

# PARENTS AND CARERS GUIDE TO CHILDREN'S SWIMMING LESSONS

mytimeactive



Following the

Learn to Swim  
Programme

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We are so excited you have chosen us as your swimming lessons provider. We are proud to partner with Swim England and offer a wide range of swimming lessons and classes across our pools. Our lessons are 25 minutes long with a 5-minute registration time. Lessons at our pools run for 50 weeks a year apart from the Pavilion which is 38 weeks a year (term time only). Payment is by direct debit and the direct debit is calculated as the number of weeks per year x cost per lesson, divided by 12 months. This way the direct debit stays the same each month regardless of the number of operational weeks that month.

## Booking lessons

Did you know you can now book online? Please visit <https://mytimeactive.courseprogress.co.uk/login> and click on book class, choose your site, have a look through lessons and register to book.

### Step 1

On the home portal home page select **'Book classes'**



### Online booking

View availability and book online.

Book class

### Log in to HomePortal

Enter your Username



Enter your Password



Log In

[Forgot password?](#)

### Activate HomePortal

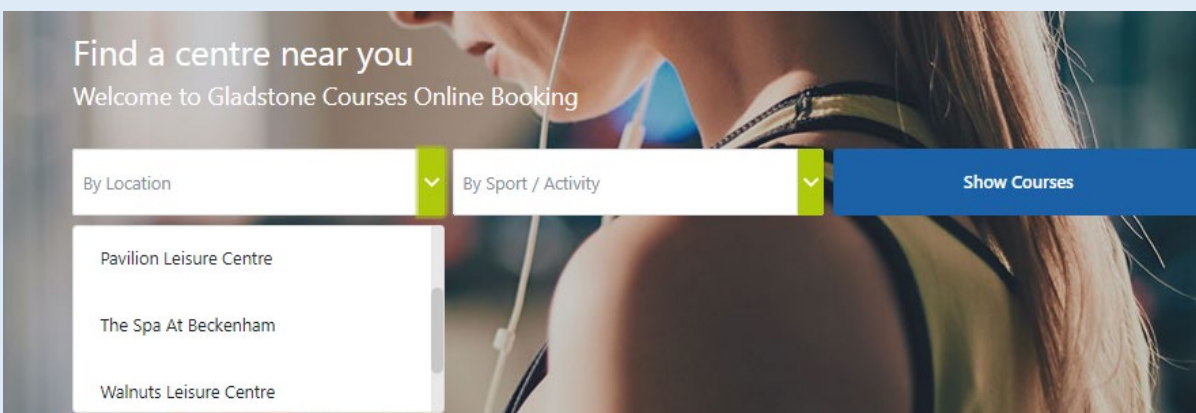
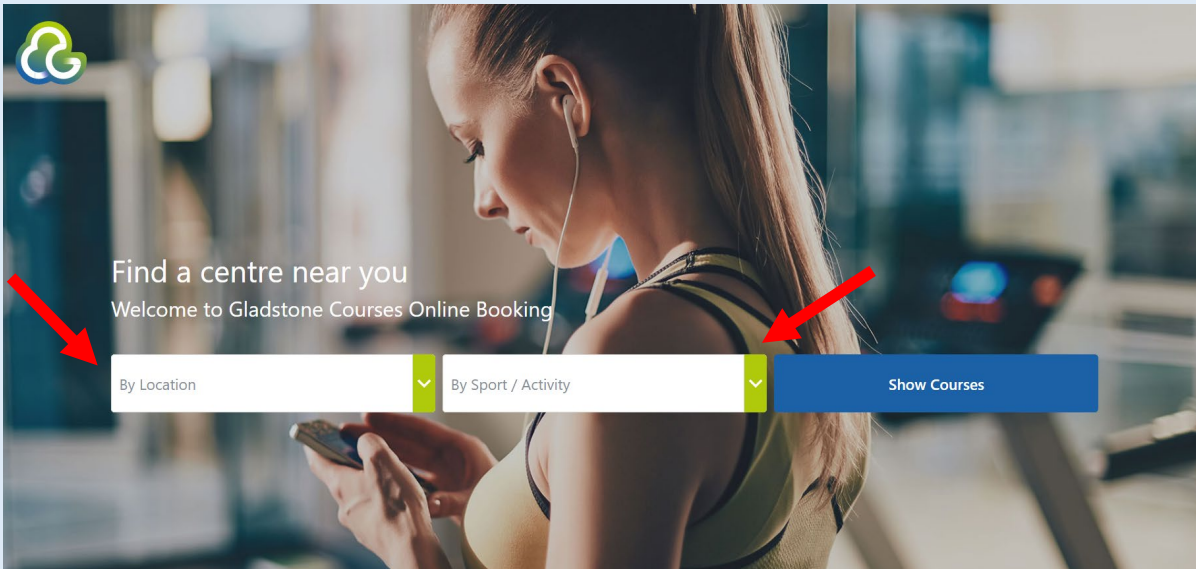
Activate HomePortal account to enjoy the following benefits:

