

# Quest 2018 – Splus 28

## Swim England Learn to Swim Accreditation

Issue 6 - September 2019

### Outcomes

- To ensure compliance to achieve Swim England Learn to Swim Accreditation, facilities must demonstrate the following:

**Business Development - This will be assessed as part of the Planning to Improve module (Purpose 5) and a band of 'Good' must be achieved in this challenge for the facility to achieve the separate Swim England Learn to Swim Accreditation**

#### Management of programme delivery

Organisation has a plan that covers Learn to Swim with clear targets

Targets are set within KPIs such as the percentage take up against capacity, the number of certificates and badges sold, minimum numbers for classes to proceed, income, usage, etc.

Lesson capacity and swimmer retention is monitored and reviewed

#### Secondary spend

Stocks of badges and certificates are available for purchase following the successful completion of the Learn to Swim Stages

The site monitors Swim England Awards, sales and distribution, such as the number of swimmers at each Learn to Swim Stage against the potential number of Award sales

#### Budget

Money is invested back into aquatics to allow the Learn to Swim offer to be further developed

A dedicated resource is available to develop and deliver Learn to Swim Programme, train teachers, meet with customers and promote the scheme

#### Compliance

##### Partnership working

Organisation works in partnership with the Swim England through one of the following:

- Swim England Learn to Swim Programme
- Other evidence of partnership working, affirmed by the Swim England Learn to Swim Manager, Strategic Partnerships Manager or other Swim England department

##### Insurance in place (this will be assessed as part of the Compliance Declaration)

The organisation should ensure that current insurance certificates for 'Employer' and 'Public Liability' are in place and should be readily accessible to all employees

##### Safe and appropriate facilities

All teaching takes place at safe and appropriate facilities with access to emergency telephones and in accordance with the Pool Safety Operating Procedure (PSOP) and Emergency Action Plan (EAP)

##### Pool Safety Operating Procedure (PSOP) Part 1

A facility based Normal Operating Procedure (NOP) should be developed for all day to day situations, with documented defined actions to be delivered where applicable. Key areas to consider should include:

- Details of the pool(s)
- Potential risk
- Dealing with the public
- Lifeguards' duties and responsibilities
- Systems of work
- Operational systems
- Detailed work instructions
- First aid supplies and training

- Details of alarm systems, emergency equipment and maintenance arrangements
- Conditions of hire to outside organisations

The procedure should be planned, implemented, reviewed and available to staff with a training process in place

### Pool Safety Operating Procedure (PSOP) Part 2

A facility based Emergency Action Plan (EAP) should be developed for all potential emergency and first aid situations with documented defined actions to be delivered where applicable. Key areas to consider should include:

- Evacuation for fire, bomb and chemical spillage
- Structural damage
- Electricity failure
- Gas or chemical leak
- Lost persons
- Lack of clarity in pool

The procedure should be planned, implemented, reviewed and available to staff with a training process in place

### Child and Adults at Risk Safeguarding Policy (This will be assessed as part of the Compliance Declaration)

The organisation has adopted and communicated the Child and Adults at Risk Safeguarding Policy. The following should be in place:

- Child and Adults at Risk Safeguarding Policy
- Evidence of how this is communicated to customers

### Equity Policy (regarding people)

The organisation has adopted and communicated an Equity Policy, to include an Equal Opportunities Policy. The following should be in place:

- Equity Policy
- Policy for disadvantages swimmers
- Evidence of how these are communicated to customers

### Equality Act (regarding facilities and accessibility)

The organisation has completed a self-assessment to ensure it complies with the Equality Act. The following should be in place:

- Facility assessment procedure
- Evidence of self-assessment

### Booking procedures

The organisation uses a booking form that captures the below information and has a system in place to inform the teachers and coaches of the following:

- Medical conditions of participants
- Records of disability information of participants
- Emergency contact information (i.e. parent/ carer)
- Additional emergency contact information nominated by parent/ carer (for young participants or adults at risk only)

The organisation has an open and effective booking procedure in place that is communicated to potential and existing customers. The following should be in place:

- Booking procedures
- Waiting lists
- Templates to inform and support customers (parents, carers and participants) i.e. letters, awards flowcharts, etc.
- GDPR compliance

### Risk assessments (this will be assessed as part of the Compliance Declaration)

Risk assessments should be carried out and recorded in accordance with 'Management of Health and Safety at Work Regulations 1999' and available to all staff. They should be:

