

LEARN TO SWIM

Online portal guide



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Getting Started

You can access the Online Membership Portal by the following:

- Visiting www.campbelltown.nsw.gov.au
 1. Access the Learn to Swim Page
 2. Use related information links on the page:
 - Smart phones will have these at the bottom of the page.
 - Tablets and computers will have these posted on the right side of the screen.
- Through QR Codes
 1. The QR Codes are available at any of our centres and will take you directly to the Online Membership Portal.

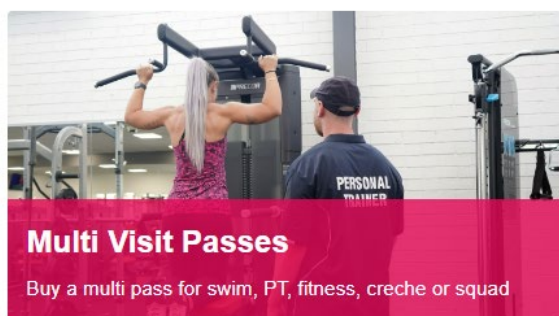
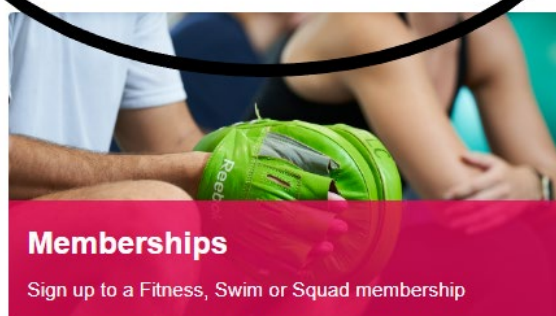
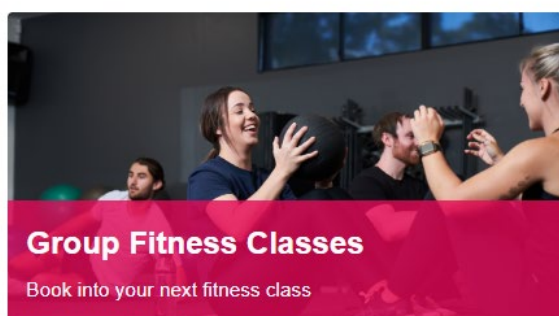
Once you have accessed the Portal, you will be required to create an account. These are your details, details about the child or student enrolling will be entered later in the enrolment process.

Once your account has been created, you are free to start making bookings, creating memberships, and signing up for Learn to Swim and Squad.



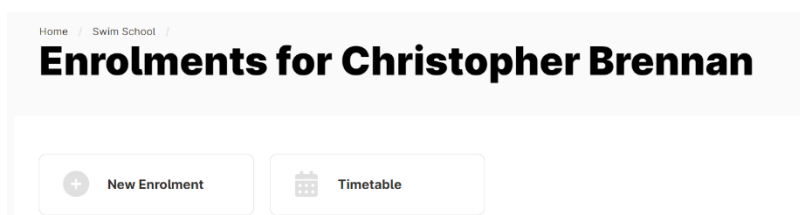
Enrolling in Learn to Swim

To Enrol into learn to swim you will need to go to the “Learn to swim” button from the home page.




This will bring you to the Enrolments Page. Click the “New Enrolments” Tab, which will allow you to select the centre you are looking to enrol in, here you can choose to look at the current timetable, which allows you to see any classes that are available to be booked into.

*Please note that if you have had lessons elsewhere and are not sure what level you should be enrolling in, you will need to contact the centre to organise an assessment with one of our Swim School Programmers or Qualified Instructors.






From here select the location of the classes that you are enrolling into, then the program (Adult Program or Mainstream Program).

New Enrolment

 **Timetable**

Select your enrolment type from each of the options below.

