

GoLearn – PARENTS Q & A

What is GoLearn?

GoLearn is a new booking system for Lessons and Courses allowing all relevant Information to be clearly recorded and enhances communication with parents.

You will now be able to pay by monthly Direct Debit, Annual offer or purchase Swimming Lessons in 10-week blocks. All new members will be able to purchase the direct debit or annual offer option only.

We are all dedicated in ensuring the highest standards are delivered and feel this change will benefit all of our Swim Schools, the centres and most of all the children.

Why is the Teacher using a Mobile Phone/Device?

We are replacing paper registers with a Mobile Tablet, this will be used to mark your child's attendance and what competencies has been achieved by your Child for that Stage. Use of their tablets will be kept to a minimum, but to ensure you're kept up to date they will use these throughout your child's lessons when required.

What information are they putting into the Device?

We have the children's name and any relevant medical conditions the teacher needs to know, together with the competencies they are working to in their Stage.

When does my Child get assessed?

Your child will be continually assessed throughout their Swimming Journey. On the Tablet the Teacher has the various Stage competencies that your child has to pass to complete the Stage. Once they have passed each competency the teacher will mark as either fair, good or passed and this will be date stamped, so that you can see how your Child is progressing.

How do I access this information?

By registering with Home Portal* via this link
<https://sportstendring.leisurecloud.net/HomePortal>

*Please note this is not the same portal for booking other activities across our centres so require you to register for this portal separately.

Can another Parent see my child's information?

No, you will only have access to your Child's information.

Will I get a Letter telling me when to re-enrol?

No, we will now be corresponding with Parents who are registered with the Home Portal or by email, please ensure we have your up to date details. This can be updated by emailing memberships@tendringdc.gov.uk or alternatively at our main receptions.

What happens when my child passes all of that Stage?

The Teacher will mark off your child as having completed the stage, they may inform you during the Lesson and you will be notified via the Home Portal to say your child has passed and you will be notified of spaces available.

When will my Child receive their FREE Certificate?

As soon as you have been notified that your Child has completed their Stage.

Will the Teacher tell me that my Child needs to go up?

Yes, they may tell you during your Child's Lesson and you will be notified via the Home Portal, if you have registered.

Can I move them up straight away?

As soon as you have been told/notified our Swim Co-ordinator will accept the move. Once accepted this can be seen by Reception or from your Home Portal, at this point you can move your child. Please note; we will try our best to ensure we have a space for your Child to move to, but failing this your Child will stay where they are and move as soon as a suitable space becomes available.

What happens if you cancel a class?

If we have to cancel a class you will be refunded with loyalty points to be used against future lessons or for purchasing our re-sales items and actives i.e. goggles, casual swimming etc.