

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 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.
- Parent's/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/>

Please note: If your child is required to attend long distance awards, you will be notified approximately two weeks in advance. Your child will be assessed on a continual basis and can progress and achieve badges 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

In order to comply with Dudley Council's Safeguarding Policy, guidelines state that to protect people working in Sport and those visiting the centre, 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 and 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 doctors note.

Poolside etiquette

Parents may watch their child during Parent Watch Week which occurs once each term - this date is listed below. During this week, parents can enter onto the poolside to watch their child's lesson and see how they are progressing.

Children are NOT allowed to run around the poolside and must be still and quiet while waiting for the lesson to start. Children who display disruptive tendencies in the lessons can greatly affect the other children and may be asked to leave as:

- It distracts other children from listening and learning
- It is dangerous for themselves and for others

Rudeness and bad language will not be tolerated. If a child continues to be disruptive, even after the teacher has pointed out that their behaviour is not acceptable, the child will be removed from the lesson and will not be allowed to return unless the parent can guarantee their behaviour. In these instances, no refund of monies paid will be given.

If you have a problem or query regarding the lessons, please telephone and ask

to speak to the Swimming Co-ordinator or Aquatics Officer. If they are unavailable, please leave a message and you will be contacted as soon as possible.

Safety regulations

Changing rooms - If accompanying a child under the age of eight into a changing room, the correct changing room (appropriate to the gender of the parent) **MUST** be used. All children over the age of eight must use the changing rooms appropriate to their own gender.

All jewellery must be removed prior to your child's swimming lessons commencing and hair must be tied back. Alternatively, a swimming cap should be worn.

The fire alarm is a continuous alarm noise. If it activates during the lesson, please do not come onto poolside to fetch your child. The pupils will exit the pool under the control of the teachers and centre staff and line up at the emergency exits. Parents are required to exit via the nearest emergency exit.

Do not enter the changing rooms or try to collect your child.

Payments

Parents are required to pay in 10 block sessions. This means that you will need to 'top up' sessions before reaching the last session to keep your child's space. The 'top up' will be for a further 10 sessions. You can 'top up' at any time before the 10 sessions are all used up at the centre. Online you can 'top up' with 3 sessions remaining.

The sessions purchased will be used for each session that takes place. Sessions purchased will **NOT** be used during school holidays or bank holidays. If sessions are cancelled for any reason, the same situation applies, no session will be used. Currently, each 10-session block will be £80, with a reduced rate for Options+ Leisure Discount card holders.



Home portal

We will send a portal login link for you to set up your account.

The home portal will show the badge that your child is working towards and the necessary competencies which they need to complete to earn their badge. Each competency will have four indications of where your teacher has assessed your child; 'Needs Practice', 'Fair', 'Good' and 'Pass'. Once your child has achieved 'Pass' for each competency within the badge, you will receive an email informing you that your child has passed their badge and to collect their badge from reception. You will need to show the email received as proof of completion.

For stages such as Stanley 1 to 4, children will need to complete Stanley 1,2,3 and 4 before they can move up a class. When your child has completed all badges within their stage, you will receive a separate email informing you that your child is ready to move classes. You will need to select a new class, either on home portal or by visiting reception.

Term Dates

- Term Start - Monday 13 April
- Half Term - Monday 25 May to Friday 29 May
- Term End - Monday 20 July
- Parent watch week - 30 June to 6 July

To find out more about Duncan Edwards, Halesowen, Crystal leisure centres and the Dell Stadium visit www.dbleisure.co.uk.