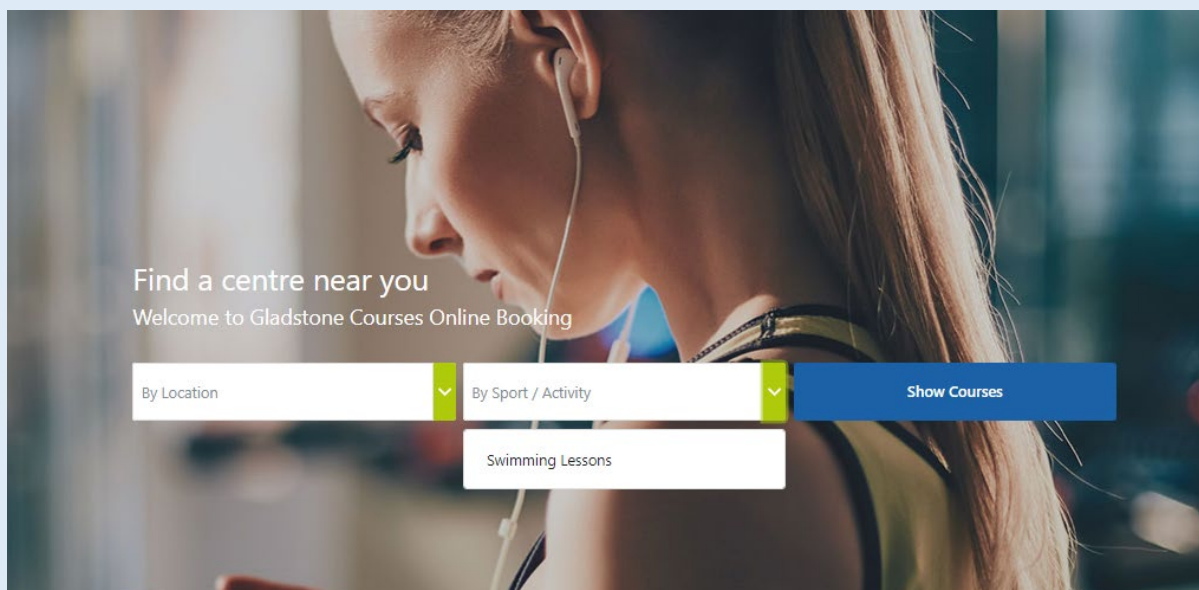
- Top up and move classes 24/7.
- View your account details.

Activate

## Step 2

Select the relevant location and the activity **'Swimming Lessons'**





### Step 3

On the bookings page under **Type of Course** select **'Weekly Lessons'**

Go back to search

Selected filters

Walnuts Leisure Centre

Swimming Lessons

Filters

Reset

Include courses with no spaces left

Type of Course

Weekly Lessons

Holiday and Short Courses

Swimming Lessons

Adult & Baby

Adult & Child

Pre-school

Stages

Adult Courses

Day of Week

Daily

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Activity

Swimming Lessons

This search has more results than currently displayed. Add more filters to see more lessons or find the lesson you are looking for.

Walnuts Leisure Centre

Website

View on map

Learn to Swim - Stage 8

From: £41.00

Pay Monthly

Wednesday 17:00 - 17:30

Start Date 08 February 2023

Spaces left: 5 out of 10

Book

Learn to Swim - Stage 2

From: £41.00

Pay Monthly

Wednesday 17:00 - 17:30

Start Date 08 February 2023

Spaces left: 2 out of 9

Book

Learn to Swim - Stage 4 Lane

From: £41.00

Pay Monthly

Wednesday 17:00 - 17:30

Start Date 08 February 2023

Spaces left: 3 out of 10

Book

Learn to Swim - Stage 5

From: £41.00

Pay Monthly

Wednesday 17:00 - 17:30

Start Date 08 February 2023

Spaces left: 5 out of 12

Book

#### Step 4

Next select the lesson type under '**Swimming lessons**' and the relevant stage.

