

Canning Swim School Program – Customers FAQ

What is the Canning Swim School Program?

The Canning Swim School Program is an ongoing program that will be replacing the current term-based program. This program will see Customers on a fortnightly direct debit payment plan.

What are the benefits of the Canning Swim School Program?

Based on customer feedback, we have decided to make the positive change from term-based program to the new Ongoing Canning Swim School Program. Here are some of the benefits that the Canning Swim School Program will bring:

- One-time Enrolment: Customers do not need to re-enrol for the next term program. A once off enrolment will be completed upon registration and your enrolment will automatically continue.
- Friendlier Payments and Flexibility: Customers are not required to pay heavy upfront payments anymore, instead smaller regular payments are introduced.
- Placement Guarantee: Customers will have a permanent place in current swim level lesson upon program registration. You will not have to worry about losing your spot unless you have chosen to withdraw from the program or when/if your payment defaults.
- Automatic credit rollover or make up lessons: Any missed lessons that qualifies for a credit will automatically be deducted from next fortnight's payment or if qualified, a make up lesson will be provided. For more information, please refer to terms and conditions [here](#).
- Customer may be eligible for makeup lessons for missed lessons.
- More Sessions: There will be continuous classes all year round, including school holidays.

You can find out more about the terms and conditions [here](#)

Will the new program affect my Term 2 enrolments?

The New Swim School Ongoing Program will only commence on Monday, 17 July 2023 Current term and term 2 swimming lessons will not be affected. Term 2 will run as normal with no changes occurring.

Will my credits be rolled over into the new program?

Any credits that are due to expire between 24 April 2023, and 16 July 2023 will be extended until July 17th to ensure they can be utilised in the new program.

Does this change affect the Babies and tots program?

Yes, all programs (except Bronze medallion) will be transitions to the New Canning Swim School Program. Due to the requirement of the bronze medallion program this will remain a 10-week course that is paid for upfront.

When do enrolments open?

Enrolments will open on Monday 8 May 2023.

Will my enrolment be automatically rolled over each term?

The new program structure means we no longer operate 4 terms per year, rather we are operating a continuous program 48 weeks of the year, so once your child is ready to progress you will be able to move them to the next level.

When is the first day of the New Canning Swim School Program?

The new program will commence on Monday 17 July 2023.

When will my first direct debit occur?

If you enrol prior to 17 July, your first direct debit will occur on 17 July. If you enrol on or after this date your first direct debit will occur on the day you enrol, and payments will continue on a fortnightly basis on alternative Mondays.

If I have multiple children enrolled, will I have multiple direct debits?

Yes, enrolments are profile specific and so are direct debts. Each child will need to have their own profile when enrolling and will have their payments linked to their profile. Multiple children will mean multiple profiles and direct debt contract.

What happens if my direct debit is unsuccessful?

We understand that this can occur for several reasons and will attempt to contact you as soon as a payment is missed. You can choose to pay outstanding amounts online, over the phone or in person. If you have an outstanding amount prior to attending lessons, one of our friendly staff members will be able to assist you prior to going through to your swimming lessons.

What happens if I don't want to sign up for direct debit?

Our swim school program will only be taking direct debit payments for enrolments from 17 July onwards. We have made this change in consideration of customer feedback and are positive that this change for swim school will bring forward more benefits for our swim school customers. We thank you for your understanding and continuous support.

What happens to my current term-based swim school program?

Your current term-based swim school program will continue until the end of Term 2. Term 2 will run from 24 April – 2 July. When it ends, you will be offered to continue your swim program with us by

signing up for our new Canning Swim School Program.

My child has reached the advancement age for their current class will I automatically be moved classes?

The change won't automatically happen. When your child reaches the advancement age for the class you are enrolled please let your swimming teacher know, they will be able to list your child as ready to progress so you are able to find a suitable class in the next level.

Will the fees be the same under the Canning Swim School Program?

Yes, the fees will remain the same under the Canning Swim School Program. Payments will be deducted automatically on a fortnightly basis from your nominated bank account or credit card.

