



Wessex Swim School

Staff Handbook

September 2017

Contents

1.	Welcome to Wessex Swim School	4
	a. History of Wessex Swim School	4
	b. Welcome to the team	4
2.	New teacher induction	5
	a. Interview Process	5
	b. Induction	5
	c. Uniforms	5
	d. Registers	6
	e. Internal teacher grading system	6
	f. Sample lesson plan	7
3.	Swimming teacher job role	8
4.	Supervisor job role	10
5.	The Swim School office – meet the team!	12
	a. Swim School Manager	12
	b. Schools Coordinator	12
	c. Courses Coordinator	12
	d. Swim School Coordinator	12
6.	First lesson procedures	13
7.	Normal lesson procedures	14
8.	Dealing with a complaint	16
9.	Assessment days	17
10.	Pool closures	19

11.	Emergency action plans	19
12.	Timesheets and getting paid	21
13.	Insurance and DBS checks	22
14.	Training	22
15.	Sickness and absence	23
16.	Holiday request form	25
17.	Communication Procedures	26
18.	Disciplinary procedures	27
	a. Minor offences	27
	b. Major offences	27
19.	Wessex Swim School Child Protection Policy	28
	a. Wessex safeguarding principles	28
	b. What is abuse?	29
	c. Types of abuse	30
	d. Indications of abuse	30
	e. What is confidentiality?	31
	f. What to do if a child raises a concern	31
	g. What to do if an adult raises a concern	31
20.	Useful contacts	32



1. Welcome to Wessex Swim School

a. History of Wessex Swim School

Wessex Swim School started in July 2004 as a private swim school in Winchester with just 3 teachers and a handful of clients. The swimming teachers noted how well children in smaller classes improved at a much faster rate than those in larger classes and set maximum numbers in every class to just 3 pupils.

Wessex Swim School now teaches over 950 swimmers across 4 different pools in Southampton, Salisbury and Winchester.

b. Welcome to the team!

Wessex Swim School currently has over 50 qualified swimming teachers, who are passionate about providing fun and enjoyable swimming lessons to both children and adults. We also have a strong office team who work tirelessly to ensure the smooth running of Wessex Swim School.

We also have a team of fantastic supervisors, who provide support and advice for all of our teachers on poolside during every session.

We hope you enjoy being part of the team at Wessex Swim School!



2. New teacher induction

a. Interview process

Where possible, two interviews are conducted for prospective members of staff. The first is an office based interview in which the prospective candidate will be interviewed by two members of senior staff. In this interview, the candidate must provide a CV and relevant certificates.

The second interview is pool-based and conducted by the pool's supervisor and will last two hours. In the first hour, the candidate will shadow a swimming teacher. In the second hour, the candidate will teach two classes.

If successful, the teacher will need to complete a 'New Employee' form. Copies of certificates, insurance and DBS check will need to be given to the office. A successful candidate will be awarded a grade A, B or C, as per the Wessex internal teacher grading system (please see following page for further details).

b. Induction

During an induction of a new teacher in the first week of term, the pool's supervisor will:

- Introduce the new teacher to all teachers present
- Assign an iPod and a waterproof case to the new teacher

The supervisor will also show the new teacher the following:

- Fire exits in changing rooms and from poolside
- Emergency alarm points
- Male and female changing areas
- Equipment storage areas
- Pool layout with lane ropes etc.

c. Uniforms

New teachers will be given uniform, prior to the first session, to ensure the uniform is the correct size and is comfortable for work.

A copy of the pool's NOPS and EAP should be read by the teacher and made available on request from the swim school.

d. Registers

The registers with the children's names, what time they are swimming and at what level will be available prior to the lesson via CoursePro so that the teacher can make lesson plans.

Any medical conditions will be on the registers, under the 'Alerts' section on the iPods. The pool's supervisor will also have access to any medical issues through CoursePro. It is the responsibility of the supervisor to ensure any new teachers are made aware of student's medical issues.

e. Internal teacher grading system:

Grade A

- **Teacher will have considerable previous teaching experience.**
- **Teacher will begin teaching immediately.**

Grade B

- **Teacher might be new to teaching or new to the Wessex Swim School.**
- **Teacher will shadow a regular teacher for 10 hours.**
- **Teacher will cover classes until a vacancy becomes available.**
- **Teacher must produce detailed lesson plans for every lesson they cover for at least the first six weeks.** These will be given to the pool supervisor.
- **Teacher cannot issue badges without the supervisor's consent.**

