

SINGAPORE SWIMMING CLUB

# THE WAHOOS SWIM TEAM



Frequently Asked Questions

SWIMMING DEPARTMENT

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Frequently Asked Questions

#### **SSC SWIMMING DEPARTMENT OVERVIEW .....3**

Q1: What is the Vision and Key Goals of the SSC Swimming Department? ..... 3

Q2: Does the SSC Swim Team have a mascot? ..... 3

#### **GENERAL FAQ .....4**

Q3: How do I join the Swimming programmes? ..... 4

Q4: Are SSC Swimming programmes open to non-members? ..... 4

Q5: When can we commence the swimming lessons? ..... 4

Q6: Is there a registration fee? ..... 4

Q7: What is Club Representation? ..... 4

Q8: What happens if it rains or there is a lightning alert? ..... 4

Q9: Do you offer refunds or make-up lessons? ..... 5

Q10: Can we pause or temporarily suspend the lessons? ..... 5

Q11: How do I withdraw from the programme? ..... 5

Q12: What is the required notice period for withdrawal? ..... 5

Q13: Can I request for immediate withdrawal? ..... 6

Q14: What happens after I submit the withdrawal email? ..... 6

Q15: What if we withdraw from the programme and want to re-join later? ..... 6

Q16: What happens if my child's coach is on leave? ..... 6

Q17: I'm a guest. How can I join the Swimming Training Programme? ..... 6

#### **DEVELOPMENT & COMPETITIVE (D&C) SQUADS .....7**

Q18: What is the structure of the Development & Competitive Programme? ..... 7

Q19: Why is there a recommendation on the number of training sessions? ..... 7

Q20: How does the SSC swimming programme support DSA applications? ..... 7

Q21: What swimming times can be considered for the upgrading? ..... 8

Q22: Who is eligible for upgrading within the D&C Programme? ..... 8

Q23: Can the age limit be removed for progression/entry into the next level? ..... 8

Q24: Do I need to register for Singapore Aquatics membership? How can I renew it? ..... 8

Q25: What is the difference between the Elementary/ Elementary Competitive Squad? ..... 9

Q26: What are the upgrading criteria for the Competitive Squads (Intermediate, Advance, Elite B, and Elite A)? ..... 9

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

|  |           |
|--|-----------|
| <b>LEARN-TO-SWIM PROGRAMMES .....</b>  | <b>13</b> |
| Q27: How can my child join the Learn-to-Swim Programme? .....                        | 13        |
| Q28: What is the class ratio for the Learn-to-Swim Programmes? .....                 | 13        |
| Q29: What is the Learn-to-Swim programme schedule like? .....                        | 13        |
| Q30: Can I change my child's lesson timeslot? .....                                  | 14        |
| Q31: How do I pay for the LTS Swimming programmes fees?.....                         | 14        |
| Q32: Is there an upgrading assessment for Learn to Swim?.....                        | 14        |
| Q33: What is the Learn-to-Swim Upgrading Criteria? .....                             | 15        |
| Q34: Why did my child fail the assessment? .....                                     | 15        |
| Q35: After assessment, does my child get dismissal early?.....                       | 15        |
| Q36: If my child cannot attend the assessment due to travel, what should I do? ..... | 15        |
| Q37: When can I speak to the coaches? .....  | 15        |
| <b>PARENTAL INVOLVEMENT .....</b>  | <b>16</b> |
| Q38: How can parents play an active role in their child's swimming journey?.....     | 16        |
| Q39: What can I do to be the best swimming parent I can be? .....                    | 16        |
| <b>MASTERS SWIM TRAINING PROGRAMME.....</b>  | <b>17</b> |
| Q40: Why should I join the Masters Swim Training Programme? .....                    | 17        |
| Q41: Do SSC Master Swimmers need to represent SSC at competitions? .....             | 17        |
| Q42: Are there any exceptions to this representation guideline?.....                 | 17        |
| Q43: Are Master Swimmers required to train exclusively at SSC? .....                 | 17        |
| <b>COMMUNICATION CHANNEL:.....</b>   | <b>18</b> |
| Q44: How does SSC communicate with parents and swimmers? .....                       | 18        |
| Q45: Can I communicate directly with the coach regarding lesson matters? .....       | 18        |
| Q46: What if I need to speak with someone urgently? .....                            | 18        |
| Q47: Who can I contact for swimming-related matters? .....                           | 18        |
| <b>CODE OF CONDUCTS FOR SWIMMERS &amp; PARENTS .....</b>                             | <b>19</b> |

