



EC SWIM SCHOOL

FREQUENTLY ASKED QUESTIONS

To assist our EC Swim families we have compiled a list of FAQ's & their answers, we hope this is helpful.

1. ***What lessons are included in the EC Swim program?***

Levels range from beginners through to junior and mini squads prior to progressing to competitive and fitness squads. Squad are no part of the EC Squad program and are not included in the family discounts for EC Swim lessons.

2. ***What is the payment procedure for lessons?***

You will be invoiced at the beginning of each Term for your children's EC Swim lessons which is a 10 week block. The invoices will be adjusted accordingly if there are public holidays in that block.

3. ***What happens if we going on holidays or my child is sick?***

When you wish to take a short break or your child is sick, we can arrange for you to complete make up lessons either prior to or upon return. Make-up lessons are not guaranteed and are subject to availability.

4. ***I wish to know how my child is progressing – who do I ask?***

If you wish to discuss your child's progress, please speak to the Aquatic Centre Manager who is on pool deck between 8-9am and 3-5pm each weekday (term time). As you can appreciate, our swim instructors will need to focus on their lesson at all times!

5. ***When is the best time to call?***

The Aquatic Centre Manager is contactable via telephone between 8-9am and 3-5pm weekdays during term time. Alternatively you can email on lclayton@emmanuel.qld.edu.au

6. ***What should my child wear to their swimming lesson?***

Your child should wear appropriate swimming attire (which shouldn't include board shorts or baggy clothes), goggles, and a swimming cap.

7. ***Should my child swim if they have a fever, vomiting, and diarrhea or eye infections?***

Your children should definitely not swim if they have a fever, vomiting, diarrhea or eye infections. Any contagious virus and infections can be easily spread by contaminating the pool. Please call or email the Aquatic Centre Manager to see if a make-up lessons is available. Make-up lessons are not guaranteed and are subject to availability.

8. ***Can I get a Make-up lesson?***

Make-up lessons are not guaranteed and are subject to availability.

9. ***What training do the Swim School Instructors have?***

All of our EC Swim Instructors are AustSwim or Swim Australia trained and CPR qualified.



10. What should my child eat before their swimming lesson?

To ensure that your child has the energy to complete their scheduled swimming lesson you should ensure that they have a small snack such as fruit, yoghurt, cheese and crackers at least 30 minutes prior to their lesson. **NB:** There is no eating in the EC Swim pool area.

11. Who's responsibility is it to get my child to their swimming lesson?

It is the parents/guardians responsible to organise for their children to be at their swimming lesson dressed and on time. It is also the parents/guardians responsibility to organise their children to be picked up promptly after their lesson. Any child remaining will be taken to the 25m pool area and can be picked up from there.

12. Are the areas surrounding the Aquatic Centre supervised?

All young children and siblings must be supervised by an adult/parent after school hours and should not be playing in the 'out of bound' areas. That includes near the technology building and behind those same buildings. The areas surrounding the Aquatic Centre are unsupervised after school hours.

13. Can the teacher aide walk my child over for their EC Swim lesson?

There is an option for parents to have their child walked over to the pool for a 3.30pm lesson by a teacher aide. We are not able to offer this service to all families as the numbers would be too great for our available staff to handle. However, if you have work or family commitments that prevent you from being here at the end of the school day you can email your request to Mr Jason Hewitt (Head of Junior School) for consideration. This "walk over" option is only available for the 3.30pm lessons.

14. What happens if I am late to pick my child up from their EC Swim lesson?

All EC Swim swimmers must be brought to their lesson by an adult/parent and picked up promptly afterward. We ask you to advise your children to stay within the pool area until you have picked them up. Any children not picked up by the time the last instructor has left the indoor pool will be taken to the outdoor 25m pool area to wait.

15. What age can my child start swimming at EC Swim?

EC Swim School will enroll children from 3 years of age. All children that are not toilet trained must wear the appropriate aqua nappy to participate in the lesson.

16. Will we get the same Instructor every time?

Although our Swim School strives at all times to maintain the continuity of Instructors we cannot guarantee the same instructor from Term to Term.

17. What qualifications for the Instructors have?

All of our EC Swim Instructors are AustSwim or Swim Australia trained and CPR qualified.

Thank you for your time and we look forward to seeing you soon!