

# **CoursePro – FAQs**

## **What is CoursePro?**

This is the new Customer Management System for managing our Swimming Lesson and Lifesaving Programmes.

## **Is it part of Legend?**

CoursePro will work alongside Legend to communicate member accounts and process payments however to access your child's details you will need to create a different login on the CoursePro Home Portal.

There will be video guides available on how to access this.

## **Why is this being introduced?**

We have been working on migrating our Swimming and Lifesaving Programmes to a continuous assessment model and this software will help us to manage that.

We have spoken with other leisure centres who use this software and the continuous assessment model for their Swimming Lesson Programmes, and we are confident the benefits they have seen for their customers and staff have been replicated for us and our programme.

## **What is continuous assessment?**

Going forward, our swimming lessons will run for 48 weeks in the year on a continuous basis.

Children will be constantly assessed on their progress in lessons and as soon as they are ready to progress to the next stage, they can!

This means no more 8 week block, no more enrolment nights and a programme that is built for children to progress at their own pace.

Last year we adopted Swim Ireland's Aquatics Academy for our Swim Programme content and this has been designed by Swim Ireland to support continuous assessment models.

## **If there is no more priority enrolment, how can I book my child onto the next stage?**

Once your child has passed all elements of their current stage, you will receive notification by email to let you know. You simply log into your Home Portal and select to move to the next stage, see what days and times are available, and book your child on the class that suits.

## **What is the Home Portal?**

This is where you can login to see your child's account and view their progress. You will be able to see their class history and current class progress so you know what coaches have covered in class and what your child may need to practice. You will also be able to update personal information and book future lessons when your child is ready.

## **Will there still be public enrolment for new children to join lessons?**

We will have a public enrolment on Thursday 29 January from 10:30am for our Junior 1 and Junior 2 stages as well as Rookie Bronze and Adult lessons.

However after this date we will encourage customers to constantly keep a look out for spaces becoming available.

With continuous assessment, the speed at which children will progress through stages will vary and so, once we find our feet, it is likely that there will be spaces becoming available often for children to register at any time.

**I want to book a higher stage for my child through Public Sale – why are these not available?**

As mentioned, the new continuous assessment model means children will progress through stages at their own pace. Following the priority enrolment process, our classes for Junior 3 up to Senior 3 have been booked at almost full capacity.

As this system is also new to us, we want to ensure there are some spaces for those who are in the programme to move when they are ready.

Once we better understand how the continuous assessment is working for us, we may be able to advertise spaces in higher stages.

**What weeks will there be no lessons if they're only running for 48 weeks in a year?**

There will be a week off each year to coincide with Easter, another in July and two weeks at Christmas/New Years.

These times were chosen as they include many bank holidays, often families and staff have additional plans and they are spread out throughout the year.

**What about the other bank holidays in the year?**

While we do tend to close the centre on bank holidays, don't worry you won't miss out on your lessons.

If you have purchased a block of lessons and it is scheduled for a bank holiday date, your block will be extended by one week.

If you are on a direct debit payment plan, we will adjust your next month's payment to account for any bank holidays.

These same adjustments will be made for other closure reasons such as Swimming Gala events that would affect otherwise regularly scheduled lessons.

**What if the pool is suddenly closed?**

If we suddenly need to close the pool due to circumstances beyond our control and therefore need to cancel lessons, we will notify you at the earliest opportunity through your Home Portal and the same adjustments as above will be made.

**Will I have the same coach for the duration of my lessons?**

We try our best to keep coaches as consistent as we can however casual coaches may be utilized to cover classes for various reasons such as illness or holidays.

We will also rotate coach patterns every few months to avoid coach fatigue and to accommodate fair rotas but we will notify you ahead of this change if it affects your class.

Please remember our coaches work hard to teach all our classes and they deserve a break too.

**Is payment still in 8 week blocks?**

As lessons are running continuously throughout most of the year, you can register for a monthly direct debit. This is £30.60 per month and is collected on the 1<sup>st</sup> of each month.

There is an additional admin fee of £30.60 payable upon registration for direct debits however this will go towards your final month of lessons when you are ready to cancel or end the programme (think of it as always paying a month in advance).

**How do I cancel my direct debit?**

We ask for notice of cancellation in writing at least 4 weeks before your next collection date. Simply email us at [olcinfo@fermanaghonagh.com](mailto:olcinfo@fermanaghonagh.com) and we can process this for you.

As mentioned, you will have one final month's worth of lessons that you can attend when your direct debit has been cancelled.

**I don't want to pay by direct debit. Are there other options?**

If you do not wish to register for direct debit payments, you can purchase 10 weeks worth of lessons upfront for £76.50.

However if you wish to keep your child in the programme, you will need to top-up before your 10 weeks runs out, otherwise the system will automatically remove participants from the register. You will be able to top-up for another set of 10 weeks through your Home Portal.

**My child is ready to move to the next stage but there are no class times available. What do I do?**

Don't worry, your child can still attend their current class day and time until you are ready to move into the next stage. Log into your Home Portal to check as often as you like and when classes in the next stage become available you can confirm your movement to whichever day and time suits.

Your child will still be learning in their current class and working on developing their skills and with continuous assessments and progressions we anticipate children won't be waiting too long until a space in the next stage is available.

**My circumstances have changed and I need to change day within my current stage. Can I do this in the Home Portal?**

Yes, just let us know you want to move day and we can update the participant's account so you can manage this yourself in the Home Portal. Again, log in as often as you like to check availability and confirm your class movement when you're ready.