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### SSC SWIMMING DEPARTMENT OVERVIEW

#### Q1: What is the Vision and Key Goals of the SSC Swimming Department?

- Our Vision is to be the number 1 Premier Swimming Club in Singapore
- Our Mission is to be the best that we can be as a premier swimming and recreation club achieving excellence and be distinctive and successful in the club business
- Producing a consistent pipeline of swimmers that progress from our Learn-to-Swim programme through to our Development & Competitive programme.
- Achieving representations at both local national competitions and also at regional/international competitions representing our country at junior and senior levels

#### Q2: Does the SSC Swim Team have a mascot?

Yes! Meet The SSC Wahoos – fierce, fast, and unstoppable, just like our swimmers! The Wahoo is an ocean predator, and our swimmers embody the same focus, speed, and determination.



# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### GENERAL FAQ

#### Q3: How do I join the Swimming programmes?

- **Enquiry & Registration** – you may visit our website for our swimming programmes details: <https://sswimclub.org.sg/swim-programmes> or contact the Swimming Department at [swimadmin@sswimclub.org.sg](mailto:swimadmin@sswimclub.org.sg)
- **Assessment (if applicable)** – Swimmers may be required to come down for the assessment for the appropriate class level before confirmation.

#### Q4: Are SSC Swimming programmes open to non-members?

- **Learn-to-Swim:** Open to registered guests/non-members.
- **Development & Competitive / Masters:** Exclusively for SSC members.

#### Q5: When can we commence the swimming lessons?

Please wait for an official email from our Swimming Department before commencing lessons. Please also note that Learn-to-Swim (LTS) time slots are filled on a first-come, first-served basis, with priority accorded to SSC members.

#### Q6: Is there a registration fee?

Yes, a one-time registration fee applies as follows:

- Learn-to-Swim – \$60 (includes a welcome pack!)
- Development & Competitive – \$30
- Masters Swim Training Programme – \$30

#### Q7: What is Club Representation?

Swimmers enrolled in our Learn-to-Swim programme, Development & Competitive programme are required to train exclusively with, and represent, the Singapore Swimming Club. All swim meet registrations must be submitted through the Swim Department.

*This policy does not apply to:*

- *Learn-to-Swim and Development & Competitive swimmers who are part of the National Training Centre (NTC), Singapore Sports School (SSP), or International Schools.*

#### Q8: What happens if it rains or there is a lightning alert?

Swim training will continue as scheduled, rain or shine. In the event of inclement weather (e.g. lightning or heavy rain), coaches will conduct dry land workouts indoors to ensure your child still gets a productive training session in a safe environment.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q9: Do you offer refunds or make-up lessons?

We understand that life can be unpredictable, but here's what you need to know:

#### Refunds:

- Lesson fees are **not prorated** for missed classes.
- We are unable to offer **make-up lessons** for non-attendance.
- **No refunds** will be issued for missed lessons.

#### Medical Absence:

- If your child is unwell, please provide a valid **long-term medical certificate** or **hospitalisation leave** for our records.
- Each request will be considered on a **case-by-case basis**, and we'll do our best to support where possible.

### Q10: Can we pause or temporarily suspend the lessons?

We understand that circumstances can change, but lessons can only be paused for **long-term medical reasons** with a valid medical certificate. Unfortunately, we are unable to approve non-medical requests such as travel, exams, or scheduling conflicts. If your child needs to take a break, please submit a **withdrawal notice** and re-enroll when they are ready to return.

### Q11: How do I withdraw from the programme?

To withdraw, members are required to submit a written notice via email to the Swimming Department at swimadmin@sswimclub.org.sg. Please note that verbal notifications or messages conveyed through coaches will **not** be accepted.

### Q12: What is the required notice period for withdrawal?

We require one full month's written notice for withdrawals. The effective date depends on when we receive your notice:

| Notice Received on:                             | Effective Withdrawal Date               |
|---|---|
| 1 <sup>st</sup> – 20 <sup>th</sup> of the month | 1 <sup>st</sup> of the next month       |
| 21 <sup>st</sup> – end of the month             | 1 <sup>st</sup> of the month after next |

#### Example:

- *If you submit your withdrawal notice on 10 March, your child's last day of training will be 31 March, and the withdrawal takes effect on 1 April.*
- *If you submit your notice on 25 March, your child's last day of training will be 30 April, and the withdrawal takes effect on 1 May.*

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q13: Can I request for immediate withdrawal?