The filters can be used to 'select a day of the week' and a 'level'

Click '**Book**' on the required lesson

Go back to search

Selected filters

Walnuts Leisure Centre

Swimming Lessons

Filters

Reset

Include courses with no spaces left

Type of Course

Weekly Lessons

Holiday and Short Courses

Swimming Lessons

Adult & Baby

Adult & Child

Pre-school

Stages 1-10

Adult

Level Adult & Baby

Discovery Duckling 1

Discovery Duckling 2

Day of Week

Daily

Sunday

Monday

Tuesday

Walnuts Leisure Centre

Website

View on map

Learn to Swim - Adult and Baby

From: £41.00

Pay Monthly

Thursday 10:30 - 11:00

Start Date 09 February 2023

Spaces left: 1 out of 12

Book

Learn to Swim - Adult and Baby

From: £41.00

Pay Monthly

Friday 09:30 - 10:00

Start Date 10 February 2023

Spaces left: 3 out of 12

Book

Learn to Swim - Adult and Baby

From: £41.00

Pay Monthly

Monday 10:30 - 11:00

Start Date 13 February 2023

Spaces left: 3 out of 12

Book

Learn to Swim - Adult and Baby

From: £41.00

Pay Monthly

Tuesday 10:00 - 10:30

Start Date 14 February 2023

Spaces left: 11 out of 12

Book

#### Step 5

If you already have an account on the Home Portal you can login and proceed to step 7

If not a new account will need to be created (see step 6)

#### Step 6

Complete the Registration form with the **Attendee's details** (including marketing preferences)

#### Step 7


The user has the option to book in the attendee or '**add a new member**'

1 Attendees

2 Basket summary

3 Bill details

4 Payment details

 Your basket 1

Learn to Swim - Pre School 1&2  
09:30 - 10:00  
Start Date 09 February 2023  
Weekly from Thu, 09 February 2023  
Walnuts Leisure Centre



Who will attend Learn to Swim - Pre School 1&2 ?

☐ A Test

[+ Add new member](#)

Remove class

Back

Continue

## Step 8


Now it is time to choose the payment plan by selecting **'Swimming lessons Direct Debit'**

1 Attendees

2 Basket summary

3 Bill details

4 Payment details

 Your basket 1

Learn to Swim - Pre School 1&2  
09:30 - 10:00  
Start Date 09 February 2023  
Weekly from Thu, 09 February 2023  
Walnuts Leisure Centre



Who will attend Learn to Swim - Pre School 1&2 ?

☒ A Test

[+ Add new member](#)

### Select payment

☒ Swimming lesson direct debit excluding Pavilion

Pay Monthly £33.50

[Pay Now](#) £22.03

Number of sessions

Remove class

Back

Continue

## Step 9

A payment summary will confirm to the user the monthly direct debit amount and the pro-rata payment due.

1Attendees
2Basket summary
3Bill details
4Payment details

### Payment summary

Learn to Swim - Pre School 1&2  
Swimming lesson direct debit excluding Pavilion

A Test  
Walnuts Leisure Centre

Monthly Direct Debit amount	£33.50
Direct Debit date	01 March 2023
One-off fee ⓘ	£0.00
Pro-rata membership fee ⓘ	£22.03
<b>Total to pay today</b>	<b>£22.03</b>

BackContinue

## Step 10

For the final part of the process payment details are confirmed and a **Direct Debit Confirmation** is created.

1Attendees
2Basket summary
3Bill details
4Payment details

### Payment Details

Enter your Bank or Building society details to setup monthly Direct Debit for

Learn to Swim - Pre School 1&2 Monthly Direct Debit Amount Direct Debit date	£33.50 01 March 2023
--	-------------------------

Account holder name  
(from your payment card)

A Test

Account number

12345678

Sort code

600336

By clicking on the 'Confirm' button below:

- You confirm that, if the above bank account is a personal account, the account is in your name.
- You confirm that you are the only signatory required to authorise this Direct Debit.
- You confirm that you have read our [Terms and Conditions](#).

