
Learn to Swim FAQs

What do I need to bring to my Learn to Swim class?

Swimming costume (appropriate and well fitting), a towel, goggles and a swimming cap. Swim caps are compulsory for all swimmers entering the pool.

Swim nappies are mandatory for any who is not toilet trained. We request that you use a disposable swim nappy underneath a reusable swim nappy.

Do you have on-site parking?

No, however unlimited street parking is available along Bancroft Avenue and entry to the Swim School is accessible from the main entrance to the College at 27 Bancroft Ave.

Can I or my child do laps or swim, before or after the class?

Roseville College Swimming Pool is currently available for squads and learn to swim classes only. Lap swimming and recreational swimming is not available at this time.

What happens if my child is upset during their class?

This can be quite a big step for many of our students to overcome in their swimming journey. Our Swim School staff have experience and many techniques to assist your child to become comfortable in the water. We request parents to take a step back from the class to allow our instructors to provide the best possible experience to all students.

Am I required to stay pool side while my child is in class?

It is a requirement that parents or caregivers of preschool and primary aged students enrolled into Learn to Swim lessons are in the Aquatics Facility during lesson times.

Do you provide make-up classes?

Yes, we do provide make-up classes. For students attending Learn to Swim and Junior Squads, the makeup policy is as follows:

- Each student is entitled to 4 make-up vouchers per term, which may be used for any reason.
- Vouchers expire at the end of the term and cannot be carried over to future terms.
- Vouchers can be used to book a make-up class up to 7 days in advance.
- Make-up vouchers can be accrued at any time during the term but cannot be redeemed within the first two weeks of the term.
- Vouchers cannot be used to book a class within 1 hour of its start time.
- To receive a voucher, you must cancel your regular session via the Swim School Parent Portal at least 2 hours before the class starts.
- Once a voucher is used to book a class, the booking cannot be cancelled or rescheduled.
- Make-up classes are subject to availability and are not guaranteed.

Is Roseville College Swim School term based?

Yes, Roseville College Swim School generally follows the NSW Public School term dates unless otherwise listed on our website.

Learn to Swim FAQs continued...

Do you offer trial classes?

No, trial classes are not available at Roseville College Swim School.

How can I change my class day/time?

Changes to your class day/time can be made by logging onto the Parent Portal. Please see this video which may assist with any changes. [Click here to see the video.](#)

How can I cancel/receive a refund for my enrolment?

Requests for refunds may be made in the event of a student sustaining a major injury, illness or event that requires them to withdraw from a swimming program. Requests for refunds will be considered by the College on a case-by-case basis.

Refunds for change of mind are not permitted.

When applying for a refund, the request must be made within two weeks of the diagnosed injury, illness or event.

Applications for refunds are to be made to the Swim School at swimming@roseville.nsw.edu.au. The application should include supporting documentation, including medical certificates.

Approved refunds will incur a \$50 administration fee. Approved refunds will be refunded to the original method of payment.

What payment options are available?

Payments are made for the whole term before the beginner of the new term via Direct Debit. The Direct Debit can be processed from a Bank Account or Credit Card.

Do I need to re-book each term?

No, bookings are automatically rolled over each term. If you wish to make changes to your enrolment, please email swimming@roseville.nsw.edu.au before the advised date.