

# SWIM SCHOOL POLICIES & PROCEDURES



**Compiled by Lynn Ilott**  
**Owner/Manager: The Aqua Pearls**  
**Date: September 2021**

Registered Address: 24 Laurel Avenue, Onchan, IM3 3JE

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Welcome to The Aqua Pearls Private Swim School. The following information is to provide an outline of what we do, the expectations of all children, parents, Instructors and Lifeguards. The policies and procedures are in place to ensure that everyone feels safe, happy and comfortable in our environment so as learning can be maximised.

The Aqua Pearls Swim School aims to provide the best swimming tuition by maintaining Swim England & Swimming Teaching Association standards of which we are qualified members. All our Instructors are Level 2 qualified and above.

As a team of highly trained Instructors, we aim to encourage every child to work to the best of their ability and reach their potential. Our Pre-Fundamental and Learn to Swim programme are structured by ability, so your child will always be in a small group of similar ability swimmers to make sure they get the best from every lesson.

Swimmers can achieve a wide range of badges and certificates and these are awarded twice per year. Our Instructors are qualified in assessing at all levels and it is at their discretion as to when children will progress to the next level and change groups.

We keep class sizes small. Pre-School lessons have a ratio of 1:4. Reception Specialist Lessons are 1:5 and Beginner lessons are 1:6. Junior swimmers are a maximum of 1:7 and advanced length swimmers, 1:8. For Parent & Baby lessons, there can be 10 adults per group with their own child (1:1) and for Parent & Toddler lessons, the maximum is 8 adults with their own child. We also offer a limited number of Private 1-2-1 lessons. All lessons are 30 minutes in duration.

We have Instructors in the water with our Parent & Child groups, Pre-School swimmers and our Junior beginners (Ducklings and up until Stages 3-4) as we feel this helps to build confidence and encourage correct technique. After Stage 3, the Instructors can be either pool-side or water based depending on what they are teaching and the group's ability/needs.

Above all, we try our best to make every lesson fun, engaging and challenging, so that the children learn safe aquatic skills, develop good stroke technique, improve their water skills and of course, develop a love of the water.

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## CERTIFICATES & BADGES

<b>STA Starfish &amp; Stanley Awards</b>	
<b>Swim England Duckling Awards</b>	
<b>Learn to Swim Stages 1 – 7</b>	<b>Rainbow Distance Awards 5 metres – 100 metres</b>
<b>STA Advanced Bronze, Silver &amp; Gold</b>	<b>Rainbow Distance Awards 400 metres- 800 metres</b>

### STAFF

#### OWNER / MANAGER:

Lynn Ilott

ASA/Swim England Level 2 Swim Teacher, B.Ed (Hons) Physical Education/Mathematics, NRASTC, Level 3 Diploma in Health, Safety, Security & Employment Standards, Safeguarding, First Aid

#### INSTRUCTORS:

Libbie Christian

STA Level 2 Award Swim Teacher, RLSS Lifeguard

Liz Corlett

ASA/Swim England Level 2 Swim Teacher, NRASTC

Tracey Cotton

ASA/Swim England Level 2 Swim Teacher

Will Holden

ASA/Swim England Level 2 Swim Teacher

Ronaldo Siscaro

Level 2 Swim Teacher, Personal Trainer, RLSS Lifeguard

Lynda Sharp

ASA Level 2 Swim Teacher, Level 2 Pre-School, Disabilities & Mother & Baby Teacher, Aqua Fit Instructor, NRASTC

Wendy Henthorn

ASA/Swim England Level 2 Swim Teacher

Alex Skillicorn

ASA/Swim England Level 2 Teacher, NRASTC

Ben Titley

ASA/Swim England Level 2 Swim Teacher

#### RLSS QUALIFIED LIFEGUARDS:

Libbie Christian

Emma Hodgson

Thomas Meakin

Elicia Smith

Kirsty Walsh

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## AIMS AND PRINCIPLES

The Aqua Pearls aims to provide a safe, secure and positive environment in which children and adults can learn to swim and develop their full aquatic potential.

The Swimming School is committed to a value system within which children and adults are entitled to be treated with respect and understanding so that they may participate in any activity without fear of intimidation. Any behaviour which undermines this is unacceptable.