☒ I agree to the above.

If you are not the account holder or able to authorise Direct Debits on this account, please click cancel and select a different payment option or contact the centre.

CancelConfirm

## Step 11

The user can review their details and edit them before final submission.

## Direct Debit Confirmation

Edit 

Learn to Swim - Pre School 1&2

Monthly Direct Debit Amount

£33.50

Direct Debit date

01 March 2023

Account holder name  
(from your payment card)

A Test

Account number

12345678

Sort code

600336

Service number

756356

Today's date

08 February 2023

The company name which will appear on your bank statement

Mytime Active

### Instructions to your Bank or Building Society to pay the Direct Debit

Please pay Mytime Active () Direct Debits from the account detailed in this instruction subject to safeguards assured by the Direct Debit guarantee. I understand that this instruction may remain with and, if so, details will be passed electronically to my Bank/Building Society.



### The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount date or frequency of your Direct Debit, Mytime Active will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Mytime Active to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Mytime Active or your Bank or Building society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building society
- If you receive a refund you are not entitled to, you must pay it back when Mytime Active asks you to

Please do not send this form to your bank. Banks and Building Societies may not accept Direct Debit instructions for some types of accounts.

## Step 12

The user is required to submit the Bill Payers details for the completion of the process.

By ticking the box **'Use account details'** the information can be automatically populated for the user.

## Step 13

The user is directed to make payment via Gladstone Pay





Secure Payment to: Mytime Active

Order Reference: 10641677

Purchase Amount: **GBP 22.03**

CARDHOLDER'S NAME \*

A Test

CARD NUMBER \*

EXPIRY DATE \*

CVV \*

ADDRESS (Registered Billing Address)

POST / ZIP CODE

Sw2 5uq

You will receive confirmation of enrolment from Go Learn and a Direct Debit confirmation

## Swimming caps and goggles

For stage 1 upwards we request that children wear swimming caps and goggles. The swimming caps are included in your lesson fee and can be collected at reception

Red- stage 1

Orange- Stage 2

Yellow- stage 3

Green- stage 4

Light Blue- stage 5

Dark blue- stage 6

Purple- stage 7

Black- stage 8 and above

The swimming hats are for safety and hygiene reasons and we request where possible that children wear them for lessons. Please fit your child's swimming hat and goggles where necessary, children will need to adjust their own goggles and hats in the lesson, please practise at home!

## Lockers

Our lockers require a locker token or £1 coin to operate which is returnable when leaving your locker.

## Travelling through the leisure centre

Entrances, exits and direction signage will be clearly marked for entrance to the pool. If you have a membership card please swipe to enter the facility, if not the gates or doors will be open for you to access the changing rooms.

## Observations

Please observe your children from the designated watching areas, this may be a viewing gallery or café, whichever is applicable to your pool. Please do not watch from poolside as the teachers need to be able to move around poolside easily and so as not to distract the children.

## Teachers

Where possible swimming teachers and teaching assistants will be teaching from poolside, this gives teachers the best vantage point to see all the children. We will endeavour to ensure the same teachers remains in the class though this may not always be possible and there may be cover teachers when your regular teacher is absent. Our teachers hold Level 2 Swim England Qualification and keep up to date with CPDs.

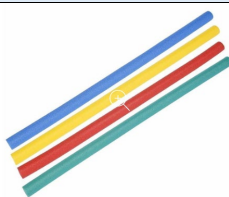
## Kit

We use a variety of kit during lessons, whether this be toys, floats, noodles, frogs or sinkers. We do not encourage the use of arm bands for lessons as they can teach incorrect arm technique.

## Adult and Baby classes



Preschool and stage 1-3 classes



Stage 4-5





## Stage 6-8



## The lessons

The pools will be divided in to lanes or teaching zones. We will encourage children to climb out the pool where possible rather than using the ladders or pool steps. For stages 4 and up children will be in lanes where possible and be set off with distancing measures. The teacher will meet the children on poolside and take a register before class starts. There will be a designated pick up and drop off point for lessons.

All of our lessons are risk assessed.

## SEND classes

We hold additional needs classes across our pools, if your child does have an additional need please do let your swimming coordinator or reception know and we will do our very best to support.

## Cleaning

Our pool cleaning will be regular and thorough and teachers will aid our pool cleaning by cleaning kit and frequent touch points between lessons around the pool including railings and ladders.

