



CoursePro Wet side Frequently Asked Questions

What is CoursePro?

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

You can now pay by monthly Direct Debit or Annually.

We are all dedicated to ensuring the highest standards are delivered, and 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 have replaced paper registers with a Mobile Tablet, which will be used to mark your child's attendance and what competencies have 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 names, any relevant medical conditions the teacher needs to know, and 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 your child must pass to complete the Stage.

Once they have passed each competency, the teacher will mark them 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://tendringleisure.courseprogress.co.uk/login>

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

One-to-One Swimming Lessons

We offer one-to-one and two-to-one private swimming lessons with one of our qualified swim teachers. These lessons consist of 30-minute lessons on a PAYG basis, these can be purchased and booked at reception. Please visit your nearest centre for further information.

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 correspond with parents 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 local leisure centre.

What happens when my child passes the 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.

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.

Will my child get a certificate?

Certificates and badges are available at reception for a small fee.

Can I move them up straight away?

As soon as you have been told/notified, the centre 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 a lesson needs to be cancelled?

If we have to cancel a lesson and you pay by Direct Debit, this will be reflected by way of a reduction to your next payment

If you should need to cancel a 121 lesson, 72 hours' notice must be given in order to rearrange the lesson. If you need to rearrange your lesson, please email lessonsandcourses@tendringdc.gov.uk

If you cancel the lesson is with less than 72 hours notice a reduction/refund/reschedule will not be offered.

Sports Course Membership Freezes

Please note that Sports Courses memberships cannot be frozen except for a medical reason and proof will be required.

Sports Course Membership Cancellations

Monthly memberships can be cancelled at any time by providing one months' calendar notice in writing. This can be done by emailing the memberships team at memberships@tendringdc.gov.uk or filling in the membership cancellation form below this FAQS link.

Please see our Term's and Condition's for more information on our cancellation policy.

If the reason is medical in nature, notice does not have to be given if you are able to provide medical proof that you are unable to continue using the facilities. This must be in the form of a letter from your current care provider.

Tendring
District Council

