



FAQ's

Learn to Swim Program:

Term 1: 10 – week program

Term 2: 10 – week program

Term 3: 10 – week program

Term 4: 10 – week program

Level	Price per term/ Month	Price per lesson
Water Babies	\$225 term (10 weeks)	\$22.50
Learn to swim (levels 1-5)	\$275 Term (10 weeks)	\$27.50
Learn to swim private	Single lesson	\$60.00
Stingrays & Makos	\$250 Term	\$25.00
Development Squad	\$250 Term	1-2 sessions per week
Power Hour Squad	\$250 Term	1-2 sessions per week
Junior Club Squad	\$90.00 per month	
Senior Club Squad	\$110.00 per month	

Learn to Swim Program

1. How many classes can my child attend per week
 - a. Learn to swim classes allow you to register for ONE class a week
 - b. Stingray's pre-squads allow you to register for ONE Class a week
 - c. Mako, Development, Power hour allow you to register for TWO sessions per week

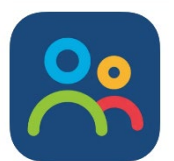
2. What is the customer portal and how to book classes

You will be able to organise your child's lessons through the customer portal, IClassPro App, which can be downloaded on the IOS or Google Play app Store

Once successfully downloaded it will ask you for organisation name: **Stcaths**

The processed to log into your account

Please note that before booking a class you have contact the swim school and organised assessment



Once you have created account and requested to book the class. The swim school will approve and charge payment to your account.

Step 1 – Create your account on I Class Pro and add your children as student

Step 2 – Select their Learn to Swim level

Step 3 – select your child

Step 4 – select your preferred day/time

Step 5 – make your payment

3. How to sign up for direct debit

Our swimming fees are charged as soon as the booking is confirmed by us. The fees are charged to the students account and will show as outstanding payment in red until payment is made.

- a. Add payment details
- b. Accept billing authorisation conditions

4. How do I mark my child absent if they can't attend

You can cancel your child out of a lesson through the customer portal. Please note: the Makeup token will not appear until after the regular lesson has been completed.

Step 1 – Go to account on Customer portal

Step 2 – cancel child out of lesson (A make-up token will be sent to your account)

5. How do I book a make-up lesson

Step 1 – Check account to see if you have a valid make- up token

Step 2 – Find class you wish to book your child into

- You can't select a class that occurs before your regular lesson
- You must use the make-up token within two weeks of your cancelled lessons

Step 3 – Book your child into the class using the token

6. How do I change the day/time of my child's lesson?

You can make changes via the customer portal

If you need to change days/times permanently due to unforeseen circumstances

Step 1 – using app request to transfer of class change, add reasons for this

If spot available, we will approve and send through email confirmation

Step 2 – if approved and pending availability, the swim school Manager will make the arrangements based on the information provided

7. How do I check my child's progression?

You can check your child's progress using the customer portal

<https://aus.iclasspro.com/portal/stcaths/dashboard>

Step 1 – log into the I Class pro app or website

Step 2 – Select view skill trees

8. Can I use Active Kids Voucher or NSW service 'First Lap' vouchers?

Active Kids

St Catherine's School does not accept the Active Kids Vouchers.

First Lap voucher

St Catherine's Swim school do accept "Fist lap Vouchers". Please forward voucher to

swimschool@stcaths.nsw.edu.au

Swim school will use the voucher and put updated total amount on your I Class pro profile.

9. St Catherine's Learn to Swim

All 3:15pm classes are dedicated to St Catherine's students only

- This agreement with the school is to allow for St Catherine's students to have priority for the 3:15pm timeslot.

General Enquires

1. How do I access the Aquatic Centre

- Aquatic Centre access is via Macpherson st. NO entry through the school

2. What is the pick-up and drop off process

- Parents/guardians can pick up their child via Macpherson Street. Students are to wait inside the facility in the designated area until the parents arrive.
- If the parent is late, the child will be sent to after care. The parent will be notified and billed accordingly

3. Who do I speak to about my child's progression?

- Please see the Deck Supervisor or reception to ask questions about progression, assessment, or any inquiries

4. Swim Assessment

- a. In the first week of lessons, there will be ongoing informal assessments during the classes. This will enable any movement between classes
- b. Assessment will be held for new enrolments on the following day
 - Monday, Wednesday, Friday morning at 11am
 - Tuesday and Thursday afternoon at 5pm
 - Email swimschool@stcaths.nsw.edu.au to book in.

5. Squad assessment

- For all squad enquiries please email aquatics@stcaths.nsw.edu.au
- If you are interested in squad swimming, please use email to contact us. A trial will be organised and the coach taking that particular class will assess you.
- Booking times and days can be discussed after trial is conducted to ensure swimmers has been placed in appropriate squad.

6. Waitlist

- Due to high demand and influx, we do have a waitlist. Pending per term and enrolment numbers
- We do not take any new enrolments throughout the term unless you are in Water babies or Level 1 -2.