Select a location

 Eagle Vale Central	 Macquarie Fields Leisure Centre	 The Gordon Fetterplace Aquatic Centre
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Select a program

Learn to Swim	Learn to Swim Adult Program
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Select your level and then continue.

Select a level

Clam Target age: 6 months to 12 months	Tadpole Target age: 12 months to 2 years	Frog Target age: 2 years to 5 years
Lobster Target age: 3 years to 5 years	Octopus Target age: 5 years or older	Swordfish
Seal	Stingray	Whale
Shark		

You can now choose which class you are wanting to book into.

Enrol in Octopus

You have selected to enrol at **The Gordon Fetterplace Aquatic Centre** in the **Learn to Swim** program with the level **Octopus**.

Select a class from the options below.

Any day 56	Mon 8	Tue 5	Wed 7	Thu 8	Fri 6	Sat 16	Sun 6
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Mon at **3:30-4:00 PM** with **Shawna**
2 spaces available from Monday, 22 April 2024

Mon at **4:00-4:30 PM** with **Ruby**

Once you have selected the class, make sure the start date is correct and select continue.

Octopus [9603]

LOCATION **The Gordon Fetterplace Aquatic Centre** ✎

PROGRAM **Learn to Swim** ✎

LEVEL **Octopus** ✎

TEACHER **Shawna**

LESSONS **Mon** at **3:30-4:00 PM**

AVAILABLE SPACES **2**

Select a starting date

Monday
22 April

< Back

Continue >

Once the date has been selected, you can then select the student as seen below. You can either choose yourself, any previously made profile connected to yours, or you can create a new profile. When creating a new profile, make sure you add all necessary details as to easily distinguish between profiles in the future.

Once the student is selected, you will need to read and agree to the terms and conditions. There is essential information in this so be sure to read thoroughly. Once the agreement has been made, you can continue the enrolment process.

Enrolment Options

ENROLMENT TYPE **Octopus [9603] at The Gordon Fetterplace Aquatic Centre**

PAYMENT PLAN **Learn to Swim Continuous**

START DATE **Monday, 22 April 2024 3:30 PM**

SESSION FEES **\$20.00 per session**

Who Is This Enrolment For?

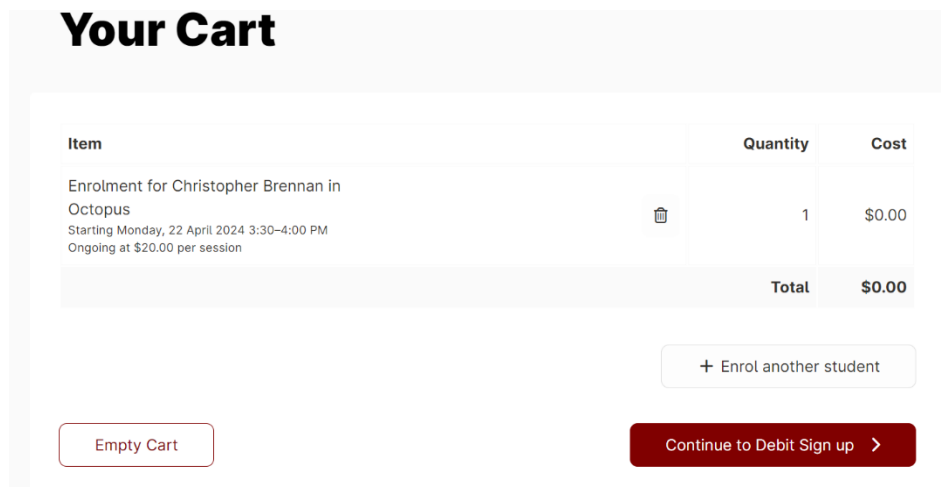
Christopher Brennan

Jessica Brennan

Someone else
You'll be asked to provide their details in the next step.

Note that any discounts available to the currently selected person may not be available to others.

You will now be at the "Your Cart" page. From here you can either enrol the next student if needed, or you can continue to the Direct Debit sign up.