If your child is unable to continue due to medical reasons, we can process an immediate withdrawal with a valid medical certificate. Unfortunately, non-medical reasons (e.g. travel, exams, scheduling conflicts) are not eligible for immediate withdrawal. One month notice will be required.

### Q14: What happens after I submit the withdrawal email?

You'll receive an **acknowledgement email** confirming your child's **effective withdrawal date**. If you do not hear back within **two weeks**, please follow up with the Swimming Department at [swimadmin@sswimclub.org.sg](mailto:swimadmin@sswimclub.org.sg) to ensure your request has been received.

### Q15: What if we withdraw from the programme and want to re-join later?

A reinstatement fee of \$109 applies if your child re-joins within nine (9) months of withdrawal, unless supported by a valid medical certificate.

### Q16: What happens if my child's coach is on leave?

No worries — training will continue as planned! If a coach is away, we will either:

- Combine training squads temporarily, or
- Assign a suitable replacement coach

This way, your child's training remains consistent and uninterrupted.

### Q17: I'm a guest. How can I join the Swimming Training Programme?

The Development & Competitive (Elementary Competitive to Elite A) & Masters Training Programme is open to **SSC members only**. If you're not yet a member, you can join us by applying for either:

- **SSC Term Membership (Swimming)**, or
- **Ordinary Family Membership**

Both options give you access to the Training Programme and other Club privileges.

**Contact our Membership Department here:** <https://sswimclub.org.sg/talk-to-us/>

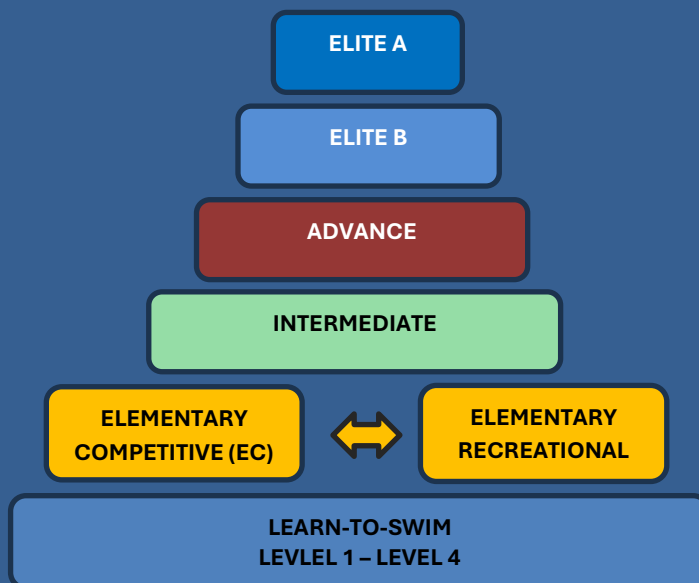
# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### DEVELOPMENT & COMPETITIVE (D&C) SQUADS

#### Q18: What is the structure of the Development & Competitive Programme?

- The Development & Competitive (D&C) programme consists of **five levels**. It is for swimmers who have completed the Learn-to-Swim programme and who desire to swim competitively.
- Led by **Head Coach Eugene Chia**, the Development & Competitive programme has excelled in developing young swimmers, helping them reach their full potential.



#### Q19: Why is there a recommendation on the number of training sessions?

- The cap on the number of swimming sessions was previously put in place to manage the numbers during the Covid-19 pandemic. However, the purpose of a recommended number of training sessions, is to ensure that our swimmers are **not over-trained at too young of an age**.
- The stimulus of training should progress along with the physiological and psychological development of the swimmer. If we are unable to do this, **burnout will likely occur due to the continued demands in the sports** (training and competing) without the opportunity for physical and mental rest and recovery. As a result, we will **lose young students of the sport and the cycle of development will have to be restarted**.

#### Q20: How does the SSC swimming programme support DSA applications?

- The Club swimming programme is focused on helping swimmers to develop based on a long-term athlete development pathway. This ensures that every swimmer will be given the opportunity to swim up to their potential when they are both physically and mentally capable.
- Our programme aims to help our swimmers improve upon their performances from year to year and the DSA programme by MOE is one of the many milestones that we hope the athlete can achieve along this pathway; however, the eventual goal is to have more SSC swimmers represent Singapore at the national open level.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q21: What swimming times can be considered for the upgrading?

