

# Learn to Swim Frequently Asked Questions (F.A.Q)

ALICE SPRINGS  
**AQUATIC  
& LEISURE**  
CENTRE

## **What Swimming Program do you Teach?**

At ASALC we teach the Royal Lifesaving Swim & Survive Program.

## **Can my child use the pool outside of swimming lessons?**

Yes. All students receive a membership for the duration of the term. As children under the age of 6 receive free entry one adult will be able to enter free of charge with them outside of lesson times.

## **How will I know that my child is ready to move up?**

Students are assessed at the end of each term. Instructors input results into our database system and front desk staff will be able to let you know what level your child will be in for the next program. Alternatively our instructors are always willing to have a chat before or after lessons to let you know how your child is progressing.

## **Do lessons occur on public holidays?**

Lessons do not run on public holidays. This is accounted for when enrolling and no student is charged for these lessons.

## **What happens if my child has injured themselves and cannot swim for an extended period of time?**

If a medical certificate is provided the remaining term lessons will be refunded or added as family credit for a future program.

## **Are there make up lessons for missed lessons?**

All students are entitled to one make up lesson per term. Please read our Learn to Swim Terms & Conditions for the full Make up Lesson Policy.

## **Is the pool heated?**

Yes the indoor pools are heated all year round. The leisure pool is heated to 32 degrees and the 25m lap pool is heated to 28 degrees.

## **Do I need to re-book lessons each term?**

Yes. All students must re-book for each term. All bookings are first in first served. Please refer to the Learn to Swim Calendar for enrolment dates.

## **What do we need to bring?**

Appropriate bathing attire (all infants & toddlers must have a swim nappy), towel, dry clothes for students to change into after their session (strongly recommended during winter).

## **Does my child need goggles?**

Goggles are not compulsory although children are welcome to use goggles for lessons. Please be aware that from time to time instructors may ask the children to take off goggles to perform certain tasks.

## **What is the Watch Around Water & Swim Ready policy?**

- 0-5 Years & Non-Swimmers: give them all of your attention, stay close to them (within arms' reach), watch them continuously in the water
- Children 6-10: constant supervision required by a person 16 years or more.
- Children aged 11-16: recommended you physically check on them on a regular basis.
- All children 0-10 will receive a coloured wristband upon entry relevant to age.

## **Do I have to be in the water with my child during the lesson?**

We require an adult in the water for the following levels: Wonder 1, 2 & 3, Courage 1, 2 & 3.

## **Do I need to stay at the centre whilst my child has lessons?**

Yes. Parents are to stay at centre during lesson times as per last point in the Emergency Action Plan.

## **What qualifications and checks do our instructors have?**

Our teachers are nationally accredited AUSTSWIM Teachers of Swimming & Water Safety. All our instructors hold First Aid, CPR & Ochre cards. All instructors that teach infant and adult classes hold additional qualifications.

## **Can I take photos of my child in their swimming lesson?**

The use of cameras and video cameras at this venue is conditional upon

- You must only take images of your child and relevant individuals with their consent
- It is illegal to broadcast or publish images without consent
- Underwater cameras, video cameras are not permitted.
- Under no circumstances are cameras, video cameras or mobile phones to be used in change room areas