Be sure when filling in the Debit information that the prices are all correct:

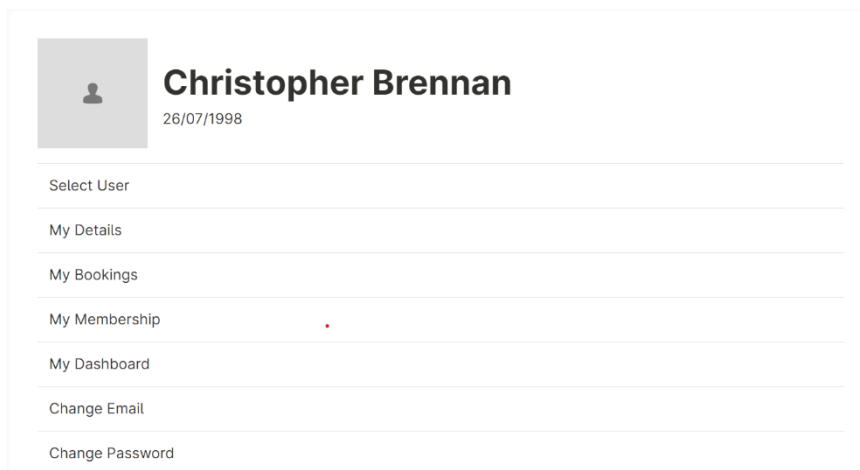
- 1st Enrolment
- 2nd Enrolment

These will provide you with the appropriate discounts for each student. Each student must be within the same immediate family, proof of this may be requested.

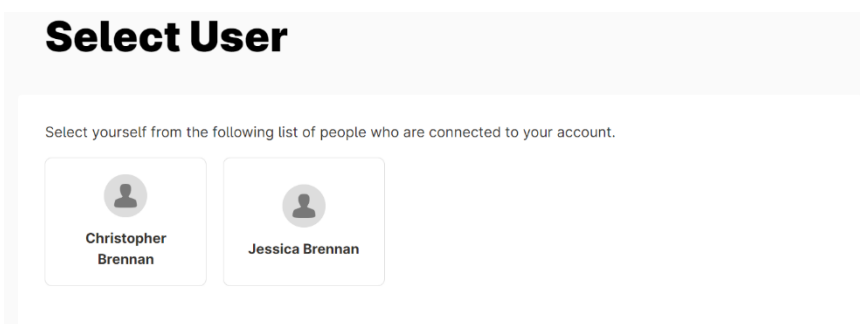
When you finish filling out the Direct Debit Details, you have then completed your enrolment. You should automatically receive an email to confirm the bookings when this is complete. If you are unsure, you can either call the centre, otherwise the details will be kept on the individual profiles Dashboard Page.

Viewing Your Dashboard

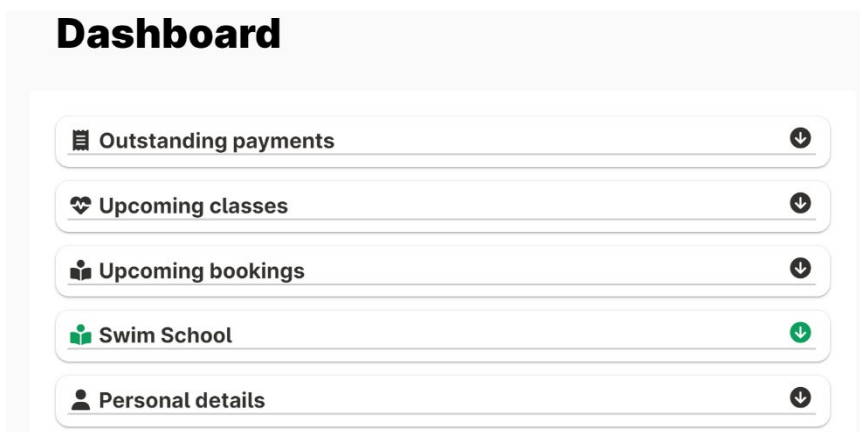
To get to the dashboard, you will need to click the name in the top right corner, if it is the name of the student enrolled, you can go straight to “My Dashboard” if not, select “My Account” then “Select User”.