- All times must be achieved at swim meets that are timed electronically. (No manual or hand timing)
- Only individual event times achieved within the calendar year will be considered. (Ensure that swimmer maintains consistent training)
- Relay lead-off times & splits times WILL NOT be considered.

### Q22: Who is eligible for upgrading within the D&C Programme?

- Upgrading from the Elementary level to Elite A within the D&C Programme is **exclusively open to SSC members**.
- For non-members, please refer to Question 17.
- For information on upgrading criteria, please refer to Question 25.

### Q23: Can the age limit be removed for progression/entry into the next level?

- The age limit put in place works in tandem with the cap in the number of swimming sessions as we try to ensure that our swimmers are physically and mentally more mature and able before they undertake an increased number of training sessions.
- In addition, we are also allowing the swimmers time to mature mentally so that they can comprehend and execute the skill, drills, and techniques that will be taught at the next level.

### Q24: Do I need to register for Singapore Aquatics membership? How can I renew it?

- Swimmers participating in Singapore Aquatics Swimming meets **are required** to have an official athlete membership under Singapore Aquatics.
- Membership must be **renewed annually**. Swimmers without a valid Singapore Aquatics membership **will not be eligible** to participate in external swim meets organised by Singapore Aquatics.
- Swimmers can sign up for an athlete membership under the swim community app via the link **here:** <https://ssa.swim-community.net/Login/>
- Guide on how to purchase or renew membership: <https://drive.google.com/drive/folders/1BehRewnvdvoFZwPU2h7FEhEidr2uTNqx?usp=sharing>

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q25: What is the difference between the Elementary/ Elementary Competitive Squad?

| Category                    | Elementary Recreational (EL)   | Elementary Competitive (EC)   |
|-----------------------------|--|---|
| <b>Coach</b>                | Jian Long  | Yang Bin  |
| <b>Focus</b>                | Stroke techniques refinement   | Stroke Techniques Refinement<br>More emphasis placed on performance and conditioning leading up to the Swim Meets   |
| <b>Training Frequency</b>   | Strongly encouraged to attend 1–3 sessions per week to keep up with the pace of training   | Strongly encouraged to attend 3–4 sessions per week to keep up with the pace of training  |
| <b>Training Intensity</b>   | <b>Lower-intensity</b> sets with shorter distances and variable rest times   | <b>Moderate to high-intensity</b> sets with sustained effort and controlled rest  |
| <b>Performance Targets</b>  | -  | Measurable performance targets set  |
| <b>Competition Exposure</b> | Swimmers are strongly encouraged to take part in-house SSC Meets that are electronically timed to qualify for the upgrading criteria | Swimmers are not only encouraged to take part in-house SSC Meets that are electronically timed but also <b>external meets organized by Singapore Aquatics</b> to qualify for the upgrading criteria |

- Swimmers may move between Elementary Recreational (EL) and Elementary Competitive (EC) squads based on readiness and performance.
- Upgrading in Development & Competitive (D&C) squads is determined strictly by electronically taken times.
- EC squads and above are only open to SSC members.
- Guests are only eligible for the EL squad.

### Q26: What are the upgrading criteria for the Competitive Squads (Intermediate, Advance, Elite B, and Elite A)?

Four Basic Components:

1. Within target minimum age (based on year of birth)
2. Compulsory Events/Distances
3. Other Events/Distances
4. Recommended number of sessions allowed per week for the squad

Current standard in use is the **World Aquatics Point Scoring 2025** (Long Course, 50m)

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### ENTRY INTO ELEMENTARY COMPETITIVE / ELEMENTARY RECREATIONAL SQUAD

#### Pre-Requisites for Elementary Competitive (EC) / Elementary Recreational (EL) Squad:

Swimmers must successfully pass all required strokes listed to be upgraded from Learn to Swim Level 4 to EC/ EL Squad.