## Assessments

We continually assess the children using tablets on poolside, this allows for natural progression.

## Badges

From 2021 we are committing to Swim England's pledge of the chance to get three badges a year. This does not mean they will move up three stages a year. All children develop at different speeds and have different abilities. We will be holding badge weeks throughout the year for children to try a range of skills such as distance swimming and water skills swimming. You can learn more about the stages and badges

<https://www.swimming.org/learntoswim/learn-to-swim-information-for-parents/>



## The swimming pathway

### Learn to Swim core Awards



#### ○ Pre-School Framework

Perfect for pre-school children, building the beginnings of a lifelong love of water.



#### ☆ Learn to Swim Framework

Ideal for children aged four through to 11, developing confident and competent swimmers through fun and enjoyment.



#### ☆ Aquatic Skills Framework

Perfect for children who have completed the Learn to Swim Stages 1-7 and are now looking to develop skills.



#### Adult Swimming Framework

For older teens and adults looking to make a start with swimming, build water confidence and/or improve their swimming technique.



The Swim England Learn to Swim Programme is a world-leading syllabus, helping children and adults to learn how to swim. It's a fantastic experience that opens up new possibilities for everyone, as well as supporting their confidence, enjoyment and safety in the water. Swim England Learn to Swim Awards are a great way to keep learners of all ages and abilities motivated throughout their swimming journey. Our Awards scheme includes both 'core' and complementary Awards. The diagram here shows a swimmer's journey through the core Awards of the four Learn to Swim Frameworks.



## ○ Pre-School Framework

### Complementary Awards

- I Can... Awards
- Puffin Award
- Adult and Child Award
- Blank/Achievement Award

### What's next?

It's time to move on to the Learn to Swim Framework where there's lots more Awards to collect!



Celebrate completion of this Framework with the Swim England Pre-School Swimmer Medal. Don't miss out! Ask your swimming teacher for more details.

## ☆ Learn to Swim Framework

### Complementary Awards

- I Can... Awards
- Puffin Award
- Alpha Step Awards
- Rainbow Distance Awards
- Water Skills Awards
- Preliminary Safety Skills Award
- Personal Survival Awards
- Blank/Achievement Award

### What next?

Continue the swimming journey with one of the four disciplines in the Aquatic Skills Framework, or join a local swimming club to enjoy regular participation.



Celebrate completion of this Framework with the Swim England Learn to Swim Medal. Don't miss out! Ask your swimming teacher for more details.

## ☆ Aquatic Skills Framework

### Complementary Awards

- Rainbow Distance Awards
- Swimming Challenge Awards
- Swimming Stroke Awards
- Personal Survival Awards
- Water Rescue Award

### What's next?

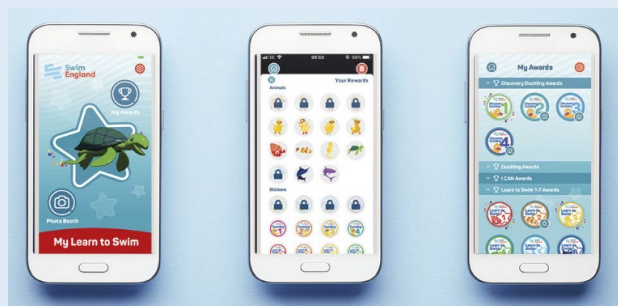
Congratulations! Now it's time to join a club. There are clubs across the country for swimming, diving, water polo and synchronised swimming. They are the best way to take your favourite sport to the next level. Who knows, you could be representing the national team in a few years!



Celebrate completion of this Framework with the Swim England Elite Swimmer Medal. Don't miss out! Ask your swimming teacher for more details.

## Learn to Swim App

Swim England have launched a fantastic Learn to Swim App that parents can download and snap pictures of their child's swimming certificate. This is then loaded in their Learn to Swim app and will unlock funny frames and pictures that can be used as photos. <https://www.swimming.org/learntoswim/my-learn-to-swim-app/>



## Parent Portal

We use software called Go Learn in order to track your children's lessons and achievements. This portal allows a parent function where you can log in and monitor your child's progression. You may see teachers with IPODs and IPADS around poolside. This is the Go learn portal where teachers can take registers, load demonstration videos for children to watch and also log your child's achievements. <https://mytimeactive.courseprogress.co.uk/login>