The Swimming School seeks to ensure that those acting on behalf of The Aqua Pearls actively listens to children and acts appropriately on information received in order to ensure that a safe, secure and positive outcome is provided.

All children have a right to feel secure: to be able to trust without fear, and to expect protection from adults in positions of care and responsibility. They also have a right to take part in activities in an environment that does not subject them to cruelty or create unhappiness.

The Aqua Pearls will promote the positive aspects of sport and never condone the use of inappropriate or abusive language, inappropriate relationships, bullying, harassment, discrimination or physical violence.

The Swimming School will respect the spirit of sport adhering to the rules and laws in and out of the pool, incorporating the concept of friendship and respect for others.

All bullying is unacceptable. All victims of bullying will be treated in a supportive manner. Bullying may be defined as the intentional abuse by power of an individual or group with the intent and motivation to cause distress to another individual or group. It may be physical, sexual, verbal, racial, emotional, psychological, digital (on-line) or based on 'difference' in nature. It may occur frequently or infrequently, regularly or irregularly, but it will be taken seriously even if it has only occurred on one occasion.

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## **GOOD PRACTICE**

No adult will be left alone with individual children. If it is necessary to take a child aside to speak to them it will be done in full view of another member of Staff.

The lay-out of the swimming pools allows for constant supervision of all children. However, should it be deemed necessary to enter the changing rooms with an individual child, that member of Staff should seek support of another member of Staff, or a reliable adult.

Parents should not be in the changing room while children are changing unless their child is of an age where help is required from parents (usually 8 years and below) or if the child requires additional specific assistance.

Any person visiting the pools who is unknown to the Staff will be asked to identify themselves and which child they are accompanying. If this is not forthcoming or is unsatisfactory, they will then be asked to leave the premises.

Because of the nature of the sport of swimming, Instructor's and Lifeguards may be the first to see signs of physical abuse or neglect. They are aware of the importance of listening to, rather than questioning, a child. No child who is freely recalling information or events will be stopped until they finish of their own accord. Staff will avoid asking leading questions or ones which could be construed as putting ideas into the child's head. Staff will never promise the child confidentiality but explain that it may be in their interest for information to be passed on to an appropriate adult.

A record of subsequent events will be kept, no matter how trivial they may seem at the time. Staff will not promise the child confidentiality in any matter but will explain to the child that it may be in their interest for this information to be passed on to other appropriate contacts.

Staff should not transport children to and from lessons. Parents should stay with their children at the pool but if a child is left at a pool at the end of the session, the Instructor will stay with the child until they are collected. The Instructor will have a contact number for the parent. If the parent cannot be contacted and the emergency number has also been checked, the child should be asked if there is another family member who could be contacted. If no-one can be contacted, the local Police should be contacted to enquire about the best course of action.

Providing early help is more effective in promoting the welfare of children than reacting later.

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## **RENEWING YOUR MEMBERSHIP**

- ✓ At least two weeks before the end of each half term, the Owner/Manager will send a text or e-mail to parents/guardians/adults informing them of the next fees due.
- ✓ It remains the parent/guardian/adult's responsibility to ensure they have paid in advance or informed the Owner/Manager if they longer wish to keep their place in the programme.
- ✓ Parents MUST make the payment before the current term finishes.
- ✓ Places will NOT be guaranteed to be held over the holidays with payment.
- ✓ If a parent/guardian/adult can foresee a delay in payment, it is important to inform the Owner/Manager.
- ✓ Payment can be made by cash or bank transfer.
- ✓ Please clearly state your child's name on either the envelope or use their name as the reference on bank transfers.

## **LOST PROPERTY**

There is a lost property bag on the poolside where left items will be placed by The Aqua Pearls staff or caretaker.

The Aqua Pearls do not accept liability for items left on the premises.

The lost property bag will be cleared on a regular basis and all suitable items donated to a charity shop.

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## **STRATEGY FOR MANAGING BEHAVIOUR**

It is the general policy of the Swimming School to encourage good behaviour by following the rules and code of conduct stated and to develop each pupil's understanding of acceptable behaviour and good self-control when working in an environment that could be a potential area of risk.