#### Training Frequency – EL Squad

Strongly encouraged to attend **1–3 sessions per week** to keep up with the pace of training

#### Training Frequency – EC Squad

Strongly encouraged to attend **3–4 sessions per week** to keep up with the pace of training

| ENTRY TO EC / EL        |
|-------------------------|
| Front Crawl Swim (50m)  |
| Backstroke Swim (50m)   |
| Breaststroke Swim (25m) |
| Butterfly Kick (25m)    |
| Butterfly Swim (15m)    |
| Standing Dive           |
| Forward Flip            |

### ENTRY INTO INTERMEDIATE SQUAD

#### Pre-requisites for Intermediate Squad:

1. Minimum Age: 6 years of age (by year of birth)
2. Compulsory two events for upgrading:
  - 200m Individual Medley &
  - 100m Freestyle
3. Any two other events of any distance indicated in the table
4. Recommended number of sessions per week:
  - 5 x (school term),
  - 6 x (school holidays)

| Events<br>(Long Course Metres) | Time Standards<br>(130 WA Pts Female) |
|--------------------------------|---------------------------------------|
| 50m Free                       | 00:46.61                              |
| <b>100m Free</b>               | <b>01:42.08</b>                       |
| 200m Free                      | 03:41.54                              |
| 50m Back                       | 00:53.02                              |
| 100m Back                      | 01:52.78                              |
| 50m Breast                     | 00:57.56                              |
| 100m Breast                    | 02:06.59                              |
| 50m Fly                        | 00:48.23                              |
| 100m Fly                       | 01:48.93                              |
| <b>200m IM</b>                 | <b>04:08.96</b>                       |

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### ENTRY INTO ADVANCE SQUAD

#### Pre-requisites for Advance Squad:

1. Minimum Age: 8 years of age (by year of birth)
2. Compulsory two events for upgrading:
  - 200m Individual Medley &
  - 200m Freestyle
3. Any other one 100m event and any other one 50m event
4. Recommended number of sessions per week:
  - 6 x (school term),
  - 7 x (school holidays)

| Events<br>(Long Course Metres) | Time Standards<br>(250 WA Pts Female) |
|--------------------------------|---------------------------------------|
| 50m Free                       | 00:37.48                              |
| 100m Free                      | 01:22.08                              |
| <b>200m Free</b>               | <b>02:58.15</b>                       |
| 50m Back                       | 00:42.64                              |
| 100m Back                      | 01:30.69                              |
| 50m Breast                     | 00:46.29                              |
| 100m Breast                    | 01:41.80                              |
| 50m Fly                        | 00:38.78                              |
| 100m Fly                       | 01:27.59                              |
| <b>200m IM</b>                 | <b>03:20.20</b>                       |

### ENTRY INTO ELITE B SQUAD

#### Pre-requisites for Elite B Squad:

1. Minimum Age: 10 years of age (by year of birth)
2. Compulsory two event for upgrading :
  - 200m Individual Medley &
  - 400m Freestyle &
3. Any other two different events out of the following distances (50m/100m/200m/400m)
4. Recommended number of sessions per week:
  - 7 x (school term),
  - 8 x (school holidays)

| Events<br>(Long Course Metres) | Time Standards<br>(360 WA Pts Female) |
|--------------------------------|---------------------------------------|
| 50m Free                       | 00:33.18                              |
| 100m Free                      | 01:12.69                              |
| 200m Free                      | 02:37.76                              |
| <b>400m Free</b>               | <b>05:30.87</b>                       |
| 50m Back                       | 00:37.75                              |
| 100m Back                      | 01:20.30                              |
| 200m Back                      | 02:53.10                              |
| 50m Breast                     | 00:40.99                              |
| 100m Breast                    | 01:30.14                              |
| 200m Breast                    | 03:13.35                              |
| 50m Fly                        | 00:34.34                              |
| 100m Fly                       | 01:17.56                              |
| 200m Fly                       | 02:51.23                              |
| <b>200m IM</b>                 | <b>02:57.29</b>                       |
| 400m IM                        | 06:11.64                              |

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### ENTRY INTO ELITE A SQUAD

Pre-requisites for Elite A Squad:

1. Minimum Age: 12 years of age (by year of birth)
2. Compulsory event for upgrading : 200m Individual Medley & 400m Freestyle