Grade C

- **Teacher might be new to teaching or new to the Wessex Swim School.**
- **Provisional cover for three months.**
- **Teacher must produce detailed lesson plans for every lesson covered.** These will be given to the pool supervisor.
- **Teacher must not issue badges without the supervisor's consent.**
- **If the teacher is not awarded a grade A/B within the probationary three months, their contract will be terminated.**

f. Sample Lesson Plan



Teacher's Name:

Date/Time	
Class	
Age	
Lesson duration	
Assumed initial ability	
Number in class	
Pool details	
Staff	
Lesson Objective	
Equipment	

Introductory activity:

Time allocated:

Main theme:

Time allocated:

Teaching Practices	Teaching Points

Contrasting activity:

Time allocated:

Teaching Practices	Teaching Points

3. Swimming teacher job role

To deliver safe, fun and effective swimming lessons.

- Motivate, educate and take a vested interest in your swimmers.
- Award swimming certificates once the swimmer has achieved the correct level, ensuring the swimmers receive their badge and certificate promptly from supervisor.
- Assist the swimmer where necessary with minimal amount of body contact in accordance with child protection procedures. The swimming teacher's hands should be visible at all times.
- Arrive 10 minutes prior to the beginning of lessons, so that you can be briefed by the supervisor 5 minutes before teaching.
- Ensure the poolside is set up, ready for lessons. All floats, woggles and toys should be out at least 5 minutes before the beginning of lessons.
- Ensure your iPod is fully charged and sealed in its waterproof case, and should be synched through wifi **before** attending lessons.
- Use your iPod to take registers and assess swimmers **every lesson**. **CoursePro must be updated weekly, even if the swimmer has not improved.**
- Recommend extra homework or extra tuition in intensive swimming courses where appropriate.
- Always ensure the swimmer achieves the most from their lessons to fulfil their potential.
- Provide accurate, regular feedback to parents and the office.
- Be present for over 90% of the sessions, with a maximum of one session off per term.
- Do not book holidays within term times. Dates for the coming academic year will be available at the end of the April.
- Notify the office before 0930 if unable to work in an afternoon and before 1500 the preceding day if unable to attend morning lessons.
- Always wear the correct Wessex Swim School uniform and have kit ready to enter the water if necessary. A swimsuit must be worn

beneath the Wessex Swim School t-shirts and shorts at all times when teaching.

- Act professionally at all times whilst in uniform.
- Ensure copies of up-to-date DBS checks, insurance and certificates. Failure to keep them up-to-date may mean termination of contract.
- Attend at least one Continuing Professional Development (CPD) session each academic year.

Teachers should understand that if they fail to look after their iPod or lose it, or the damage is deemed beyond normal wear and tear they will be charged £200 to replace the device.

I undersigned hereby agree to honour the Wessex Swim School teacher code.

Sign here: _____

Print name here: _____



4. Supervisor job role

To ensure the safe, effective running of poolside.

- Oversee the safe and efficient running of poolside.
 - Ensure all that teachers are on poolside a minimum of 10 minutes early, lane ropes are in and lifeguards are in place.
 - Brief teachers 5 minutes before the start of lessons to discuss any issues or trials they need to be aware of.
 - Ensure all the teachers are dressed correctly, take their registers and bring their iPod devices with them.
 - Deal with poolside problems such as late teachers, missing staff or cover lessons by re-assigning swimmers. Where classes are over 3, notifying the office to assign credit notes for all swimmers affected (avoid this outcome wherever possible).
 - Ensure all swimmers are registered at every lesson and assessed correctly by the teachers to the Wessex Swim School standards.
- Supervisors are responsible for their teachers' assessments.**
- Hold a small stock of badges and certificates for all stages and hand them out promptly to swimmers once achieved.
 - Build rapport with other pool user groups either side of times in the pool.
 - Learn lifeguards' names and utilise them for getting lane ropes in on time.
 - Carry out termly teacher observation sheets for all staff under your management.
 - Complete Supervisor report sheets after every lesson, reporting back to the office any absences, notes or comments. **These must be with the office within 24 hours of the session.**
 - Make sure all swimmers are directed to correct classes promptly.
 - Do everything possible to ensure a positive customer experience and that any issues are resolved promptly on poolside or with the office as quick as possible.
 - Lay out marketing materials for upcoming lessons, courses and leaflets on poolside table.

