



[www.surviveandsave.org](http://www.surviveandsave.org)

# Survive and Save Club Newsletter – January 2010



## ASA SWIMTASTIC SWIM SCHOOL OF THE YEAR 2009 – A FAB YEAR!



2009 was a fabulous year for the club and we know how to celebrate this. We have named as the **"ASA Swimtastic Swim school of the year"** gold award winner. This is in addition to both the ASA Aquamark Premier Status, ASA Swim 21 for Learning to Swim and Club (Teaching) statuses.

This is awarded to the Swim School who provides an excellent service to all its members and who, through its commitment to the development of swimmers and staff, achieves the highest standards.

Collecting the award at the presentation evening in November 2009 are Ray Lau (Education & Development officer) and Sally Baldwin (Chairman) pictured with Jenna Randall and Olivia Allison, British Olympic Synchronised Swimming duet.

The judging panel commented on our work in supporting "many of the ASA's initiatives, including having ASA/UKCC qualified teachers and the ASA's Premier Aquamark status. In addition they recognised that we 'are really working hard to address local needs specifically targeting work to engage and deliver for Black and Minority Ethnic groups.' The award recognises their passionate approach to developing their swimming programme.

### **Demystifying some myths! We have been listening!**

Following the customer survey recently conducted and from our balcony discussions with parents, some points to clear up:

**Class Allocation of siblings** – We do our best to match siblings lessons together with the same or an overlapping swimming time wherever possible. This is not always achievable and where this is the case the smallest possible gap in times is given.

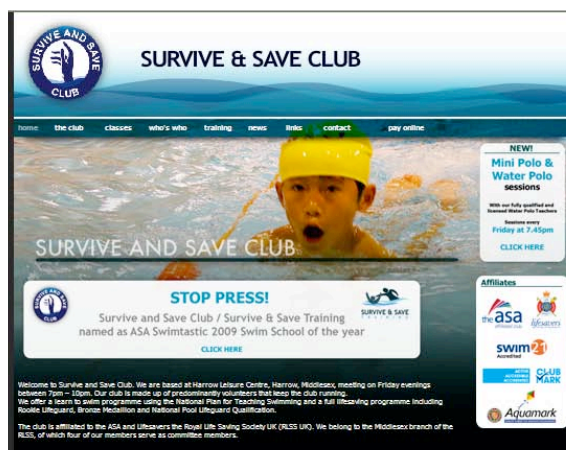
**Timekeeping of lessons** – A number of parents have mentioned about the apparent short time of lessons which have not been the case this term. We run our classes the poolside clocks which have on many occasions been set to the wrong time. We have reported the issue on 3 separate occasions during the term to centre manager, each time they have been reset. The clocks having the wrong time is giving appearance of classes running short on time and late. In addition there have been weeks when the centre learn to swim lessons before our 7pm class have run late and public being cleared from pool late by LC staff have caused a delayed start. Nevertheless, rest assured we ensure that the lessons are of the full duration. Parents! Please remember that your child needs to arrive on time as well!

**Staffing issues** – We acknowledge that the absence of teachers causes some instability. However, we are going to nominate cover teachers for all classes to ensure consistency if a teacher is absence.

**Award Criteria** – Some of you have stated that you are unaware of what your child needs to achieve to move to the next stage. All of the award criteria for swimming classes are detailed in the NPTS Parents Guide, which every family had been given a copy. Further copies can be purchased at £2 per copy from the front desk.

**Transition to lifesaving classes** – This is dependent on a number of factors including age (pre-requisite set by the awarding body), spaces, teacher availability and ability. Movement in to lifesaving Bronze Medallion classes can only be authorised by Ray Lau or Sally Baldwin.

**Website** ([www.surviveandsave.org](http://www.surviveandsave.org)) - We do have a club website. If you have not looked yet, check this out. Thanks to parents who spoke to some of members about what they would like to see on the site. We are currently reviewing your comments for some changes. Our staff and their qualifications are all featured here.

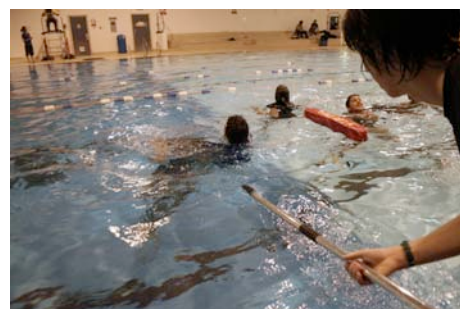


**Talking and Availability of teachers** – The main focus on teachers is to deliver the lessons and we know that some of you would like to talk to them regarding progress and queries. If your child's teacher is available they will be happy to talk to you. However, this is not always possible on Friday nights so leave details at desk and teacher will contact you during the week. If you are not satisfied or happy with the response raise your query with Ray.



