Frequently asked Questions

Why can't I walk my child to their lesson?

We respectfully ask that parents / carers do not go onto poolside at any time. There are several reasons for this. Health and Safety of our swimmers is our top priority and while we like to get to know all our families it is not always possible to identify the people on poolside and therefore cannot risk having unidentified adults wandering around. Having unauthorised people on poolside is also a distraction for the lifeguards and students. Finally, a lot of debris from outdoors get carried onto poolside on people's shoes and this can cause injuries and contamination.

Can I talk to my child's Teacher?

Yes, but not while they are teaching. This distracts the teacher from their students putting them at risk and taking away valuable learning time. If you have an urgent issue, please contact reception immediately and they relay any messages to the teacher or Duty Manager to deal with. Otherwise, leave your details and a brief message at reception and the teacher will contact you when they have finished their lessons.

Why hasn't my child moved up at the same time as their friend?

All children learn at different rates, what may take 1 child 3 or 4 lessons to master may take another child a lot longer. This is ok, the teacher will move them up as soon as they know they will be safe and ready to cope with the demands of the next stage.

Why is my child playing games and not swimming?

A lot of learning is done through play. When you see your child having a race to blow an object across the pool, they are not just playing. They are unconsciously learning about travelling through the water, buoyancy and Aquatic breathing. At the same time, they are building their stamina, and they are having fun while doing it.



Why is my child sitting on the side of the pool and not swimming?

There are different answers to this question depending on what stage your child is swimming at. With the beginner stages the answer is often because the children are younger and have a shorter attention span, asking them to listen to important instructions while they are in the water isn't always helpful as they are easily distracted by equipment, splashing and their friends. Asking them to climb in and out reinforces the criteria of entering and exiting the water safely and it also changes their perspective and redirects their focus long enough for them to listen to and process the instructions they have been given. They may also be doing some water safety questions which are a consistent part of the criteria. As the swimmers reach the higher stages these reasons still apply but it is also used as an opportunity to help the swimmers understand why they have been asked to do something and by understanding it makes the practice itself easier to master. They can see demo's more clearly and ask questions, it is also an opportunity to rest as they are being very physical often straight after a long day of school which is tiring.

If you have any other questions that you would like us to answer, please submit them to your swim coordinator and they will address them for you, we will then update this link for all to see.



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