The Instructor will play a positive role in trying to prevent poor behavior by giving praise, encouragement and constructive teaching points to enable all pupils to improve their swimming.

Should a child misbehave repeatedly the Instructor will explain why their behaviour is not acceptable and that if the pupil persists with this behavior, after two verbal warnings, they will be taken away from the situation for a short amount of time.

If a child continues to be constantly disruptive, the Instructor will speak to the parent asking for their support. The Instructor will also inform the Owner/Manager who will follow up the matter as soon as possible. In the unlikely event of frequent poor behaviour continuing the child may be asked to leave the Swimming School.

The Aqua Pearls retains the right to refuse to teach a child based on the reasons mentioned. Also, if a parent is abusive or has an aggressive manner towards any member of The Aqua Pearls, they will be asked to leave the premises and the Owner/Manager retains the right to refuse membership on this basis.

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## **CODE OF CONDUCT - INSTRUCTORS & LIFEGUARDS**

We as a Swimming School and individually as Instructors and Lifeguards agree:

- ✓ To respect the rights, dignity and worth of all members. To treat everyone equally and never discriminate on any grounds.
- ✓ To adhere to the Swim England Code of Ethics, Rules & Laws, Wavepower, Equality and Diversity policies.
- ✓ To provide safe supervision of your child when swimming as far as possible within the limits of our control.
- ✓ To treat all information of a personal nature about individuals as confidential.
- ✓ To take all reasonable steps to establish a safe working environment.
- ✓ To ensure that all teaching is appropriate for the age, ability and experience of the individual and that our work and the manner it is done are in keeping with the regular and approved practice of this sport.
- ✓ To maintain teaching, life-saving qualifications and professional development to ensure your child is with safe and experienced Instructors, offering the best available knowledge.
- ✓ To have up to date IOS or STA membership/insurance.
- ✓ To be concerned primarily with the well-being, health and future of the individual swimmer and only secondarily with the optimisation of their performance.
- ✓ To carry out General Duties as specified in the Swim School's Manual as a Instructor/Assistant/Lifeguard to ensure the smooth running of the class.
- ✓ To respect the swimmers' rights, wishes and feelings. To take all reasonable practical steps to protect the children from harm, discrimination or degrading treatment.
- ✓ To complete regular safeguarding training in line with Swim England guidance. The child's welfare is paramount, and every child has the right to protection from abuse.
- ✓ To encourage and guide swimmers to accept responsibility for their own behaviour and performance.
- ✓ To always be publicly open when working with children. We will avoid situations where we as Instructors and individual swimmers are completely unobserved. Any manual support of the child will be provided openly.
- ✓ To encourage an open environment i.e. no secrets.
- ✓ To consistently display high standards of behaviour and appearance.
- ✓ To develop an appropriate working relationship with swimmers based on mutual trust and respect.
- ✓ To never exert undue influence to obtain personal benefit or reward.
- ✓ To ensure any suspicions and allegations of safeguarding issues will be taken seriously, responded to swiftly and appropriately.

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## **CODE OF CONDUCT – PARENTS & SWIMMERS**

We ask that you as Parents & Swimmers agree with the following:

- Complete and return the membership form including the medical information as requested and provide details of any relevant health conditions/concerns. To report any changes in the state of your child's health to the Instructor prior to the lesson.
- To always have your child's EpiPen, inhaler or other medication as it is the sole responsibility of the parents/Guardian to administer it if needed.
- If medical attention is needed, the Lifeguard will administer the treatment believed necessary.
- Ensure that The Aqua Pearls owner/manager has up to date contact details as required.
- Ensure that your child is prompt for lessons and is well enough to participate fully in the lesson. Swimmers must be in a clean state before entering the pool and sit on their allocated mat to register for their lesson.
- Ensure that the swimmers have the appropriate swimwear and swimming hats with them. Hats must be worn by all girls. For boys, it is a choice unless they have hair longer than shoulder length. Jewellery should not be worn in the water. The parent/guardian is responsible for the safe keeping of any valuables.
- Ensure that Instructor or Lifeguard know if a child is being collected by someone other than their usual adult or if a parent is going to be late for pick up. Staff will stay with a child who has not been collected but if they are unable to contact parents, they will follow safeguarding guidelines and contact the local police to find the best course of action. Instructors and Lifeguards will not transport children.
- To obey instructions given by the Instructor and Lifeguard and comply with any safety regulations.
- To consistently display high standards of behaviour and report poor behaviour by others to an appropriate member of staff.
- To ensure a member of The Aqua Pearls staff is present before entering the pool building. Swimmers should not enter the water unless directed to do so by the Instructor.
- Floats and swimming aids should only be used under the instruction and supervision of the Instructor.
- No running or pushing is permitted on the premises. Children not swimming are the responsibility of the parent/guardian and must remain with them at all times.
- Flip flops or overshoes should be worn on poolside. No outdoor shoes.
- As space is limited, the changing area should be vacated as quickly as possible and the number of spectators kept to a minimum.
- The use of mobile phone camera's and recording devices are not allowed to be used on poolside or in the changing rooms in accordance with the Safeguarding Policy.
- To behave responsibly as a spectator during lessons and treat other customers and staff with due respect in accordance with the Swim School's commitment to diversity and equality. To not use inappropriate language within the Swim School environment.

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- No food or drink is allowed on the poolside, or any potentially dangerous containers such as bottles.
- To respect the privacy of others, especially in the use of changing facilities. Parents should not be in the changing room while children are changing unless their child is of an age where help is required from parents (usually 8 years and below) or if the child requires additional specific assistance.
- Parents must not park in a disabled parking space.
- Ensure children are aware of the code of conduct.
- To support children and encourage them to enjoy their sport and to achieve to the best of their ability.

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## **HYGIENE RULES**

### **HYGIENE RULES FOR SWIMMERS:**

- If possible shower before entering the water.
- Use the toilet before entering the water.
- Blow nose before entering the water.
- ATHLETE'S FOOT – persons with severe athlete's foot should not be allowed in the swimming pool or surrounding area unless their feet are suitably covered.
- VERRUCAE – persons suffering from verrucae must wear a verruca sock.
- Anyone suffering from any type of stomach upset (diarrhea or sickness) should not be allowed in the pool.
- Persons with any infected skin lesion/foot & mouth should not be allowed in the pool.
- Persons with a discharging ear infection should not be allowed in the pool.
- A swimming hat should be worn by all females & males with longer hair in order to protect the filter system.
- Only one-piece swimming costumes and trunks should be worn in the pool. Long shorts will not be allowed.
- Swimmers must sit in the designated area once they are changed.

### **HYGIENE RULES FOR STAFF AND SPECTATORS:**

- In order to minimise the dirt and harmful bacteria brought into the pool environment, all parents and staff must ensure that their footwear is clean before walking into the changing area.
- Parents/Guardians must wear overshoes or a change of footwear (flip flops) if they need to come onto the poolside.

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## **SAFEGUARDING AND PROTECTION**

The following documents have been prepared in conjunction with:

- ❖ Swim England Child Safeguarding Policies & Procedures
- ❖ NSPCC (Child protection in sport unit)

These safeguarding procedures stem from the following principles:

- ✓ The child's welfare is the first consideration. Services should be based on an understanding of children's needs and views.
- ✓ All children and adults have the right to stay safe and be protected from abuse.
- ✓ Swimming and aquatics is and should remain accessible to all, regardless of age, gender, faith or religion, culture, ethnicity, sexual orientation, background, economic position, disability or level of ability.

### **PHOTOGRAPHY & RECORDING:**

As advised by the Child Protection in Sport Unit, photography and the recording of any kind of images is not allowed during swimming sessions.

Under no circumstances will photography be permitted in the changing facilities or toilet areas of the pools. Increasingly, young people are at risk of images being taken of them and shared, most often by peers. Children should be made aware that it is a criminal offence to take, make, distribute (send), upload and/or possess any indecent image of a child (including those taken/possessed by other under 18 year olds).

In accordance with Swim England guidelines any images taken by the Swimming School for publicity purposes will be done with the written permission of the parent/guardian.