I undersigned hereby agree to honor the Wessex Swim School supervisor code.

Sign here: _____

Print name here: _____



5. The office – meet the team!

- a. **Swim School Manager - Denise Sayers –**
denise@reesleisure.co.uk



Denise was the very first swimming instructor with Wessex Swim School 14 years ago, and became the official Swim School Manager in 2014. Denise is a highly-qualified swimming teacher with over 25 years' experience in the industry.

Did you know – Denise taught Nikki and Chris how to swim!



- b. **Schools coordinator – Jen Lawrence –**
jen@reesleisure.co.uk

Jen joined Wessex Swim School in 2011, and joined the office team in 2014. Jen organises our swimming lessons at local schools, and is also a fully qualified swimming teacher.

- c. **Courses coordinator – Gilly Footer -**
gilly@reesleisure.co.uk



Gilly joined the office team in 2015, and organises our teacher training courses, as well as regular Continuing Professional Development courses (CPDs). Gilly is also a fully qualified swimming teacher.

- d. **Swim school coordinator –**

Charlotte Underwood – charlotte@reesleisure.co.uk



Charlotte is the most recent addition to the office team, having joined us in Oct 2016. Charlotte is a qualified Level 1 teacher, and is due to start teaching regularly in September 2017.

6. First lesson procedures

The pupil should arrive on poolside to locate their correct class **5 minutes** before the start of their lesson. The pool supervisor should be on poolside to greet the swimmer and parent and should ensure the child is appropriately dressed for the session, before leading them to their class. This includes correct swimwear, goggles and long hair should be tied back. All swimmers should shower and use the toilet.

Pupils should be wearing the correct swimwear in the water including a swimming costume. To ensure compliance with child protection laws, female swimmers must cover their top half while swimming. Female swimmers who do not have their top halves covered will not be allowed to swim. Goggles are recommended, as are swim hats. Some pools have made swim hats compulsory so in these pools, hats must be worn or the swimmer will not be allowed to swim.

During the lesson:

At the beginning of the lesson it is essential to sit a new class on the wall and ensure they know about the possible dangers and the basic pool safety rules. Teacher must ensure children can enter and exit the pool safely.

Children must hold on to the side or rail on the poolside at all times and their heads should stay above the water.

With beginners and new swimmers, the children should be given a swimfin or woggle to wear as well as holding on to the poolside or rail.

When the poolside temperature is warm enough, children can be sat on the poolside but still ensure they have a woggle around them or a swimfin properly attached.

Lessons should start promptly at their allocated time slot and according to the clock on poolside.

Lessons should include approximately 25 minutes working on technique, confidence and stamina. The final 5 minutes should include a contrasting activity or a skill practice from the National Teaching Plan.

If the student is new, the teacher should do a quick assessment of the pupil to ensure they are in the right class. If the class is not suitable the pool supervisor should be alerted. Ideally, the child will be moved to a more suitable class.

If there are no suitable classes during the original time slot, the pool supervisor should note the swimmer's ability and check CoursePro through their iPod for any available spaces. This should be reported back to the office, who will ring the client to re-arrange the lesson. If the child is suitable for their new class, this should be noted on the register.

Lessons should finish on time and children should be out of the water, on poolside, ready for collection by parents at the end of the allotted time slot. At the end of the session the teacher should inform the parent that their child is suitable for the class and say, *"We look forward to seeing you next week, at TIME, with TEACHERS NAME. Have a good week!"*

Teachers must emphasise to parents that they must not leave the perimeter of the pool building, so that they can be easily located in the event of an emergency.

7. Normal lesson procedures

Before the lesson:

Teachers should be on poolside a minimum of 10 minutes before the lesson is due to start. Teachers should be changed and out of the changing area before children arrive. **Teachers should not get changed in the same changing rooms as students.**

Teachers should be dressed in their uniform on the way to work, so that they are ready on arrival. Teachers must wear a swimming costume, a Wessex Swimming School instructor t-shirt and a pair of shorts.

Teachers must ensure all their equipment is laid out, ready to start their lessons. This includes floats, lane ropes and any other equipment you may need. Teachers also need to sync their iPods before the lessons, which can be done at any point during that day.

Students should arrive at poolside 5 minutes before their lesson. This includes correct swimwear, goggles and long hair should be tied back. All swimmers should shower before entering the water as well as using the toilet.