- Current
- Suitable and sufficient
- With all significant hazards recorded

- Put effective control measures in place
- Completed to reflect different pool formats and different activities

### Third party joint responsibility

A Joint Responsibility Matrix is in place that considers the responsibilities of companies who share/ hire/ rent the premises and third parties

### Links

Links have been made with organisations and persons such as:

- School Sports Partnerships
- Head teachers
- Local Education Authority
- Leisure providers
- School swimming providers

### Action plans

The organisation has an action plan based on its current status. The following should be in place:

- Current aquatic improvement plan, including actions for the forthcoming year
- Links to relevant sports and leisure strategies

### Membership

The organisation holds Institute of Swimming (IoS) membership or equivalent (Yes or No question)

**Workforce Development - This will be assessed as part of the Team and Skills Development module (People 2) and a band of 'Good' must be achieved in this challenge for the facility to achieve the separate Swim England Learn to Swim Accreditation**

### Personnel procedures and records

The organisation implements personnel procedures in accordance with legal requirements and demonstrates good employment practice. A record of all personnel information is maintained. The following should be in place:

- Recruitment Policy
- Disclosure Barring Service (DBS) checks
- Swim England qualifications/ qualified teacher status
- Institute of Swimming Membership
- Continuous Professional Development (CPD)

All personnel working with children and adults at risk undertake appropriate training for safeguarding children and adults at risk, such as:

- Swim England Safeguarding and Protecting Children CPD
- Children and adults at risk training, to include identifying abuse and how to deal with a disclosure
- Other approved courses, including those delivered by Local Safeguarding Children Boards (LSCB)

### Induction

All teaching staff attend and have completed a full facility specific induction and all staff are trained and competent to carry out their roles. The following should be in place:

- Induction procedure
- Induction records signed and dated by the inductee and inductor

### Qualifications and training courses

Staff attend training and qualification courses to enable them to deliver the Learn to Swim Programme and develop skills. The following should be in place:

- Swim England accredited courses
- Staff delivering Stage 8, 9, 10 or exit routes of the Swim England Learn to Swim Programme should have attended relevant CPDs or hold a Swim England Level 1 teaching/coaching qualification (or equivalent) in the discipline
- Lifeguarding qualifications
- Royal Life Saving Society (RLSS) lifeguarding training/qualifications
- Chartered Institute for the Management of Sport and Physical Activity CIMSPA

- Swim England National Curriculum Training Programme (NCTP), for delivering school swimming

### Continuous Professional Development (CPD)

Staff attend appropriate CPD to enable them to continue to deliver the Learn to Swim Programme and develop skills. The following should be in place:

- Records of CPD attendance
- Additional in-house seminars and workshops

### Contingency plans

The organisation has contingency plans in place to deal with the non-availability of staff. The following should be in place:

- Sickness and holiday procedures

### Meetings

Teachers attend regular meetings with evidence of minutes/ notes of meetings circulated and maintained by the organisation

### One to ones and observation reviews

Key personnel develop their skills and knowledge and are subject to observation by the swimming coordinator (or appropriate qualified person), including support and mentoring. Evidence of some of the following should be in place:

- One to one discussion records
- Appraisal records
- Personnel development plans
- Annual observation records
- Mentoring process, with names of mentors
- Workforce development plans
- Training needs analysis

### Swimming coordinator

A member of staff is identified as having responsibility for overseeing/ coordinating the swimming programme. This should be included in their job description

### Uniform

Uniform is provided for the team so that customers can recognise teachers

### Swimmer Pathway

### Swim England Learn to Swim Programme

Lesson programmes use the Swim England Learn to Swim Programme and include core and complementary Awards. The following should be in place:

- Scheme of work
- Lesson plans
- Awards used
- Evidence of Awards purchased and monitoring of Awards sales and distribution
- Review process
- Opportunities to access additional activities
- Delivery of core requirements of the national curriculum for swimming and water safety, if within school swimming

### Responsibility

Swim England Level 2 Swimming Teachers, or equivalent, have overall responsibility for teaching

### Support teachers / assistants

Support teachers such as Swim England Level 1 Swimming Assistants (Teaching), or equivalent, actively assist Swim England Level 2 Swimming Teachers

### Communication

The organisation communicates its programme for teaching swimming clearly to participants and parents/carers.