### **REPORTING:**

Any member of Staff who suspects that a child may have been the subject of abuse will inform the owner/manager of the Swimming School immediately. All changes in a child's behaviour or appearance will be recorded. All suspicions and investigations will be kept confidential.

Records will include the name, age and address of the child, the time and date of the report. Observations must be objective and without interpretation or comment. Whenever possible, the exact words spoken by the child will be recorded. The record must be signed and dated by the member of staff. The Manager will approach the parent/guardian if appropriate. The explanation given will determine whether the matter is referred to the Social Services for further help and advice.

If an allegation is made against a member of The Aqua Pearls Private Swimming School staff, they will meet with the owner/manager within one day of the incident. Details of the discussion will be recorded and dated. No member of staff, apart from those appointed, should approach the

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parents/guardian of a child or Social Services. If a report is to be made to the authorities, the child's parents/guardian will be informed at the same time as the report is made, unless a child makes a direct disclosure that they are being sexually abused. In this case, information would be passed to Social Services or the Police without informing the parents/guardian.

### **MISSING PERSON:**

The Aqua Pearls Private Swimming School is only responsible for swimmers while they are in the water. The changing rooms are supervised by the parents and not the swimming school staff. Siblings are requested to stay with their parents during the lessons. The Swimming School is not responsible for any siblings not swimming.

Parents are expected to remain on poolside during their child's lesson. Exceptional circumstances should be discussed with the owner of the swimming school.

If it was noticed that a child was no longer part of a class, the parent would be consulted as to their whereabouts. If the child was believed to be missing:

- The pool would be cleared, and the water checked.
- The registers would be re-taken, and the children grouped outside while the Instructors checked the building.
- The changing rooms/toilets would be checked by the person in charge.
- The child's clothes would be checked by the parent and if still there, the child would be presumed to be still in the pool area. If gone, then the parent's car and surrounding area would be searched and the caretaker alerted.
- The Instructors should organise a search using responsible adults to cover all areas. All those searching should report back to the Instructor in charge at a specific location and time.
- The person in charge should make a note of events, including a description of the missing child, what they were wearing and where they were last seen for the Police.
- A report should go to the Police no later than 30 minutes after the young person's disappearance is noted, even if the search is not complete.
- During any procedure it is the Instructor who is responsible for the children in the water.
- The Instructor takes the register to ensure that all swimmers are accounted for and are out of the building if the situation requires this action.
- This policy follows the same procedure as for an emergency evacuation procedure.

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## **E-SAFETY:**

- ❖ All staff and members should be aware of e-safety with regards to protecting children/young people within The Aqua Pearls Swim School and the use of social networking or other on-line services.
- ❖ Staff have mobile telephones on poolside for emergency use only.
- ❖ Children attending lessons should be protected while they are within the care of the Swimming School.
- ❖ Children on the poolside should be supervised by their parent/guardian. It is the School policy that mobile phone cameras are not used on the poolside and any photography or recording of images is only carried out in accordance with the Swimming School's Safeguarding policy.
- ❖ Parents of children playing with electronic devices on poolside must make their children aware that any recording or streaming of other people is not allowed.
- ❖ No one is allowed to use mobile phones or recording equipment in the changing areas.
- ❖ Increasingly, young people are at risk of images being taken of them and shared, most often by peers. Children should be made aware that it is a criminal offence to take, make, distribute (send), upload and/or possess any indecent image of a child (including those taken/possessed by other under 18 year olds).
- ❖ The Swimming School will operate in line with the ASA's code of ethics and within the law regarding how the Swimming School uses information technology.
- ❖ Email addresses and mobile phone numbers of parents/guardians are held with the permission of the adult to enable communication between the swim school and parents. Children will not be contacted directly.
- ❖ Photographs and information appearing on the Swimming School website and Facebook page are used in accordance with the Safeguarding policy. The School website and Facebook page are managed by The Aqua Pearls owner/manager only who has carried out Safeguarding training.
- ❖ All staff should protect their privacy on-line and carefully consider to who they give access to their personal information on-line. There should be a clear differentiation between their personal and professional profiles.

## **CHILD PROTECTION & WELFARE OFFICER:**

Lynn Ilott is the designated Child Welfare Officer. If any parent, Instructor or Lifeguard has any issues or concerns regarding the above, they must report them to Lynn Ilott on 423200. The matter will then be discussed, and the appropriate means of action taken. This may lead to contacting the Police or Social Welfare.