Pupils should be wearing the correct swimwear in the water including a swimming costume. To ensure compliance with child protection laws, female swimmers must cover their top half while swimming. Female swimmers who do not have their top halves covered will not be allowed to swim. Goggles are recommended, as are swim hats. Some pools have made swim hats compulsory so in these pools, hats must be worn or the swimmer will not be allowed to swim.

During the lesson:

Children must hold on to the side or rail on the poolside at all times and their heads should stay above the water.

With beginners and new swimmers, the children should be given a swimfin or woggle to wear as well as holding on to the poolside or rail.



In situations where the poolside temperature is warm enough, children can be sat on the poolside but still ensure they have a woggle around them or a swimfin properly attached.

Lessons should start promptly at their allocated time slot and according to the clock on poolside.

Lessons should include approximately 25 minutes working on technique, confidence and stamina. The final 5 minutes should include a contrasting activity or a skill practice from the National Teaching Plan.

Lessons should finish on time and children should be out of the water on poolside ready for collection by parents at the end of the allotted time slot.

After the lesson:

All teachers have a responsibility to keep the poolside tidy, during and after the lesson. End of the session all teachers must pack away any equipment so that the poolside is ready for the next users. **Every teacher must keep their area tidy and help to pack away the equipment at the end of the lesson; it is not just the responsibility of the pool supervisor.**

Teachers must change in a separate area to the students. Alternatively, teachers can wait until the students leave and then use the changing rooms.

Teachers must **never** be alone with a child in a changing room. It is the parents' responsibility to ensure the child is changed properly. The teacher's responsibility in loco parentis ends once the lesson has finished and the child has left poolside.

8. Dealing with a complaint

Occasionally complaints may be made about the facilities, the teachers or other children in a class. If this is the case the following procedures should be followed:

1. The teacher should aim to resolve the issue on poolside.

2. If the teacher is unable to resolve the issue, they must alert the supervisor. This supervisor should log this in their supervisor report.
3. If the supervisor and the teacher cannot resolve the issue, the swim school office should be informed.
4. If the school coordinator, course coordinator and administrative assistant cannot find a solution, the swim school manager should be made aware of the situation. The pool supervisor and any teachers involved should be informed. Their statement of events should be logged in a complaints file. The person making a complaint should have their statement recorded and also logged in the complaints file. This can be taken in person, over the phone or via email, so long as there is a written record of it.

At each stage the member of staff will have to decide the course of action that will need to be taken and should try to resolve the situation. If any staff disciplinary action has to be taken the swim school manager should follow procedures in the staff disciplinary procedures.

If the complaint is one of health and safety at the pool or facility used by the swim school the complaint should be forwarded to the facility management. It is then the swim school manager's responsibility to ensure the person who made the complaint has been informed that the swim school has passed the complaint to the management of the facility.

If the complaint is a fault of the swim school and is something that the swim school will have to resolve then the manager should alter the standard operating procedures to ensure the same issue does not arise again. The swim school manager can offer a free session or reimburse the customer making the complaint.

Any changes to standard operating procedures should be confirmed with the managing director. All teachers should be made aware of any resultant changes.

9. Assessment days

Assessment days can be held at the end of each half term. Teachers should have a good idea of what level the child should be aiming for. **Any badges allocated must be confirmed with the supervisor before informing the**

student or their parents. Teachers should let the supervisor know well in advance which distances and badges they expect their students to achieve.

For small distance badges and awards that can be completed during the lesson, teachers should assess their students during the class. For long distance badges that will take over 30 minutes, provisions should be made to have a separate lane with a teacher counting the number of lengths each swimmer is doing. The lane should be available for as long as possible and swimmers attempting long distances should be informed the week before to arrive at the beginning of the session to allow as much time as possible for swimmers to complete their awards. The best time for these longer sessions are during the intensive swim courses.

Any awards achieved should be logged and where possible the awards should be handed out on the day where possible. Stages updates should be completed every week by the teacher on CoursePro and it is the teacher's responsibility to ensure the swimmer receives the award.

Allocations of badges can occur at any term, should the child pass the stage or reach a distance milestone. However, the preferred time for assessment is at the end of group of lessons or at the halfway point.

1x Stage and 1x Distance badge and certificate are free each term.

Name of the teacher and pupil should be checked for spelling errors before writing out the certificate.



If teachers know they will be awarding badges they should check the award is stocked by supervisor or the office.