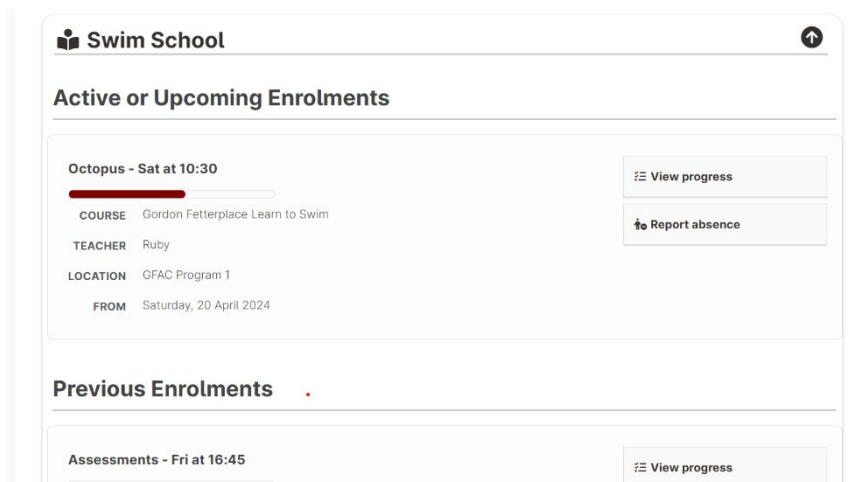
Now pick which student whose class details you are looking for.



Now Select 'My Dashboard' and click on "Swim School".

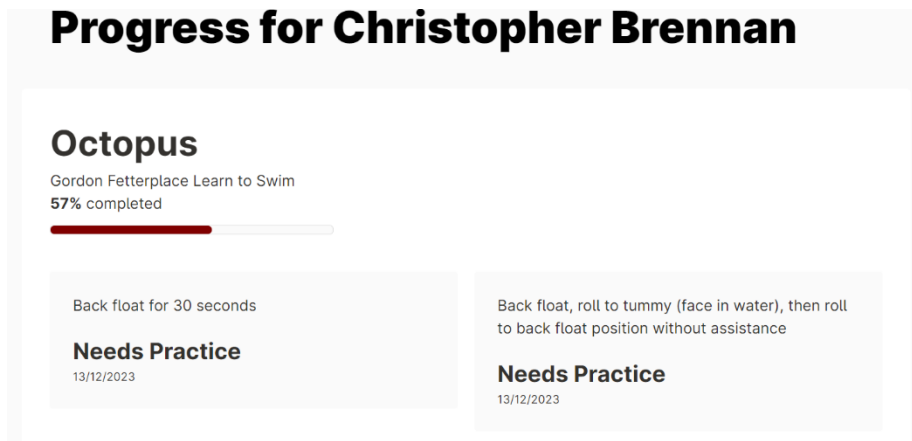


You can now see your class details including any progression that has been uploaded into the system.



