

Sidcot Swim School – FAQs

How do I book?

Available lessons can be checked and booked online at <https://courseprogress.co.uk>.

What lessons should I book my child into?

If your child is not currently attending swimming lessons elsewhere and you do not know which ASA stage they are swimming at please use our [SSS Assessment](#) tool. The first lesson acts as initial assessment and we will advise you if the swim teacher thinks that a different lesson will be more suitable.

The lesson I want is fully booked, what can I do?

If the lesson you would like is full, please register your child online at <https://courseprogress.co.uk> and email swimschool@sidcot.org.uk with their name, date of birth and the class you would like to go onto the waiting list for. You can book into a different lesson and be transferred to your preferred lesson when a space is available.

How does the waiting list work?

Swimmers are placed on the waiting list and then contacted in order, when a suitable lesson is available. If there are multiple spaces you will be sent an email to let you know so you can check the website and book online. If there is one suitable space available this will be reserved for 7 days, payment will be required in this time via bank transfer to book the lesson.

Do I need to pay for lessons in advance?

Yes, payment needs to be paid in full for the whole term at the time of booking.

How do I pay?

Payment should be made by card online at the time of booking. If a manual booking has been made for you, payment will be required by card either in person or over the telephone to 01934 845255, or via bank transfer to:

Account name: Sidcot School

Account no.: 00639248

Sort code: 30-91-84

Ref: SSS {Child's initial + Surname}

Are you able to offer any payment plans?

We may be able to offer alternative payment terms in exceptional circumstances. Please email the Swim School Coordinator at swimschool@sidcot.org.uk or call 01934 845255 to discuss.

Do you offer any discounts?

We offer a 10% family discount when there are 3+ swimmers booked into lessons. Please register online and email swimschool@sidcot.org.uk with your children's names and dates of birth to request this to be set up. Do not book into lessons until this has been done, as the correct rate will not show up.

Do certificates cost extra?

No, certificates are included in the lesson cost. To avoid waste, we ask that you request certificates when stages are passed, they are not written out automatically.

How many certificates are given out?

We aim for each child to receive one certificate a term, this includes supplementary awards such as 'I can.....' and distance awards.

What happens at my child's first lesson?

At your child's first lesson please introduce your child to their swimming teacher on poolside at the start of the lesson. The swimming teacher's name can be found on the booking confirmation, and their picture is on the Aquatics Team board on the pool stairway. Your child's swimming ability will be assessed throughout the lesson to ensure they are in the correct class.

How should I prepare my child for the first lesson?

Let your child know the name of their swimming teacher, speak to them about how fun they will have during their lesson and why it is important to learn to swim plus the benefits to physical and mental health. Please arrive at the pool 10-15 minutes ahead of the lesson time, to allow time to find your bearings and get changed. Don't forget:

- Swimming costume or trunks (one piece costumes and tight fitting trunks if possible)
- Towel
- Goggles (not compulsory)
- Swimming hat (not compulsory, but recommended for children with mid to long hair)
- No jewellery
- Swimming aids (armbands etc.) are not required, these will be supplied for the lesson
- If your child is feeling unwell, or has sickness or diarrhea in the last 48 hours please do not attend lessons
- Any verrucas must be covered with a verruca sock
- We recommend bringing a drink and snack for afterwards

What qualification does my child's swimming teacher hold?

All of our swim teacher's hold a Swim England Level 2 (or equivalent) qualification as a minimum, plus they complete relevant Swim England CPD sessions and attend regular in-house training sessions.

Have swim school staff been DBS checked?

Yes, all the Sidcot Swim School staff, not just the teachers have been DBS enhanced checked.

How is my child's progress tracked?

All swimmers are assessed on a continual basis. The progress is uploaded onto the online portal regularly, however this may be every 2 to 3 weeks, rather than weekly. This enables the swim teacher to check that they can repeat a skill consistently.

My child has passed the stage, what will happen next?

When your child is ready to move up to the next level you will receive an email notification. You can then visit your HomePortal to select which lesson to move to. If a lesson space is not available at the required stage please email swimschool@sidcot.org.uk and we will add your child to the waiting list.

How do I speak to my child's swim teacher?

If you have any questions for your child's swimming teacher please leave a message with Reception, or email swimschool@sidcot.org.uk and we will pass the message on and come back to you.

Who do I speak to if I have a complaint?

Please either speak to Reception and they will pass a message onto the Swim School Coordinator, email swimschool@sidcot.org.uk or call 10934 845255.

My child has a disability; can they still have lessons?

We aim to be an all-inclusive swim school and we will do what we can to teach everyone. It is important that we are made aware of all medical conditions to ensure we can offer the most suitable lessons. Our aim is to include swimmers with disabilities in group lessons where possible, if not we can offer one to one lessons. Please contact the Swim School Administrator via email to swimschool@sidcot.org.uk or call 01934 845255 to discuss your requirements.

Do you have disabled changing facilities?

We have one disabled access changing room, with a pool wheelchair and we have a pool hoist. We do not have a hoist or changing table in the changing room. The pool is accessed from the disabled changing room via the male or female changing rooms.

What happens if a lesson is cancelled?

We do all we can not to cancel lessons and cancellations will always be a last resort. If a lesson is cancelled a credit will be added to your child's account to be used against the next top-up.

Why is a lower lesson being recommended for my child?

We do sometimes find that when swimmers join us from other swim schools, they have been swimming at a higher stage than we would recommend. We like to ensure that our swimmers are fully proficient in all of the stage criteria before progressing.

How long will it take my child to learn to swim?

As with learning any new skill children progress at different rates. If your child attends the pool outside of lessons this will give them best chance to practice their newly acquired skills, and they are likely to progress more quickly. If your child is stuck on a particular skill we may recommend additional group or one to one lessons during the school holidays.

Why is my child playing games in lessons, instead of swimming?

The Swim England Learn to Swim Framework takes a games-based approach to teaching. Fun and enjoyment in the water help children to learn the FUNdamentals of swimming.

Where can I read the full terms and conditions?

Full terms and conditions can be found when signing up to the HomePortal and a copy can be downloaded here [SSS Ts&Cs](#)

What changing facilities are there?

There are separate changing facilities for females and males. The changing rooms are mainly communal with one private cubicle in each changing room. There are individual shower cubicles. Children over the age of 8 must only enter the correct gender changing room. If you require

alternative changing facilities please contact the Swim School Coordinator in advance at swimschool@sidcot.org.uk or speak to the Supervisor on duty.