The following should be in place:

- Parent guide / newsletters
- Proof of communication with potential new users
- Entry and exit criteria for each level
- School swimming attainment shared with school

### Record of progress

Teachers continually assess and record progress and achievement of participants and provide feedback to participants and parents/carers on their progress/attainment

### Planning and evaluation

All teachers effectively plan, deliver and evaluate aquatic sessions. The organisation has developed a lesson plan process that teachers are actively using and which is reviewed regularly

### Learner focused delivery

Lessons reflect the ability of participants and are adapted to accommodate the needs of those participants. The following should be in place:

- Water time planned appropriately
- Pool programme adapted
- Evidence that participants are moved at appropriate times
- Classes are sub divided if appropriate
- Individual sessions are adapted by teachers

### Progression

The organisation actively signposts participants to local clubs to enable them to progress from the Learn to Swim Programme and to demonstrate partnership working. The following should be in place:

- SwimMark clubs for swimming
- Evidence from the relevant clubs
- Promotion of specific sessions to facilitate pathways
- School/ club links sessions

Additional activities are programmed to provide greater opportunities to participate, such as:

- RLSS Rookie Lifeguard Awards
- BSAC Dolphin Snorkellor Awards
- Synchronised swimming
- Diving
- Water polo
- Swimming

### Minority groups or participants with special educational needs and/or disability (SEND)

Structures are in place to accommodate minority groups or participants with SEND. The following should be in place:

- SEND participants are integrated into the lessons where appropriate and/or separate lessons are offered
- Minority groups are integrated into the lessons where appropriate and/or separate lessons are offered

### Registers

Registers are used by teachers for each session

### Lesson standards

Teachers are fully aware of the lesson standards to be taught, who is in what group, and if there are any participant medical conditions to be considered

### Safe supervision

The pool programme and supervision is based on 'Safe Supervision for Teaching and Coaching Swimming' guidance

### Class structures and programming

### Class sizes

All teaching is delivered with an effective teacher:swimmer ratio in line with 'Safe Supervision for Teaching and Coaching Swimming' guidance

<b>Timings of lessons</b>
The timing of the lessons reflects the age and ability of the participants
<b>Numbers</b>
The numbers of participants at each Learn to Swim Stage is monitored to ensure effective planning of sessions and appropriate class sizes. This will enable teachers to support their learners as much as possible in their progress through the Learn to Swim Programme
<b>Retention</b>
Participant retention in the Learn to Swim Programme is monitored and reviewed, and interventions to assist in retention up to at least Stage 7 of the Learn to Swim Framework are in place
<b>Information Technology (IT)</b>
An appropriate software package is used to help plan, monitor and deliver an effective swimming programme
<b>Marketing and Communication - This will be assessed as part of the Customer Experience module (People 1) and a band of 'Good' must be achieved in this challenge for the facility to achieve the separate Swim England Learn to Swim Accreditation</b>
<b>Front of house enquiries</b>
Front of house staff are fully briefed to ensure all enquiries are dealt with in an efficient manner, with a one stop shop approach. The following should be in place: <ul style="list-style-type: none"> <li>• Evidence of staff meetings and training including reception staff</li> <li>• FAQ documents of the Learn to Swim Programme for schools, parents, carers and participants</li> <li>• Verbal and written information/guides available for parents, carers and participants</li> <li>• Memos and emails forwarded to staff to keep them updated</li> </ul>
<b>Website</b>
The site's website provides details and promotion of the Learn to Swim Programme and clear information on how to enrol
<b>Quality Assurance and Customer Satisfaction - This will be assessed as part of the Customer Experience module (People 1) and a band of 'Good' must be achieved in this challenge for the facility to achieve the separate Swim England Learn to Swim Accreditation</b>
<b>Programme review</b>
The organisation reviews the effectiveness of their Learn to Swim Programme on a regular basis and improvements are made as a result. The following should be in place: <ul style="list-style-type: none"> <li>• Annual review</li> <li>• Action plan/ Aquatic Improvement Plan</li> <li>• Procedure to deal with feedback from participants, parents and carers and the monitoring of customer satisfaction</li> </ul>
<b>Progress</b>
Parents and carers are kept up to date with progress
<b>Customer comments</b>
Customer comments are recorded to show how many compliments and complaints are generated by the swimming lesson programme
<b>Surveys and exit questionnaires</b>
Management regularly survey customers on the programme and carry out exit surveys when customers leave the programme
<b>Health and Safety - This will be assessed as part of the Compliance Declaration module (Operations 4) and a 'Pass' must be achieved in this challenge for the facility to achieve the separate Swim England Learn to Swim Accreditation.</b>