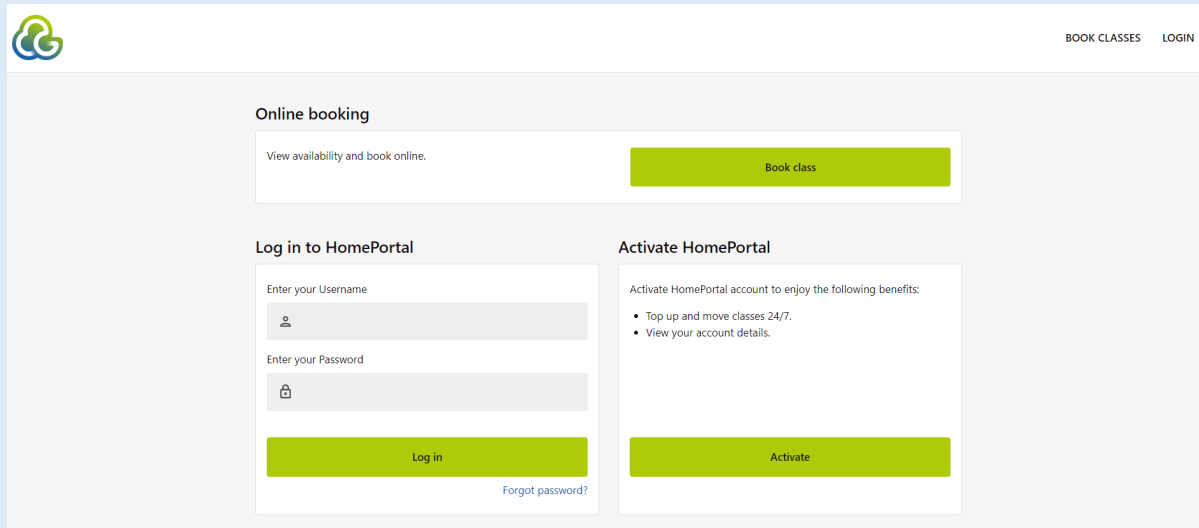
### Activating HomePortal

1. Visit <https://mytimeactive.courseprogress.co.uk/login>

**Please note:** If you have signed up for swimming lessons via our Contact Centre (or at one of our leisure centres) you should have already received the activation email for HomePortal.

Once a HomePortal account is activated via the activation email, you will not be able to activate an account here. Please proceed to 'Log in to Home Portal'

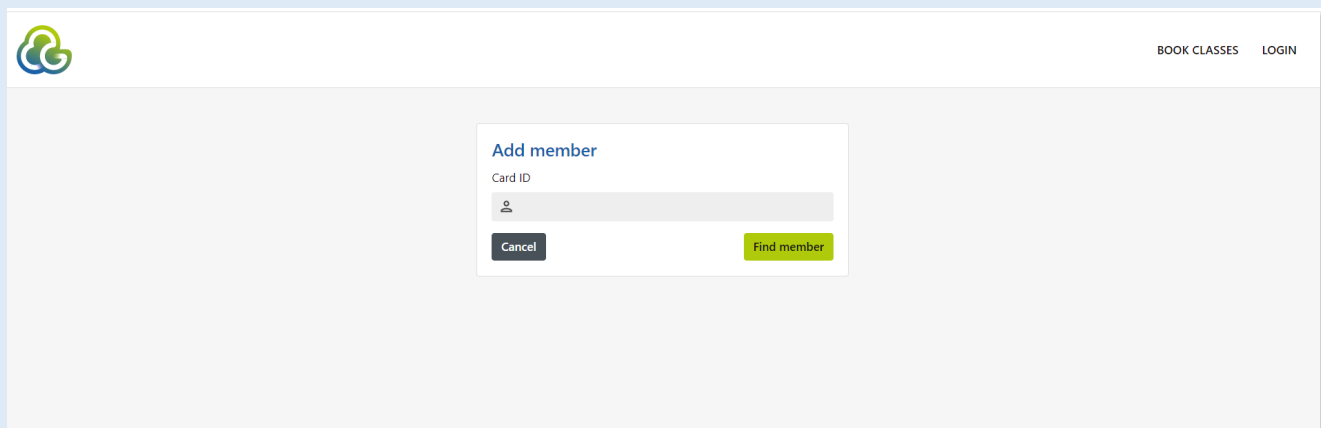
2. If activation email was not received please select '**Activate HomePortal**' and click '**Activate**'