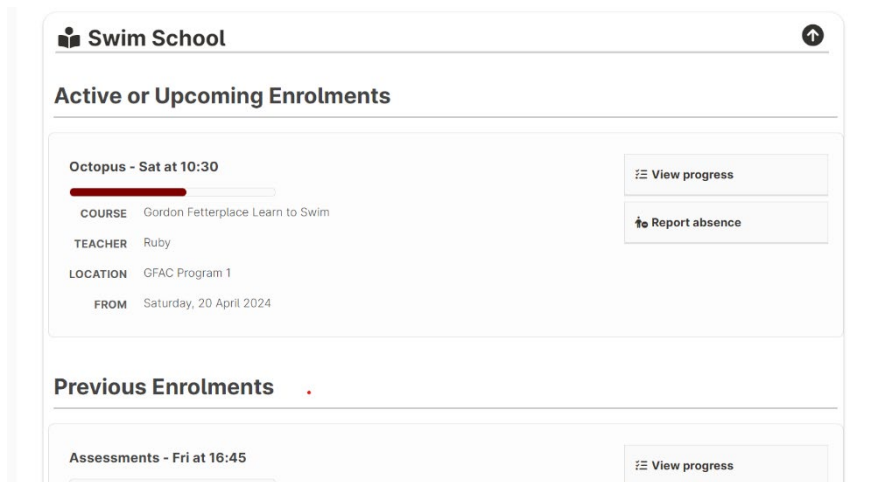
Viewing A Students' Progress

The Progress page will show you both the overall progress of the student as well as the individual skills that have been marked off for them.

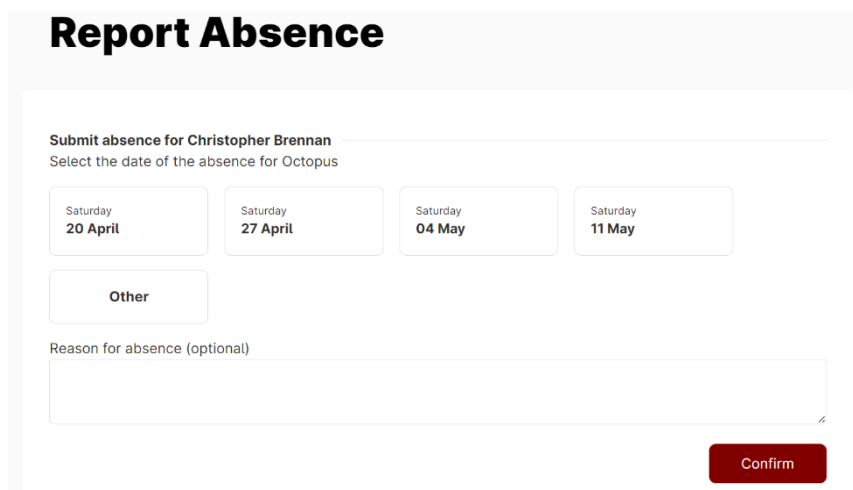


Planning an Absence

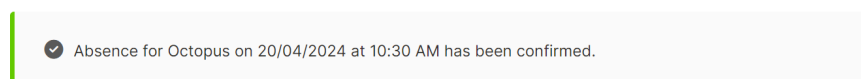
An Absence can also be made from this Dashboard page. You just need to select "Report Absence".



From here you will need to select the date and enter a reasoning.

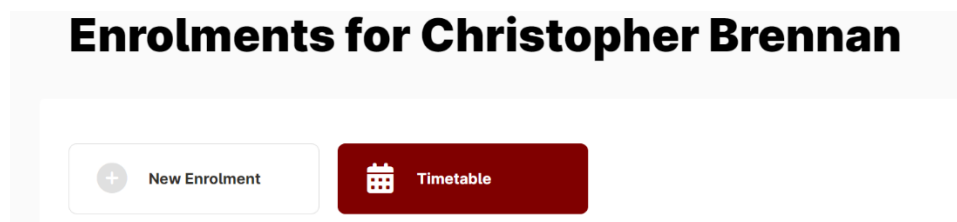
The 'Report Absence' form is titled 'Report Absence' and is for 'Submit absence for Christopher Brennan'. It asks to 'Select the date of the absence for Octopus'. There are four date buttons: 'Saturday 20 April', 'Saturday 27 April', 'Saturday 04 May', and 'Saturday 11 May'. There is also an 'Other' button. Below the date selection is a text input field for 'Reason for absence (optional)'. A red 'Confirm' button is at the bottom right.

