



SWIMMING ACADEMY



SHREWSBURY
ACTIVE
SPORTS FACILITIES
DEPARTMENT

Frequently Asked Questions

How old should my child be before they are able to start swimming with the Academy?

Shrewsbury School Swimming Academy will teach children from aged 4 upwards.

What does my child need to wear in the pool?

All children should wear the appropriate swimming suit and if required bring their own goggles and/or swimming caps. We provide all flotation devices and water aids.

What stage will my child be in?

If you are looking to enrol and are unsure what stage your child is at, we can arrange an assessment before booking them in. Please contact the Sports Facilities Team on 01743 280625 or swim@shrewsbury.org.uk.

Do I need to pay at the time of booking?

All swimming lessons must be paid for at the time of booking. We accept payment by cash or debit/credit card. Please call us or visit the counter to make payment. Existing customers will be informed as to which lesson to book into for the next course following the end of term assessments.

When do you move children up a group?

Children are moved up when their teacher feels they have fulfilled the assessment criteria of the group they are in. This can happen at any time throughout the term although we have a final assessment in the last week of each term. Please note that as our lessons are extremely popular, it may be that your child has to wait a short while until a space becomes available in the group above.

Can I talk to my child's teacher at the end of their lesson?

Unfortunately, there is no time between lessons for you to talk to your child's teacher. To do so during the lessons would distract them from their duties in terms of swimming teaching to other children and also from a health and safety perspective. If you have any queries about your child's swimming lessons please contact The Sports Facilities Team on swim@shrewsbury.org.uk who will discuss the matter with your child's teacher and respond as soon as possible.





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Refunds policy:

Refunds for cancellations will only be available for long term medical conditions or injury and will be considered by the Academy's Management Group on a case by case basis.

Will absences due to pool closures still have to be paid for?

In the event of an unforeseen closure all inconvenienced students will be credited the full value of their missed lesson which will automatically be applied when paying for their next course of lessons. Closure of the site will be left to the discretion of the Sports Facilities Manager (for weather, maintenance, etc.). In the event of a closure made by the school we will endeavour to contact as many parents as possible to avoid unnecessary journeys. If your child misses a lesson then we cannot offer alternative lesson times.

Will my child/children have the same teacher for the duration of their block of lessons?

Shrewsbury School Swimming Academy recognises the many benefits to children of having the same teacher for their swimming lessons and we endeavour to ensure this happens. However, there may be occasions when this is not possible such as during holiday periods or sickness. When your child moves up through the National Teaching Plan they may not have the same teacher and it may be that their class is on a different day at a different time. If you would like to stay on the same day and at the same or similar time, and there are no spaces available, we can put you on a waiting list.

What happens if my child doesn't progress or is slow to progress? How can I find out why my child did not progress and can I pay for private lessons to enhance their progress?

The Shrewsbury School Swimming Academy works in conjunction with the Swim England Lesson plans and all the lessons are managed in accordance with their National Plan. There are very specific criteria to meet before progress can be made and all children progress at different speeds. If you are unhappy with your child/children's progress please feel free to contact the Swimming Coordinator.



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Is my child safe?

The Academy is managed in accordance with the child protection policies and procedures of Shrewsbury School. All swimming teachers receive child protection training and every swimming teacher is employed by Shrewsbury School and has been DBS checked as part of the recruitment process. Swimming staff of the Shrewsbury School Swimming Academy will be clearly identified by a uniform. We are also a Swim England affiliated Swim School and a member of Swim England's school forum.

Are your teachers qualified and experienced?

All of the Academy's swimming teachers are ASA Level 1 or Level 2 qualified.

What should I do in the event of an emergency evacuation?

On hearing the emergency evacuation alarm please let the trained swimming teachers lead your child to the safe point in the car park. We will complete a register of the class and you can then collect your child from this point.

Can I take photographs / video of my child?

No, we do not allow any photography in the pool area.

Can I leave my child at the pool for the lesson and collect them at the end?

We do not allow any children on site unless they are accompanied by an adult.

Can I wear my shoes, bring my pushchair or wheelchair on poolside?

Outdoor shoes, pushchairs and wheelchairs bring in a lot of external dirt and germs. To prevent the chance of infection we treat the water constantly with Ultra Violet and a very small amount of chemicals. As a consequence the wearing of shoes and the bringing of pushchairs into the swimming pool is not permitted without the permission of the Sports Facilities staff. If it is necessary for a pushchair or wheelchair to be taken on poolside the wheels must be thoroughly cleaned prior to entering the pool hall.



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Can I park on site?

There is no parking on, or motor vehicle access to, the Shrewsbury School site at any time for Swimming Academy customers. This includes pick up and drop off. We ask all customers to park in the car park next to the squash courts allowing customers to then follow the footpath to the pool. Please ask for a map if required. There is also on street parking available on Ashton Road.

If my child has been sick or had diarrhoea how long should I leave it until they return to swimming?

If sickness or diarrhoea is a result of an infection then you should wait at least 48 hours after the last bout before returning to your lesson.

How do we get rid of verrucae?

As with most infections, particularly viral, immunity to the virus occurs in time. The majority of skin specialists are not in favour of treating verrucae. Many feel that because the virus is so widespread, it's better to spread it as much as possible and as early as possible in the lives of children. The use of devices, such as plastic socks, to protect the feet should be discouraged. As with elasticated knee bandages, the socks have limited value other than of attracting attention. The use of a waterproof plaster is sufficient.

How soon after eating can my child attend their lesson?

This will depend on the size of the meal and how vigorous you intend to swim but basic good advice is not to eat one hour before the lessons.

How do I register/log in to the Home Portal?

To register simply visit <http://leisurebookings.shrewsbury.org.uk/homeportal> or follow the link on the Shrewsbury School Website. Please also note that the Home Portal can be used as a means to check your child's day/time of swimming for next term.