AND

3. Any other **two events** from the following distance combinations :

(Freestyle 400m/800m/1500m) achieving 400 WA Points Male / 480 WA points Female

OR

(Freestyle 100m/200m/400m) achieving 400 WA Points Male / 480 WA points Female

OR

(all Strokes 50m/100m/200m) achieving 400 WA Points Male / 480 WA points Female

4. Recommended number of sessions per week:

- 8 x (school term),
- 9 x (school holidays)

| Male Time Standards<br>(400 WA Pts) | Events<br>(Long Course Metres) | Female Time Standards<br>(480 WA Pts Female) |
|-------------------------------------|--------------------------------|--|
| 00:28.37                            | 50m Free                       | 00:30.15                                     |
| 01:02.97                            | 100m Free                      | 01:06.04                                     |
| 02:18.43                            | 200m Free                      | 02:23.33                                     |
| <b>04:58.68</b>                     | <b>400m Free</b>               | <b>05:00.62</b>                              |
| 10:13.62                            | 800m Free                      | 10:19.16                                     |
| 19:41.68                            | 1500m Free                     | 19:35.62                                     |
| 00:31.96                            | 50m Back                       | 00:34.30                                     |
| 01:10.03                            | 100m Back                      | 01:12.96                                     |
| 02:31.89                            | 200m Back                      | 02:37.27                                     |
| 00:35.22                            | 50m Breast                     | 00:37.24                                     |
| 01:17.19                            | 100m Breast                    | 01:21.90                                     |
| 02:50.30                            | 200m Breast                    | 02:55.67                                     |
| 00:30.22                            | 50m Fly                        | 00:31.20                                     |
| 01:07.11                            | 100m Fly                       | 01:10.47                                     |
| 02:29.75                            | 200m Fly                       | 02:35.57                                     |
| <b>02:34.72</b>                     | <b>200m IM</b>                 | <b>02:41.07</b>                              |
| 05:29.12                            | 400m IM                        | 05:37.66                                     |

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### LEARN-TO-SWIM PROGRAMMES

#### Q27: How can my child join the Learn-to-Swim Programme?

Our Learn-to-Swim Programme is open to:

- Children aged **4 years and above** (based on birth year)
- **Member**: Only children officially registered under a Singapore Swimming Club (SSC) membership are eligible for the member's rate.
- **Registered Guests / Guests**: Yes, but it is subject to SSC's approval

Please also note that time slots are filled on a **first-come, first-served** basis, with priority for SSC members.

#### Q28: What is the class ratio for the Learn-to-Swim Programmes?

We keep class sizes limited to ensure swimmers receives personalized attention and can focus on learning effectively.

| LEVEL                        | SKILLS LEARNT                                 | COACH TO SWIMMERS RATIO |
|------------------------------|---|-------------------------|
| Level 1                      | Water Safety & Frontcrawl                     | 1 Coach to 6 Swimmers   |
| Level 2                      | Backstroke                                    | 1 Coach to 6 Swimmers   |
| Level 3                      | Breaststroke                                  | 1 Coach to 10 Swimmers  |
| Level 4                      | Butterfly                                     | 1 Coach to 10 Swimmers  |
| Elementary Recreational (EL) | Improvement of technique across all 4 strokes | -                       |

#### Q29: What is the Learn-to-Swim programme schedule like?

Each term is **12 + 1 weeks**, structured as follows:

- **10 weeks** of lessons
- **1 week** of assessment
- **1 week** of supplementary lessons
- **1 week** break (no lessons)

No lessons will be held:

- During the 13<sup>th</sup> week of the term
- On public holidays
- During official Club events (e.g., Club Day, Staff Dinner & Dance)
- Refer to the **Learn-to-Swim Calendar** (published yearly) for exact dates.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q30: Can I change my child's lesson timeslot?

We understand schedules can change. Here's how lesson changes work:

#### For Members:

- **One free permanent timeslot change** is allowed per month
- Any additional changes within the same month will incur a fee of \$55 per change.
- Subject to class availability.

#### For Registered Guests / Guests:

- Any lesson timeslot change will incur a fee of \$55 per change.
- Payment must be made before the change can take effect.

#### Additional Notes:

- Timeslot changes are not guaranteed – it depends on space in the desired class.
- If the new timeslot has a higher monthly fee, the **higher fee will apply** from the change date.
- Requests for changes should be submitted at least **3 working days** before the desired new lesson date.
- If your child joins a session at the **last-minute** outside of their usual fixed timeslot, an additional fee of \$28 per lesson will apply (subject to class ratio). This helps us keep class sizes balanced so every swimmer gets the attention they need.

### Q31: How do I pay for the LTS Swimming programmes fees?

#### Member:

- Fees will be debited directly from the member's SSC account

#### Payment (Registered Guests):

- Term fees (3 x monthly fee) will be debited to the registered member's account accordingly before the start of the new term.