The student's sense of achievement is maximized when they can receive the badge and certificate as soon as they achieve it.

Any award achieved by the swimmer **must** be recorded on CoursePro.

10. Pool closures

Any planned pool closures i.e. for cleaning or maintenance are flagged to the office well in advance and should not clash with the internal teaching timetable.

If students will miss lessons due to a scheduled pool closure, all affected should be notified as soon as possible. Customers should not be refunded in the event of a scheduled pool closure but factored into the cost of the term.

In the event of an unforeseen pool closure, due to an emergency or vandalism, the office should be notified immediately. Staff on-site should apologise to any affected customers for the inconvenience. The office should find an estimate for the duration of the pool closure and also attempt to contact all affected customers.

Customers will be issued a credit note for the lessons missed due to unforeseen pool closure. Ideally, the credit note will be applied to future invoices. However, the office can issue a refund if the customer will not be attending future sessions.

11. Emergency Action Plan

This emergency action plan should be put into action if the alarm is raised in the premises being used by the Wessex Swim School.

Alarms

On poolside teachers are responsible for their pupils. Teachers should await instructions from lifeguards on the premises for instructions.

Lifeguards on site will determine the scale of emergency. In most instances, teachers will lead their pupils, away from any danger, to the emergency muster points should the alarm be raised.

Staff will be made aware of emergency exit routes and muster points during their induction.

Swimmer in distress

If a swimmer appears to be in danger in the water, the lifeguard or supervisor should be alerted and the staff member should attempt to throw a flotation device to help the swimmer. Only staff with lifeguard training should enter the water to save the child.

Fire

If a member of staff comes across a fire and no alarm has been raised, the staff member should do so immediately. They should never attempt to tackle the fire. Under no circumstances should any member of staff re-enter any building after the alarm has been sounded.

Gas leak

If a member of staff is aware of a gas and chemical leak, they should raise the alarm immediately. Under no circumstances should any member of staff re-enter any building after the alarm has been sounded.



Building failure

If a building is deemed structurally unsound and dangerous to be in, the building should be evacuated and the emergency services contacted. Under no circumstances should any member of staff re-enter any building after the alarm has been sounded.

Contacting the emergency services

The police, fire department and ambulance services are contactable at 999. When calling the emergency services, you will be asked to provide your name, the location and details of the incident.

12. Timesheets and getting paid

All staff complete a timesheet with all the hours they have worked that month from the 1st until the end of that calendar month.

Timesheets should be submitted on or before the last day of the calendar month.

The details recorded on the timesheets will be checked by the office. This includes the number of hours and rate of pay. These will then be passed to the accountant on the 7th of the month.

The payroll will leave the Rees Leisure account on the 12th of the month and staff should receive all pay by the 15th of the month. All staff should check for any inaccuracies in the pay as soon as possible and notify the office.

In order to be added to the payroll staff will need to fill out the relevant forms and give the following information to the office:

- National insurance number
- Bank sort-code
- Bank account number
- Photocopies of any qualifications needed for their job role
- Photocopy of DBS check

If your insurance or DBS check expire and you fail to notify the office, you may face disciplinary action or termination of employment.

Staff should keep their pay confidential and should not disclose any information to other members of staff.

13. Insurance and DBS checks

Teachers must obtain insurance before the start of term. All teachers should be insured by either the ASA, STA or IOS. **A copy of your certificate will need to be held by the office.**

DBS checks are required at an 'Enhanced' level as staff will be in contact with vulnerable adults and children. A DBS check for another company can be accepted provided it is within 6 months of issue date. If your DBS check is over 6 months old at time of commencing work a new one must be issued by the office. You will be unable to work until the office holds a copy. Application for a DBS check can be carried out from the office, using the umbrella company recommended by the STA, Online Disclosures. There is a cost of £55.00 which will be charged to the teacher.

14. Training

Staff will be required to attend regular training sessions and CPD (Continuing Professional Development) seminars.

CPD seminars

Although not mandatory it is highly recommended that all staff attend as many as possible throughout the year. It is also recommended that our swimming teachers work towards earning 2 CPD points every 2 years. One of these points can come from regular teaching hours. The other point should be achieved through completing CPD training sessions. A training session that lasts 4 hours or less is worth half a point and a full day session is worth a full CPD point. Extra CPD seminars may be recommended as part of the supervisors' teacher reports.

