's gender) **MUST** be used.
- All children over the age of 8 must use the changing room appropriate to their own gender.
- All jewellery must be removed prior to your child's lesson and hair must be tied back or secured under a swimming cap.
- If the fire alarm sounds during a lesson, please do not attempt to access poolside or changing rooms. Staff will safely evacuate children. **Parents should exit via the nearest emergency exit and not attempt to collect children.**

## Payments

- Lessons are paid for in blocks of 10 sessions (£80 per block, with reduced rates for Options+ Leisure Discount card holders, this must be valid prior to purchase).
- Lessons must be topped up before the last session to keep their child's place. Failure to do so may result in the child being placed back on to the wait list. It is your responsibility to monitor how many sessions are left and top up accordingly.
- Online top-ups can be made when 3 sessions remain.
- Sessions are only used during scheduled lesson weeks – holidays and bank holidays are not deducted from purchased lessons. Cancelled sessions will also not be deducted from purchased lessons.



## Home portal

You will receive a link to set up your Home Portal account.

- The portal will show the badge your child is working towards and their progress for each competency.
- Competency levels: *Needs Practice*, *Fair*, *Good*, and *Pass*.
- Once all competencies reach 'Pass', you will receive an email and can collect the badge / award from reception (email required as proof).
- Children must complete all badges within their stage (e.g. Stanley 1–4) before moving to the next class.
- Once eligible to move up, you will receive an email to select a new class online or at reception.

## Respectful Behaviour Policy – Zero Tolerance

Crystal Leisure Centre operates a **zero-tolerance policy** regarding any form of verbal or physical abuse.

Parents, carers, and guardians **must remain respectful at all times** to our staff and adhere to all centre rules.

- Any inappropriate, abusive, or aggressive behaviour toward staff or other users will not be tolerated under any circumstances.
- Incidents of this nature will be taken seriously and may result in removal from the swimming programme and/or further action by the centre.

Let's work together to create a positive, safe, and supportive environment for everyone.

## Dates for your diary 2025

**Course start date:** Week commencing Monday 1 September

**Course end date:** Week commencing Monday 21 December

**Excluding:** Monday 27 October to Sunday 2 November

**Watch week:** Week commencing Monday 17 November

To find out more about Duncan Edwards, Halesowen, Crystal leisure centres and the Dell Stadium visit [www.dbleisure.co.uk](http://www.dbleisure.co.uk)

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**Swim coordinator:** [Danielle.Gubats@dudley.gov.uk](mailto:Danielle.Gubats@dudley.gov.uk)