How do I register for the Canning Swim School Program?

You can register online [here](#) or have a chat to our friendly Leisureplex customer experience team member. We are unable to accept enrolments over the phone, however, can help you through the process using your own device. Alternatively, you can sign up in person at either centre.

What happens if we cannot make our lesson?

We are excited to say that with this upgrade we can now offer make up lessons.

- If you have a medical certificate covering 1 – 2 lessons, you are eligible for a credit OR a makeup lesson
- If you have a medical certificate covering 3-8 lessons you are eligible for a credit (as you cannot have more than 2 make up lessons)
- If you have a medical certificate covering more than 8 weeks, we will suggest that you cancel your enrolment until you re well enough to return.
- If you do not have a medical certificate but provide us more than 4 hours written notification you will be eligible for a make up lesson.
- If you do not have a medical certificate and provides less than four (4) hours notification you will not be eligible for a credit or a make up lesson.

Please refer to our terms and conditions [here](#) for full details credits and make up lessons

What happens if I want to cancel my enrolment in the Canning Swim School Program?

If you wish to cancel your enrolment in the Canning Swim School Program, you must request a cancellation in writing to canning.swimschool@canning.wa.gov.au. You will need to re-enrol if you wish to continue swimming lessons.

When will my child be assessed?

Ongoing assessments will be conducted regularly by your child's teacher and a senior teacher. There will also be regular assessment weeks.

What happens when my child is ready to progress?

Once your child has been assessed they will be able to progress to the next level. Parents can process this online, or in person at the front reception. We aim to ensure that level progression will be as smooth as possible. However, please note that placement for progression is subject to availability. A different lesson time may be offered instead of your preferred lesson time.

Will there still be parent chat week?

Yes, parent chat week will remain. We believe in the importance of communication as part of your child's progression in swim school. Chat week will be held approximately every five weeks.

Will this mean my child will keep the same teacher?

We aim to keep staffing changes to a minimum. However, due to staff availability there may be occasional changes.

Can I change lesson days and time online?

Yes, you most certainly can. You will be able to make this change online.

We do encourage parents to keep lessons on a fixed schedule as frequent changes may impact your child's learning progression

Will there be a safety week?

Yes, we will be having safety week. Educating children to be safe around water is a massive part of why we encourage swimming lessons. Most swimming lessons will include an aspect of safety and there will be dedicated sessions for safety week at least four times a year.

Can I still use my KidSport Vouchers?

Yes, you can. You will need to sign up to the new Canning Swim School Program prior and your KidSport funding will be applied to your child's enrolment as a credit once we have received payment from KidSport. Please allow up to 7 business days from when you send us the voucher code for the credit to be applied

I have questions regarding my child's progress. What should I do?

Please speak with your child's swimming teacher, they have the best understanding of your child's progression. If need further clarification, reach out to the senior teacher on shift during your child's lesson and they can assist with any questions you might have.

Will I be charged for public holidays?

There are no swim lessons during public holidays. Lessons will not be charged but you are welcome to come in to have a swim and practice.

Will I be charged for period breaks?

No. During the two scheduled two-week period breaks you will not be charged for swimming lessons. During this time, you are still welcome to come down and use the facilities and practice your swimming. Please note that there may be limited pool space as we use this time to schedule important maintenance.

Will I still have free access to pools at both centres outside of my enrolment?

Yes! We encourage you to utilise this access to keep practicing your swimming skills outside of lessons.

What happens if we cannot make our scheduled lesson?

Depending on circumstances you may be eligible for a credit or make up lesson. Please refer to our terms and conditions [here](#) to check your eligibility and any requirements.

Can I suspend my enrolment?

Yes. Please refer to our terms and conditions [here](#) to see what you need to do to suspend your lessons. Please note that during a suspension you will lose free access to the centre.

What if I have other questions or concerns about the new Canning Swim School program?

If you have any other questions or concerns about the Canning Swim School Program, please don't hesitate to speak to our friendly swim school staff, who will be happy to assist you or email us at canning.swimschool@canning.wa.gov.au.