Staff meetings

These will happen periodically when needed and will be offered on several occasions to ensure all staff have an opportunity to attend. These meetings will take place at the Wessex Swim School office but these may have to be at an alternative location depending on the business needs.

15. Sickness and absences

If a member of staff phones or emails in sick, then the office should contact the staff member to see how long they will be off and which shifts cover must be arranged for. The office should then make covering the member of staff top priority.

For sickness for afternoon/evening shifts the office must be notified **before 0930**. For morning lessons the office must be notified **before 1500** the day before.

The office should have a cover list of teachers who are available to cover on each day and possible cover staff should be contacted as soon as possible.

If the member of staff has a serious emergency situation and is unavailable to contact for cover, cover should be found for the next 3 days, until contact is made with the member of staff.

Sickness on the day

If in doubt staff should not come to work if they are feeling ill, as this could potential infect other members of staff or customers.

If a member of staff becomes ill on shift they should be either sent home, or if too ill to drive should be escorted home by another member of staff where possible.



Ideally cover should be found as early as possible and if the member of staff is well enough should wait for cover to replace them before leaving the premises.

If the member of staff is seriously ill and needs to be escorted home, staff levels should be checked to ensure the facility could still run without the staff, the office needs to be notified immediately. If staff levels are too low to run the facility, the facility should be closed. This is a measure of final resort and can only be closed if the office gives permission.

The office on a daily basis should contact sick staff to ensure they are okay, and also to deem how long cover needs to be found for them. The staff member should not be contacted if in hospital or if the office is aware they are off for a set period of time.

Scheduled absences

Teachers should not schedule holidays during term time. Unless there is a significant change in their personal circumstances, teachers must attend 90% of lessons. This is the equivalent of one lesson off per term.

If a teacher is aware of a scheduled absence, they must fill out a request form, which is available from the office.



16. Holiday request form

TO BE COMPLETED BY APPLICANT

Name
Date
Holiday start date
Holiday end date
Total number of working days requested
Signature

TO BE COMPLETED BY THE OFFICE

REQUEST APPROVED

Approved by
Date
Signature

REQUEST REFUSED

Refused by
Date
Signature

Reason (Please tick the relevant box)	<input type="checkbox"/>	Too short notice
	<input type="checkbox"/>	Other member of staff has requested the same day/s
	<input type="checkbox"/>	Unable to find cover for these days
	<input type="checkbox"/>	Other:
	<input type="checkbox"/>	

17. Communication guidelines

a. Using mobile phones

Teachers should not personally hold the mobile phone numbers or email addresses of students.

Teachers should not have their mobile phones with them on poolside, as their full attention should be given to the students under their supervision. Under no circumstances should the camera facility of a mobile phone be used in the changing rooms.

Teachers should not take pictures of students or publish these, either in hard materials or social media, without the parent's permission. Parents have the right to refuse to have their child photographed.

b. Using social media

Teachers should not contact students via any social media platform. Should a young person friend or follow you on your personal networking site, you should decline.

You should not post pictures of yourself wearing the Wessex Swim School uniform on social media without permission from the office. When you are wearing the uniform, particularly when teaching, you are a brand ambassador and care must be taken to uphold the Wessex Swim School values.



18. Disciplinary procedures

All Wessex Swim School staff have to comply with all rules and regulations as outlined in this handbook. Any breach of these rules will involve the member of staff going through disciplinary procedures as laid out below.

a. Minor offences

For minor offences, such as a breach of rules and regulations, the member of staff will receive a verbal warning from the pool's supervisor. The swim school manager will be informed and this offence will be noted in their staff record. A letter will be sent to the parties involved in the incident, including the person making the complaint, if there is one, and the member of staff facing disciplinary action. A copy of this letter will also be kept in the staff members' permanent record.

If a member of staff commits more than three minor offences within a year, this will then become a major offence.

Some examples of minor offences:

- Incorrect uniform
- Late arrival to lessons without notifying the office beforehand
- Failure to turn up to a session without notifying the office beforehand
- Unprofessional conduct whilst in uniform
- Failure to update CoursePro weekly.

b. Major Offence

Any major breach of regulations or endangerment of customers, staff or others will result in serious disciplinary repercussions. The member of staff will be removed from the rota until the issue has been resolved. An incident meeting will take place, in which two members of senior staff are present, including the swim school manager. An action list of potential resolutions will be confirmed at the meeting. If the major offence is that the employee has committed more than three minor offences, the underlying issues will be discussed and where possible, a solution found. The member of

staff will be placed on a probation period of six months. If another minor offence is committed in this time, their contract will be terminated.