**Queries and Questions** – Do you have a query or question about your child classes, or other aspect of the management of our club and not sure who to talk to? The members of our team at the front desk are not experts in every aspect of the management of our club so they may not be able to provide you with an answer. They can however take the details of your query or question and make sure the correct person is identified to deal with it. If you are not satisfied or happy with the response raise your query with Sally.

**Developing our committee** – As part of raising the quality of our service, all the staff at the front desk will be undertaking a course leading to a Level 2 NVQ in Customer Service. Both Ray and Sally will also be embarking on the Level 3 NVQ in Customer Service. This is to demonstrate our commitment to improving service we offer our members throughout our organisation and was a recommendation from the Aquamark assessment.



**Correspondence** – all communication in future will be sent by email and it is essential to give your email address to Rita. If you change it you must let us know in the same way that you must if you move house or change your phone number.

**Paying online** – It is now possible to pay your fees by Credit/Debit card using PayPal via our website. It is easy, safe and secure and will avoid those long queues at the front desk – make your payment from the comfort of your own home. If you are not sure of amount to pay contact Manhar.

## From the Education & Development Officer's corner

Ray Lau

### National Plan for Teaching Swimming!



Congratulations to the following swimmers who have been successful:

- Stage 1** Vaishnavi Devakar
- Stage 2** Harsh Shah & Sara Bandali
- Stage 3** Sakina Rahemani Mathushan Suganthan, Ben Walsh, Muntazir Ramji & Molly Warren
- Stage 4** Sabina Rahemani, Soham Khurjekar & Dhivijan Devakar
- Stage 5** Thimani Bakhai & Lucy Needham
- Stage 6** Haripriya Vara, Pooja Khatri, Neyya Patel, Dhyani Patel, Bhavika Patel & Aoife O'Dwyer
- Stage 7** Jayna Gorasia, Shivani Hirani, Sailee Khurjekar, Laura Murphy, Ria Vekaria, Satyam Modhuadia, Arjoon Sivakumar, Miriam Amin & Nikita Shah

**Stage 8 Competitive Swimming** Kaarthick Sivakumar, Kieran Hirani, Khushil Patel, Mikesch Patel, William Grenfell, Nishta Parekh, Tilak Parekh, Shivani Shah & Anandi Thakrar

**Stage 9 Competitive Swimming** Janai Green, Darshil Khetani, Sachin Khetani, Sarah Leung-How, Ciara Murphy, Rikhil Raithatha, Emma Riordan, Samuel Robinson & Nyal Vekaria

**Stage 8 Mini Polo** Satyam Modhuadia & Daniel O'Sullivan

**Rookie Bronze Stage 1** Satyam Modhuadia, Daniel Ashley-Doherty, Kaarthick Sivakumar, Kieran Hirani, Veera Bakhai, Khushil Patel, Mikesch Patel & William Grenfell

**Rookie Bronze Stage 2** Satyam Modhuadia & Daniel Ashley-Doherty

**Rookie Bronze Stage 3** Sarah Leung-How, Samuel Robinson, Nyal Vekaria, Emma Riordan, Devun Gorasia, Darshil Khetani & Ciara Murphy

Certificates available at the front desk for all the students who have passed a stage - £2 each

The following have passed their lifesaving awards / qualifications:

**Bronze Medallion** Meha Bakhai, Priyesh Bhudia, Emma Daly, Michael Heal, Akash Hirani, Janak Hirani, Sonali Karkhanis, Vishnu Mistry, Shravan Patel, Snehal Shah & Ramanan Thavarajah

**Award of Merit** Sajni Shah & Junior Adeboye

**Life Support 3** Sonali Karkhanis, Meha Bakhai, Emma Daly, Vishnu Mistry, Ramanan Thavarajah & Junior Adeboye

**NPLQ** Nirali Hathi, Sajni Shah, Bhavesh Shah & Akshar Patel

Congratulations to Abby Doolan who has gained the ASA/UKCC Level 2 Certificate for Teaching Aquatics.