#### Payment (Guests):

- Pay 3 months in advance at the start of each term.
- If joining in the 2nd month of the term: pay for the remaining 2 months before lessons begin.
- Payment Deadline: At least 3 days before the first lesson of the term.
- Payment Method: PayNow only.
- Proof of Payment: After payment, upload your screenshot/receipt using the link provided.
- If payment for the next term is not received at least 3 days before the start of the term, your child will be withdrawn from the programme and the spot released to waitlisted swimmers.

### Q32: Is there an upgrading assessment for Learn to Swim?

Yes, there are 4 upgrading assessments in a year. It will be conducted on the 11<sup>th</sup> week of each term. Kindly refer to the Learn to Swim Calendar.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### Q33: What is the Learn-to-Swim Upgrading Criteria?

| Level 1 to Level 2  | Level 2 to Level 3  | Level 3 to Level 4  | Level 4 to Elementary   |
|---|---|---|---|
| <ul style="list-style-type: none"><li>• Water confidence</li><li>• Breathing</li><li>• Floating</li><li>• Flutter kick (25m)</li><li>• Front crawl swim (15m)</li></ul> | <ul style="list-style-type: none"><li>• Front Crawl swim (25m)</li><li>• Backstroke kick (25m)</li><li>• Backstroke swim (15m)</li><li>• Sitting dive</li></ul> | <ul style="list-style-type: none"><li>• Front Crawl swim (50m)</li><li>• Backstroke swim (25m)</li><li>• Breaststroke kick (25m)</li><li>• Breaststroke swim (15m)</li><li>• Squat dive</li></ul> | <ul style="list-style-type: none"><li>• Front Crawl swim (50m)</li><li>• Backstroke swim (50m)</li><li>• Breaststroke swim (25m)</li><li>• Butterfly kick (25m)</li><li>• Butterfly swim (15m)</li><li>• Standing dive</li><li>• Forward Flip</li></ul> |

### Q34: Why did my child fail the assessment?

Your child may not pass the assessment for a variety of reasons, such as:

- They may need more practice to build confidence or improve technique.
- Their current swimming skills may not yet meet the requirements for the assessed level.
- They may not have attended enough training sessions to be fully prepared.

Failing an assessment does not mean your child hasn't progressed. Some children, especially younger ones, may simply need more time and practice to reach the next level. Our main goal is to help swimmers enjoy swimming and develop a lasting love for the sport.

### Q35: After assessment, does my child get dismissal early?

No. Lessons will continue as usual. For example, if the duration of the lesson is 45 minutes and the assessment took 30 minutes, the remaining 15 minutes of the normal lesson will still take place.

### Q36: If my child cannot attend the assessment due to travel, what should I do?

Parents may request to have the assessment conducted up to 1 week before / 1 week after the schedules. Please note that administration fees of \$87.20 will apply.

### Q37: When can I speak to the coaches?

You may speak to the coaches before or after the lesson. Please avoid approaching them during lessons, as their attention must remain on the swimmers for safety reasons.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### PARENTAL INVOLVEMENT

#### **Q38: How can parents play an active role in their child's swimming journey?**

We love when parents get involved, it makes the swimming journey even more meaningful! Here are some great ways to show your support:

- Volunteer at SSC swim meets, it's a fun way to learn more about the sport and connect with other parents.
- Join us at our Parents' Get-Together Sessions to stay updated and have open conversations with our Swim Management team.

#### **Q39: What can I do to be the best swimming parent I can be?**

The best gift you can give your child is you, your love, support, compassion, and belief in them. Remember: It's not medals or records that define them, but the values they carry as individuals.

Whether they become top swimmers, doctors, teachers, or anything else, your encouragement helps shape who they become—kind, resilient, and confident.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### MASTERS SWIM TRAINING PROGRAMME

#### **Q40: Why should I join the Masters Swim Training Programme?**

Our Masters Swim Training Programme is perfect for competent swimmers who want to:

- Fine-tune their strokes
- Improve personal timings
- Train with our experienced in-house coaches

It's also about more than just swimming – we promote healthy, active living while building lasting friendships and team spirit. As a SSC Masters swimmer, you'll enjoy:

- Special discounted rates for competition participation
- An official SSC swimming cap
- An annual SSC T-shirt

#### **Q41: Do SSC Master Swimmers need to represent SSC at competitions?**

Yes, SSC Master Swimmers are expected to represent SSC at swim meets where SSC officially participates.