If serious enough, the issue may be passed onto the appropriate external bodies i.e. the ASA or the police.

The member of staff will receive a written letter of discipline. Their contract may also be terminated under disciplinary dismissal.

Any breach of child protection rules and regulations will also be treated as a major offence, and so the appropriate bodies will be informed and the member of staff will receive a written letter of discipline, and his or her contract of work may be terminated.

If, following the incident meeting, the member of staff commits another major offence, this will result in termination of employment.

19. Wessex Swim School Child Protection Policy

This policy was written using the ASA *Wavepower* Safeguarding Policies and Procedures. Further information about safeguarding children can be found on the ASA website (www.swimming.org) or on the NSPCC website (www.nspcc.org.uk).

a. Wessex safeguarding principles:

- The safeguarding of the children and vulnerable adults under our tutelage is paramount.
- All students must be treated with dignity and respect.
- Every child, regardless of their age, gender, racial origin, disability, religious beliefs, sexual orientation, economic background or level of ability have the right to be protected from abuse.
- We aim to cultivate an ethos of sportsmanship amongst our pupils and celebrate the achievements of each individual.
- We recognise the position of trust afforded to any swimming teacher. All of our staff who works with children have undertaken the appropriate training, have up-to-date DBS checks and adhere to the

ASA safeguarding principles laid out in *Wavepower*. All members of staff are also recruited in accordance to the ASA Safe Recruitment Policy.

- All allegations of abuse or suspicions of inappropriate relationships will be taken seriously and investigated thoroughly.
- Every member, student and parent has the opportunity to report concern.
- All involved have the responsibility to report concerns and protect the child or vulnerable adults from abuse. Every person involved has a duty to create a safe environment for our students and to report any suspicions/allegations of abuse.
- We do not tolerate bullying of any kind, either by the teacher or between the students.
- Personal and sensitive information about our pupils must be protected under confidentiality unless withholding information would be detrimental to their welfare and it would be in the best interest of the child to report the issues to the relevant authorities.

b. What constitutes abuse?

The NSPCC defines child abuse as *'any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention.'*



It is estimated that roughly half a million children are abused every year

Whatever the type, abuse that is allowed to continue can be extremely damaging and can cause problems for the person into adulthood.

c. Types of abuse

-Physical Abuse

-Emotional abuse

-Sexual Abuse

-Neglect

-Bullying

Particularly in the world of competitive sport, bullying can include a parent or coach who pushes too hard, a young person who intimidates others inappropriately or an official who places unfair pressure on a person.

d. Indications of abuse

It is important to remember that most children do not find it easy to disclose their concerns and certain groups will find it harder than others, for example, children from minority groups. The majority of referrals are made by adults who are expressing concern about a child or children based on their behavior or appearance.

The physical signs of abuse can be hard to identify as children can be bruised in everyday life by normal activities such as falling over while playing. Children can also be moody during adolescence or react to external circumstances such as a bereavement or parental divorce in unpredictable ways.

Some indications of abuse include:

- Unexplained injuries, such as cuts, bruises or burns in parts of the body that would not usually be injured during play
- Explanations for injury that seem unfeasible

- Unkempt physical appearance
- The child or young person discloses a concern or describes what might be an abusive act
- Another person raising a concern about the wellbeing of a child
- Engaging in sexually explicit behaviour or inappropriate sexual awareness
- A distrust or fear of adults
- An excessive fear of mistakes
- Difficulty making friends or socialising
- Shows tendencies to have variations in their eating pattern or a sudden loss or gain of weight

e. What is confidentiality?

Any concerns raised will be dealt with confidentially.

Information should be shared only with consent or without if, in your judgement, there is a good reason to, such as when safety might be at risk. Make sure the information you share is necessary for the purpose for which you are sharing it, is shared only with the individuals who need to have it and others, that is accurate and up-to-date and is shared securely and in a timely fashion.

f. What to do if a child reports a concern

If a child reports a concern to you, ensure the child is safe and feels safe. Report any concerns raised by a child or anyone else to the office immediately.

g. What to do if a parent reports a concern

If an adult reports a concern to you, listen to what they are reporting and consider the action you need to take. Report the issue to the office as soon as you can.

20. Useful Contacts

Wessex Swim School

info@wessexswimschool.co.uk

02380273657

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