

## FAQ's

### **Can my child wear goggles during their lesson?**

Once a child is able to jump into deep water and return to safety are they allowed to wear goggles in the pool during their lesson. The reason behind this is centred around safety. We do not allow the child to wear goggles until they are able to correctly and independently survive a jump/fall into deep water. If the child always wears goggles in the pool on a regular basis and are not used to swimming without them, happens to fall into the pool one day without them, most likely the child will panic and not be able to swim like they would if they had goggles on.

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

Yes, until the child is 3 ½ years old. We are educating not just the kids but also the parents on important aspects of their child's water safety, survival and swimming skills. People learn this better when they are in the water.

### **What should my child bring to their lesson?**

Towel, swimsuit, flip flops/crocs/shoes for before/after the lessons, a change of clothes, and swim nappy (if they are not 100% toilet trained). There are changing rooms and showers for you to use before and after your lesson (located off of the pool deck down the ramp). Children learn best without wearing anything baggy such as board shorts or rash vests. A simple, close fitting one-piece bathing costume is best. Level 5 pre-squad kids are also asked to bring their fins.

### **Do I come to the same day/ time each week for my class?**

Yes, all clients are allocated a specific day /time for their class. You are not permitted to attend another class without first booking in. This is dependent upon class vacancies. Each level has a maximum number of kids for educational and safety reasons.

### **What do I do if my child is sick, or we are going to be away during our lesson?**

#### **What is the policy about makeup lessons?**

Please contact us at the earliest convenience by texting **0425 732 142** or email us at [davidp@babiestokids.com.au](mailto:davidp@babiestokids.com.au)

Make up lessons are dependent upon vacancies. They may be carried over to later terms if a time cannot be found in the current term. Make-up lessons are not provided to Groupon clients.

### **What separates your swim school from other swim schools?**

Our mission is to teach our awesome kids how to correctly & efficiently return back to **SAFETY** in under 3 seconds when they fall into deep water. No other swim school in our experience has this specific mission. We specialize in child water safety and deep water survival skills. Our programs are inclusive of kids with special needs. Our facility is as quiet as a mouse, free of distractions. Our teachers are then free to bring out the best in their students. Our lessons are fun, professionally structured and progressive.

### **Why don't you use attached flotation aids like some swim schools do?**

We specialize in child water safety and deep water survival skills. We help babies, toddlers, beginners to confident kids learn how to become more fishlike and swim *with* the water, without floatation aids, rather than fight against it. We specifically teach kids how to correctly and efficiently return back to safety after accidental submersions. Your child does not always walk around near water with floaties on. We believe that children learn a false sense of security by using attached flotation aids.

### **Groupon clients**

Five start up lessons are a good start. Groupon vouchers are only provided to new clients. After five consecutive weeks of lessons, Groupon clients pay the remainder of the term at the standard charge to hold the spot and ensure learning is maintained. Please contact our swim school office for payment options.

### **Do you have swimming lessons every day?**

Currently every day except for Thursday, with squads on Monday and Thursday evenings. We teach all levels, from 3 months babies at Berendale School pool to squads for kids with our Speedfish Swim Team at the Bentleigh East 50 m outdoor pool. We also have school holiday fast track programs.

### **What days are quieter than others?**

Weekday classes are always quieter than weekend classes. Book into weekday classes whenever you can.

### **When am I billed for my child's swim lessons?**

Current clients need to pay for term fees by the 2<sup>nd</sup> last week of the current term to hold their spot for the following term. Spots are then opened up to our waiting list clients and new clients. Refunds are not provided. Please contact the swim school office if you have an issue with paying on time.

### **When should we arrive and leave each lesson?**

Please arrive 5 to 10 minutes prior to your scheduled class so you do not distract the class by being late. Aqua bub and aqua tot clients are to enter the pool via the beach entry ramp at the start of the class after the last class have exited. All higher levels (without parent in the water) sit on the pool edge shallow by the orange witch hats at the start of each class. Children must be seated with their parent prior to their class and wait for the previous class to end. No access is allowed to the pool other than the designated class time for your child. We are a private swim school that does not cater for leisure space.

### **What is Berendale School policy for pool use?**

Please note that we are only permitted to use the car park, entry, pool and change room facilities. No other part of the school grounds is available for use by swim school clients. No eating/drinking is allowed inside the pool facility. All nappies (even clean ones) are to be taken off school grounds. They can not be left in the school bins.

**What if my child isn't toilet trained?**

If your child is not toilet trained, they are required to wear a disposable nappy with a reusable swim nappy over it.

**Do your instructors have experience working with special needs children?**

We have experience working with special needs children from Autism to Cerebral Palsy. If you have any specific inquiries, feel free to reach out and ask.

**What certifications do your instructors have / what training do they undergo?**

All our instructors undergo extensive Babies to Kids Swimming Lessons in-house training under our specially designed curriculum. In addition, all instructors are Austswim, CPR and working with children check certified.

**Am I able to talk to my child's swim instructor during lesson time?**

Please do not interrupt any teacher during the class. Our teachers are trained to closely supervise each child and your interruptions would distract the teacher from this supervision. Please contact the swim school office for any feedback or answers to your questions.

**What happens if my child takes a break from swimming lessons?**

The term "use it or lose it" especially applies to swimming. There aren't many activities that are so tactile and completely dependent upon a different environment. Learning and retaining water safety, survival and swimming skills takes consistent and professionally guided practice. A break from regular lessons can undo all the hard work and progression made to graduate swimming lessons.

**How long will it take my child to learn how to properly swim?**

The more often a child is in the water with us taking our structured lessons, the quicker he or she will acclimatise to the water and pick up the essential skill sets. Each child is different and learns at their own pace, hence the reason why a definitive timeline cannot be applied to the said child. We like to use the comparison of learning how to read. The more consistent and correct the practice the faster your child will pick it up and retain fishlike skills.

**Can my child attend more than one lesson per week?**

Yes, we recommend a 2<sup>nd</sup> or even 3<sup>rd</sup> lesson per week to help accelerate learning. Results are especially noticed when kids have two or three lessons in as many days. The reason is that they become more familiar and fishlike with the water. Ask the swim school office for available vacancies and discounts for extra lessons.

**When should my child stop swimming lessons?**

When they are a safe and strong swimmer. We see swimming lessons, like road safety, as one of the few life skills that your child must master at a young age ... but swimming lessons should not go on forever -- there must be a point where your child can graduate. To be considered a strong and safe swimmer we believe that there are 12 vital milestones for your child to learn:

1. **Swordfish 2 m from push off wall**
2. **Deep water jump & correctly return to safety**
3. **Swim 5 m freestyle correctly**
4. **Survival scull deep water correctly**
5. **Swim 25 m backstroke correctly**
6. **Swim 25 m freestyle correctly**
7. **Tread deep water correctly ...**

Your child at this point is recognized by Babies to Kids Swimming Lessons as having adequate swimming skills and ready to further refine these skills in the more challenging environment of our squad pool. There are then a further five milestones to achieve before your child is regarded a safe and strong swimmer. Please visit our “Graduate” page at [babiestokids.com.au](http://babiestokids.com.au) to learn about these remaining milestones and please remember that all children must be closely and actively supervised by a competent adult, regardless of swimming ability.