(i.e., swim meets where SSC is invited to participate and the invite is sent out to the Masters' squad via the club)

#### **Q42: Are there any exceptions to this representation guideline?**

We understand that there are situations where exceptions may apply, such as when:

- National interests are involved (i.e, representing Singapore), or
- SSC is not a participant in a particular swim meet, whether locally or overseas (i.e: company, school, alumni swim meets, or overseas competitions).

#### **Q43: Are Master Swimmers required to train exclusively at SSC?**

Masters swimmers are not required to train exclusively with Singapore Swimming Club. We understand that some Masters Swimmers might have training commitments with other organizations, However we strongly encourage Masters Swimmers to train with SSC, that's exactly why we are here! 😊

Our coaches and programmes are designed to support you, help you improve, and enjoy swimming as part of the Club. At the same time, we understand that Masters Swimmers may wish to train elsewhere or enjoy the camaraderie of other squads.

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### COMMUNICATION CHANNEL:

#### Q44: How does SSC communicate with parents and swimmers?

We believe in open and transparent communication. You'll receive updates and can reach us via: SSC website

- SSC official website
- WhatsApp Business
- Phone or in-person at the Swimming Counter (Bowling Centre)
- Weekly email updates
- Parents' Get-Together sessions with Swim Management

We also support the formation of a **Parents Support Group**, a valuable initiative to strengthen communication and collaboration.

#### Q45: Can I communicate directly with the coach regarding lesson matters?

For Development & Competitive squad schedules, please liaise directly with the respective coach. All Learn to Swim matters related to the swimming schedule should go through the Swimming Department. Kindly note that verbal arrangements with coaches will not be recognised.

#### Q46: What if I need to speak with someone urgently?

You're welcome to approach the Head Coach, Section Head, or your child's Coach after their respective training sessions. Alternatively, send us an email (refer to Question 43) we'll get back to you as soon as possible.

#### Q47: Who can I contact for swimming-related matters?

| Name                     | Position              | Contact Number | Email                      | Area of Responsibility      |
|--------------------------|-----------------------|----------------|----------------------------|-----------------------------|
| <b>General Enquiries</b> | Swim Admin            | 6342 3727      | SwimAdmin@sswimclub.org.sg | All Swimming Matters        |
| <b>Xavier Kok</b>        | Executive             | 6342 3652      | XavierK@sswimclub.org.sg   | Development & Competitive   |
| <b>Adeline Lim</b>       | Senior Sports Officer | 6342 3727      | -                          | Learn to Swim               |
| <b>Violet Chua</b>       | Manager               | 6342 3713      | VioletC@sswimclub.org.sg   | General Feedback / Swimming |
| <b>Ronald Teo</b>        | Director              | 6342 3710      | RonaldT@sswimclub.org.sg   | General Feedback / Swimming |

# SINGAPORE SWIMMING CLUB - SWIMMING PROGRAMME

## FREQUENTLY ASKED QUESTIONS

### CODE OF CONDUCTS FOR SWIMMERS & PARENTS

This Code of Conduct applies to **all swimmers** and their **parents** who are enrolled in Singapore Swimming Club swimming programmes, including but not limited to trainings, swim meets, outings, camps, clinics and lectures.

#### Swimmer's Code of Conduct

- I will listen to my coach, and I will not disrupt team practices and meetings.
- I will treat all fellow Swimmers, Coaches, and Swimming Administrative staff respectfully.
- I will treat all competitors and representatives from competing clubs with respect.
- I will not use bad language or physical violence.
- I will not bully or discriminate.
- I will use Club equipment and facilities appropriately and will not deliberately damage it.
- I will not do or say anything that will bring SSC into disrepute.
- Respect officials and decisions made by the Head Coach, Swimming Manager and Head of Department.

#### Parents' Code of Conduct

- Respect the Coaching staff and recognise that they have the authority to run the swim programme.
- **Refrain from coaching or instructing any swimmer at training / meets / or interfere with coaches on pool deck.**
- Refrain from entering the pool deck while training sessions are on-going.
- Maintain self-control at all times. Know my role as a Parent and as an example to my own child and other swimmers in the programme.
- Discuss any concerns about your child's progress with coaches outside training sessions.
- Support the swimming programme through participation at meets as a volunteer.
- Respect officials and decisions or calls made during meets or competition.