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## **EQUITY AND DIVERSITY**

The Aqua Pearls Private Swim School is committed to treating everyone equally regardless of their age, level of ability or disability, gender (including gender reassignment), marital or civil partnership status, pregnancy or maternity, race, religion or belief, sexual orientation or any other relevant characteristic.

It is the parent or guardian's responsibility to make the swimming school aware of any issues that may be a barrier to a child learning to swim. Any swimmers with medical conditions are made known to the Staff at the beginning of each term. The Staff will work together to devise a swimming programme that is achievable and challenging but which also reflects that swimmer's abilities. Additional support either in or out of the water is provided when necessary and this is reviewed each term.

## **SMOKE FREE POLICY**

The Aqua Pearls Private Swim School workplace is a smoke free area. Smoking is prohibited on the premises. This policy applies to all contractors, members and visitors.

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## **DATA PROTECTION**

The Aqua Pearls Swim School Owner/Manager who processes personal data must comply with the principles of good practice.

Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and secure
- Kept no longer than necessary
- Processed in accordance with the data subject's rights
- Not transferred without adequate protection

Staff are aware of the dangers of disclosing personal information and are trusted not to do so.

Once a customer ceases to belong to The Aqua Pearls Swim School their personal data is removed from all computers, however, it is necessary for the company to keep some information for seven years for tax purposes.

### **Members:**

Members (parent and child) data is held securely by The Aqua Pearls. This information is provided by the parent/guardian/adult and written consent to process this data is also obtained from the parent/guardian/adult.

### **What personal information is held:**

Parents/Guardians/Adults – name, address, e-mail, mobile and other contact details.

Children – name, date of birth and any relevant health details.

In addition, to the above we hold information relevant to the operation of the Swim School, i.e. details of any awards achieved, current lesson ability and day/time/pool information. We do not accept payments by credit card and therefore do not hold any credit card information on record.

### **How we collect the information:**

Information is collected directly from the parent/guardian/adult making an enquiry or booking. This can be done either by telephone, text, email or Facebook to enable us to provide the service.

### **How we use the information:**

We use the information to provide the service, maintain pupils' progress and to manage the provision of lesson changes and alterations.

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Information is not shared with any third party. Relevant information is provided to our staff in the form of a register which is kept in the strictest confidence and not shared with any third party.

All staff are aware of the safeguarding and data protection policies. All data is confidential. In the event of a safeguarding issue, staff will follow the reporting procedure set out in the Safeguarding Policy. In most cases, the Owner/Manager of the swim school will contact the parent/guardian to discuss the issue. In exceptional circumstances, Social Services may be contacted without the parent/guardian's knowledge.

#### **How long we keep member information:**

Paper and computer information connected to the provision of any swimming lessons is retained for seven years to meet current U.K. HMRC requirements. Any information connected with enquiries but not resulting in a contract for the provision of swimming lessons is disposed of at reasonable intervals.

#### **Contractors:**

Personal and employment data is held securely by The Aqua Pearls Swim School. It is not shared with any third party.

Contractors give consent to share mobile numbers with other Aqua Pearls contractors. These are used in the event of a member of staff needing another member to cover their lessons at short notice. Contractors can withdraw their consent in writing.

Parent/Guardians of Pool Assistants under the age of 16 provide written consent for personal and employment data to be stored by The Aqua Pearls Swim School and for contact numbers to be shared with other members of staff.

## **COMPLAINTS**

If any parent/guardian/adult has cause to complain:

1. Discuss the issue/problem/concern with the Instructor at a relevant time (not whilst they have swimmers in the water).
2. Contact the Owner/Manager. In the case of grievance, this should be put in writing.

**In accordance with the IOS/Swim England/ASA rules, Lynn Ilott (Owner/Manager) will make a final ruling on any issue and this decision will be upheld.**

Registered Address: 24 Laurel Avenue, Onchan, IM3 3JE

Tel: 07624 423200. Email: [theaquapearls@gmail.com](mailto:theaquapearls@gmail.com)

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