The screenshot shows the mytimeactive HomePortal interface. At the top left is the mytimeactive logo. At the top right are links for "BOOK CLASSES" and "LOGIN". The main content area is divided into three sections:

- Online booking:** A box with the text "View availability and book online." and a green "Book class" button.
- Log in to HomePortal:** A box with two input fields: "Enter your Username" (with a person icon) and "Enter your Password" (with a lock icon). Below the fields is a green "Log in" button and a link "Forgot password?".
- Activate HomePortal:** A box with the text "Activate HomePortal account to enjoy the following benefits:" followed by a bulleted list:
  - Top up and move classes 24/7.
  - View your account details.Below the list is a green "Activate" button.

3. You will be prompted to enter a '**Card ID**' if you do not have a membership card please contact [swim.lessons@mytimeactive.co.uk](mailto:swim.lessons@mytimeactive.co.uk) or visit your home leisure centre for further assistance.



The screenshot shows the mytimeactive "Add member" form. At the top left is the mytimeactive logo. At the top right are links for "BOOK CLASSES" and "LOGIN". The main content area is a light gray box containing a white form titled "Add member". The form has a label "Card ID" above a text input field with a person icon. Below the input field are two buttons: a gray "Cancel" button and a green "Find member" button.

4. Once you have provided a Card ID you will prompted to answer a security question

You will be able to choose from two options:

**Date of Birth or Postcode** of the member registered for the swimming lessons



### Add member

Card ID

1234

### Security check

Choose one and confirm

- Please select -

Cancel

Confirm



BOOK CLASSES LOGIN

### Add member

Card ID

1234

### Security check

Choose one and confirm

Date of birth

Member's date of birth

dd/mm/yyyy

Cancel

Confirm

5. Finally, you will be asked to create a password for your Home Portal account and accept our **'Terms and Conditions'**





## Your account details

Email

cece12345@mytimeactive.co.uk

Confirm email

cece12345@mytimeactive.co.uk

Password

.....

Confirm password

.....

## Terms and Conditions

☒ \* By ticking this box you confirm that you have read and agree to our [Terms and Conditions](#) and [Privacy Policy](#) which include how your data will be processed.

Cancel

Continue



## Success

Thank you, we have now sent you an email to confirm your account. Please, click the link in the message to complete your registration.

You are now logged into the Home Portal

## Home Portal Account

Your Home Portal account will give you access to:

- Weekly progress & updates on all booked lessons
- An overview of all assessments and competencies
- Full history of all badges and awards achieved
- Ability to add new attendees to swimming lessons

**A TEST**

63%

[Stage 4 Lane](#)  
**Wednesday 17:30**

Direct Debit customer

Next session  
Wednesday, March 1st 2023, 5:30 pm

**A TESTING**  
2000028648

?

[Not attending any classes](#)

+ ADD MEMBER

**Competency**

Fair

Kick 10 metres Butterfly on the front or on the back

Last updated: Wednesday, February 8th 2023

Pass

Kick 10 metres Front Crawl (one item of equipment optional)

Last updated: Wednesday, February 8th 2023

Pass

Kick 10 metres Backstroke (one item of equipment optional)

Last updated: Wednesday, February 8th 2023

View all competencies

**Class history**

Course	Class name
Learn to Swim	<a href="#">Stage 4 Lane</a> Started: Invalid date   No end date
Learn to Swim	<a href="#">Stage 4 Lane</a> Started: Wednesday, October 20th 2021 No end date
Learn to Swim	<a href="#">Pre School 1&amp;2</a> Started: Friday, August 16th 2019 Completed: Friday, August 30th 2019

View all history

## Lifeguards

Our lifeguards will be present at our pools, where lifeguards are not present, your child's swimming teaching will hold a relevant lifesaving qualification. Competent swimmers at a stage 7 and above are able to join Rookie Lifeguard courses at our pools in order to learn more about water safety.

## Sickness

We ask you not to attend should your child be too ill to swim. If your child is going to be ill for more than 4 weeks and you have a note from the doctors we can apply a medical freeze to your account for the duration of time your child is ill.

## Further questions

If you have any further questions about the swimming programme, please contact your pools site.

We cannot wait to welcome you to our swimming lessons. See you soon.