

TADPOLES Swim School

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WELCOME to Tadpoles Swim School.

This leaflet is a guide to assist with your enquiries, so we can provide the best possible service.

This center operates on a term system roughly equivalent to school terms. Dates of terms will be issued when you start lessons. We also run a holiday program in October and January school holidays.

Tadpoles is solely a Learn to Swim Center. We believe that children learn best through play and fun. The center is designed to be a pleasant and safe learning environment. We start children from 9 months of age in parent and child classes and take them through until they are ready to graduate to a competitive swim squad.

TADPOLES PROGRAM

At Tadpoles we follow our own uniquely devised program and the Royal Life Saving Swim and Survive Program. Both programs have levels and milestones that the students work through under our careful guidance. All of our Teachers are Swim and Survive Examiners for RLSSA. Assessment at Tadpoles levels, is on a continuous basis that allows each child to progress at their own pace.

In order for children to feel a sense of achievement they are rewarded with a certificate upon completion of each level. These are supplemented by nationally recognised Royal Life Saving Certificates, issued as part of the Wonder, Courage & Active levels of the Swim and Survive program.

Just outside the Tadpoles office, there is a list of the levels and skills required to be completed before any certificate is issued. To add to our qualifications, Tadpoles Swim School is also a Swim Australia Registered Swim School.

TADPOLES CLASSES

Our classes have a maximum of 4 children per Tadpoles class, 4 parent and child pairs in our Transition level (age 2- 3years) classes and 5 parent /child pairs in our Baby Octopus (age 9 months – 2 years) classes. Each child is placed in a class appropriate to their swimming ability and age.

CLASS CHANGES

You may be asked to change lesson times on occasion as your child progresses. This is done for the child's



benefit. We will also do our absolute best to provide you with a lesson time that suits your personal circumstances whenever possible.

TADPOLES TEACHERS

All our teachers are nationally certified by AUSTSWIM, holding their Teacher of Swimming and Water Safety Licence, Teacher of Infant & Pre School Aquatics Licence and are also Royal Life Saving Society Examiners. Our staff's extensive training ensures they have completed maximum supervised hours in our pool. All staff at Tadpoles hold current Resuscitation qualifications and attend conferences/further courses to keep our credentials up to date and help to give us new ideas. Additionally, In house training and support sessions are conducted every term for our Teachers. Teachers also have other Austswim and Swim Australia Qualifications.

TEACHER CHANGES

Teachers at Tadpoles have their shifts set at the beginning of each term. This is to provide continuity in the classes and allows the child and teacher to build a relationship. However sometimes teachers are sick or have personal circumstances which force a change. Due to the structure of the Tadpoles Program & training of teachers, any change should not disrupt your child's progress & learning.

PARENT AND CHILD CLASSES

Our parent and child classes are designed to develop early water confidence and build the foundations of swimming in a young child. At Tadpoles we don't begin children until approximately 9 months of age for parent and child classes. Children under 9 months are more prone to ear infections than older children. Most children will graduate from a parent and child class at approximately 2 years of age and move to a transition class where the parent remains in the water until approx. 3 years of age where the parent will gradually move out of the water. The amount of time and the age at which this will occur does vary quite widely from child to child.

EQUIPMENT

At Tadpoles we supply all equipment needed for your child's lesson. You only need to bring Swimmers, Towel, Goggles (if level/age appropriate) and a swimming cap. If your child is not toilet trained they will require an "Aqua nappy". We only allow this washable type of

nappy in the pool, NOT disposables, for quality and hygiene purposes. **Swim caps are a requirement of the centre for hygiene purposes. Also for hygiene purposes we request everyone entering the water shower prior to entering the pool.** Parents entering our pool will be required to wear a cap and a t-shirt (the t-shirt is essential for children to hold onto). We do stock caps, goggles, Aqua nappies etc for sale in the Tadpoles office.

PAYMENT INFORMATION

All students will be invoiced by the term, approximately 4 – 5 weeks prior to the end of the current term. These Invoices are preferably payable in Term Blocks. If you cannot afford to pay the full term by the due date, you may:

1. Pay a non refundable deposit of \$75 per student, by the due date. This amount secures your child's placement and is deducted from the total of term fees owing and the balance is payable on the first lesson of the new Term.
2. Sign up for our Ezi Debit system where an amount is calculated to pay off your fees directly from a bank account or credit card, within a specified period of time. You may choose weekly, fortnightly or monthly payments.

Payments of Cash, Cheque, EFTPOS and most major credit cards are accepted. We do not accept American Express. We do charge you the merchant fee the bank charges Tadpoles on the use of Credit Cards...this rate varies depending on the card, please ask the office for details.

FREQUENTLY ASKED QUESTIONS

Should my child wear a Rash or Swim Vest ?

As we are an indoor centre rash vests are not necessary. Children may actually feel colder in a rash vest than without one. The water resistance caused by a rash vest may actually hinder your child in their lesson. Our instructors do wear them for scratch protection.

Can you eat before your lesson?

We suggest that your child does not eat for at least ½hour before your lesson. Fluids should be fine if in

moderation. Eating can cause cramps and may make the students feel sick.

If your lesson is early in the morning perhaps you should bring along something healthy to eat after the lesson rather than having breakfast too early.

What do you do if your child is sick?

We do appreciate a phone call, as it lets us know that you are all right and you will not be attending on the day. **Make up lessons are offered for parent and child classes ONLY however we must be informed at least 2 hours before your scheduled class to be eligible.** Availability may sometimes be limited.

Can you swim before or after your lesson?

No, Sorry. We are not licensed for, or open to public swimming.

How warm is the pool?

The pool is heated to 33 degrees year round.

Do we operate on Public Holidays?

NO we close on all Public Holidays, and you are not charged for these days.

Do we give Refunds?

No. Exception may be considered under certain circumstances. Please check our Make Up/Refund Policy attached.

How long will it take before your child can swim?

All children progress at different rates. They may occasionally plateau or even appear to regress especially when learning new and more difficult skills...this is usually temporary. Some outside factors (eg: starting pre-school, falling in a pool, family problems etc) may affect your child and cause them to cry or feel upset at swimming lessons. Please be sure to speak to our dry deck staff so our teachers can be made aware of anything effecting your child's swimming, in hope that we can assist in resolving any pool problems as early as possible. Working together will only help your child. If you have any concerns about your child's progress, or your child is experiencing any difficulties that may affect their swimming lessons, please don't hesitate to discuss these issues with our Dry Deck staff. All issues will be treated with respect and confidentiality, and communicated to your child's Teacher.