Once complete, you will be taken to the Enrolments Page with the following confirmation message. You will need to repeat these steps if reporting multiple absences.

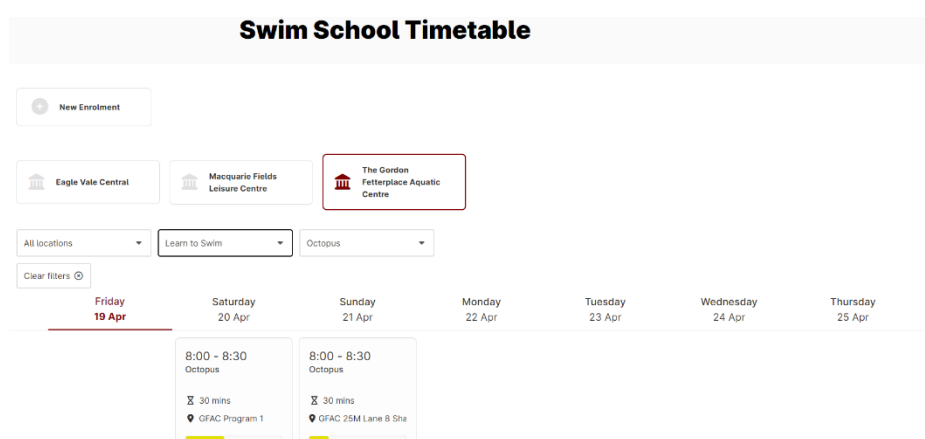


Moving Classes

To move your class on a permanent basis you will need to go to the Enrolments page as if you are beginning a new enrolment. Instead of clicking on "New Enrolment", Select "Timetable" to view the available class times.



Select the location that you currently do classes, otherwise you will begin a completely new enrolment which you will be charged on top of your already existing classes.





Select the class that you would like to move into. You can use the filters to specify the class that you are looking for. When reading the timetable, you will be shown a weeks' worth, the timetable is read downwards for time slots and across for days. This will show you the time, pool location, teachers name, and if the teacher listed is a relief teacher.

Enrol in Octopus

Octopus [10943]

LOCATION The Gordon Fetterplace Aquatic Centre 

PROGRAM Learn to Swim 

LEVEL Octopus 

TEACHER Keeley B

LESSONS Sun at 11:30 AM-12:00 PM

AVAILABLE SPACES 4

Select a starting date

Sunday
28 April

< Back

Continue >

Once the Class is selected, make sure it is the one you want and check the date that it will begin.

*Please note that if your class day has already past for the week, that you will be moved from the following week.

** This is not the way to book in makeup classes. If you have marked yourself as absent previously, you must contact your centre to organise the makeup class.

What can't I do on the Online Member Portal?

Cancellations

- Cancellations must be made in writing at least 5 Days prior to the next Direct Debit Date.
- All classes until notification is received will be charged whether they were attended or not.

Suspensions

- Suspensions must be notified in writing at least 5 days prior the suspension. Notification must include the dates that you are not attending your classes. These will be added to your account as a credit and will cover part or all your next debit.
- Suspensions cannot be backdated and cannot be used in conjunction with your cancellation.
- You are allocated 4 weeks during each calendar year; this can be used in the following ways:
 - o 2 x 2-week suspensions
 - o 1 x 3-week suspension
 - o 1 x 4-week suspension

Makeup Classes

- Make up classes are granted to students who notify absence at least 1 hour in advance to their class. You can have up to 2 of these per yearly quarter:
 - o January – March
 - o April – June
 - o July – September
 - o October – December
- Makeup classes are based on availability and are not guaranteed.
- If you do not book your makeup classes before the end of the quarter (Or membership if cancelling) you forfeit the class.
- These classes are non-refundable.

Child Progression

- You will be unable to progress your own skills within the portal. If you would like a check on the students' progression, feel free to ask your teacher, or contact your centre to book in for an assessment for an update with one of our Swim School Programmers.