



Aquatic Services

Facility Based Swim Instruction Policy 2024



Purpose and scope

This policy applies to all internal and external parties wanting to offer Swim Instruction. This includes, but is not limited to:

Splash Palace Swim School, Splash Palace Staff and any external club, group, organisation, or business.

The Splash Palace Swim School core business is swimming instruction specifically focused on Swim to Survive techniques. The purpose of this policy is to protect this core business and establish a clear understanding and definition for both Splash Palace and external operators wishing to utilise the facility for Swim Coaching. Specifically:

- What is the definition of Swim to Survive?
- Where is the boundary between what Splash Palace will teach and what external operators can teach?
- The process required for external operators to undertake lessons at Splash Palace.

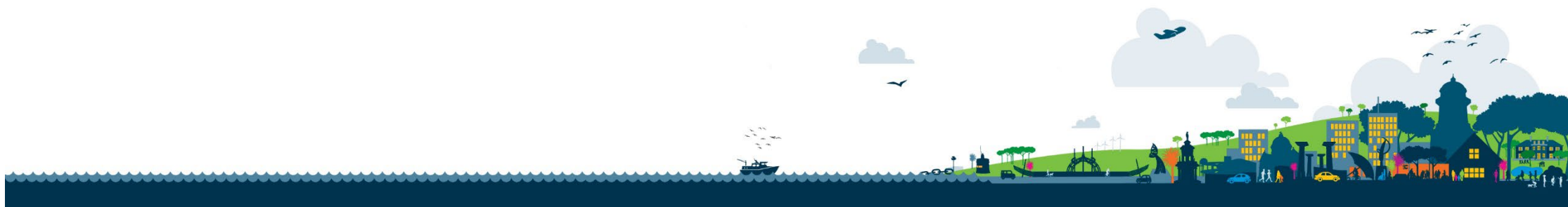
Definitions

Splash Palace Swim School: The Splash Palace Swim School is defined as the Swim School that is managed and operated by Splash Palace, Invercargill City Council, its staff and its assets.

Third Parties: Third parties are defined as (but not limited to) any club, organisation, individual, trading entity, or business that undertakes coaching at Splash Palace.

Management: Refers to the Splash Palace Manager, or, Team Leader – Aquatic Operations or any other staff appointed to, or representing those positions.

Learn to Swim: Learn to swim refers to the introduction to water skills; including teaching fundamental confidence in the water and swim to survive skills through to developing technique, and water safety for babies six months to adults. For qualitative purposes, Learn to Swim is any instruction or coaching that is not sport specific or competitive.



Principles and Responsibilities

Principles

- Learn to Swim will be handled in its entirety by Splash Palace.
- All other Swim coaching will be available to external parties for consideration. This includes, but is not limited to: Stroke Development; Competition training; Specific Coaching (e.g. Synchronised Swimming).
- Each party will direct inquiries to the respective organisation where applicable. Any external club, group, organisation, or business.

Responsibilities

Splash Palace Swim School

- To ensure that an appropriate programme for Learn to Swim is available.
- To ensure that all instructors are trained to Swim Teacher L3 and follow all Standard Operating Procedures including Splash Palace Health and Safety Procedures and Emergency Action Plans.
- To provide Learn to Swim that is consistent, accessible and competitively priced.
- To receive and appropriately manage inquiries from the public and from 3rd parties.
- To inform or redirect inquires for coaching that is not Learn to swim to the respective 3rd party.

External Parties

- To ensure that any coaching does not contradict this policy
- To ensure that all instructors are suitably trained for the coaching they are undertaking and follow Splash Palace Health and Safety Procedures, Standard Operating Procedures and Emergency Action Plans.
- To ensure that all coaching is done in an approved and booked lane space (for definition, coaching in the leisure pool requires a "1" lane booking.
- To receive and appropriately manage inquiries from the public and from Splash Palace Swim School.
- To inform or redirect inquires for coaching that is Learn to Swim to Splash Palace Swim School.

Splash Palace Manager

- In all cases the Splash Palace manager will have the right to veto or make a determination for any situation, but in all cases will act in good faith.



Process and Obligations

If an enquiry is made to a 3rd Party or Splash Palace for Learn to Swim, the enquiry will be directed to the Team Leader - Swim School, Splash Palace.

If an enquiry is made to a 3rd Party or Splash Palace for Coaching, the enquiry will be directed to the respective 3rd party.

If a 3rd party undertakes a lesson, it must be in a lane or space that is booked specifically for this undertaking. Bookings can be made through the Splash Palace Bookings and Events Co-ordinator.

Exception and Compliance

If the following should occur:

1. The lesson is a Learn to Swim and is being conducted by a party other than Splash Palace, or,
2. The lesson is being conducted in a public lane or space, or,
3. The lesson contradicts the terms or philosophy of this policy,

Splash Palace staff will request that the lesson is stopped. Staff will inform Splash Palace management of the details of the compliance issue and will request that contact is made with management to remedy.

Failure to comply with said request may result in termination of future bookings and/or other consequences.



Revision history

July 2014

Reference Number

A5297352

Associated Documents

Health and Safety Policy and procedures
Normal Operating Procedures
Emergency Action Plans

Policy Owner

Manager – Aquatic Services

Relevant Roles

Manager – Aquatic Services
Team Leader – Splash Palace
Team Leader – Swim School
Bookings and Events Administrator

Supersedes

Aquatic Services – Facility based Swim
Instruction Policy July 2014

Review period

This policy will be reviewed within six (6)
years unless required to be reviewed at an
earlier period.

New Review Date

April 2030

Authorised by

Michael Day - Chief Executive

