

Title: Competitive Squad Policy

Category: OPERATING POLICY
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Related legislation:

Related policies: Customer Service Policy, Complaints Policy
Related procedures: Complaints procedures
Related forms: Squad Brochures and application forms

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1. Purpose

This policy has been established to maintain a minimum attendance to ensure fitness levels are adequate for the sessions set by the coach in consultation with parents and swimmers.

Background

This policy is an extension of our current squad brochure & will be inserted into the brochure to all existing & any future competitive level swimmers

Rationale

Setting standards & outlining expectations assists in maintaining fitness levels & helps to alleviate misunderstandings regarding the commitment expected of swimmers and sought by coaching staff to assist them to achieve their goals.

2. Objectives

- *Clarify goals and levels of service to be provided to each squad member and develop a tailored program to maximize participant satisfaction with our services*
- *Educate squad swimmers and parents on the importance of goal setting*
- *Consult and negotiate to ensure a minimum commitment to maintain participation at appropriate levels.*
- *Advise families about our expectations regarding squad practices and participation, including ways of promoting the enjoyment of swimming, and practical issues such as co-operation with coaching staff, sickness & making up missed sessions*

3. Scope

This policy will apply to all competitive level swimmers who participate in squads.

4. Definitions

See policy.

5. Principles

Our primary goal is to provide quality customer services to our community.

5.1 Commitment we expect from squad swimmers.

For our squad programs this means we aim to promote the commitment of swimmers to the sport and encourage their enjoyment of participation in our programs. We aim to support swimmers to achieve their goals and obtain the highest level of achievement within their capacity and level of commitment.

5.2 **Our commitment to squad swimmers.**

We will endeavor to ensure that all swimmers and parents have knowledge of the program they are committing to understand the importance of goal setting and working progressively towards the achievement of their goals through the agreed program.

6. **Responsibilities**

Division – Corporate Services

Section – Roselands Aquatic Centre

Positions – Head & Assistant Squad Coaches

The Head Coach and Assistant Coach are responsible for the negotiation of squad member goals, development of the tailored plan to meet their goals and implementation in partnership with swimmers and families.

Any complaints or appeals will be dealt with in the first instance by the Head Coach. Complaints or appeals that cannot be resolved at this level will be referred to the Centre Co-ordinator and Manager of Community and Recreation Services.

7. Procedures

Competitive Squad Criteria

This policy will be explained to both swimmer and parent at a Squad member development meeting held to establish the level of commitment the swimmer is prepared to undertake. A review can then be held either monthly or 6 monthly depending on how the swimmer is progressing.

To ensure a certain standard is maintained with all squads at this level there are expectations that need to be met.

- + A minimum number of sessions must be maintained over each calendar month to ensure your position in the squad. E.g. Gold squad must attend a minimum of six sessions per week or 24 sessions for that month, however for a swimmer at this level it will be suggested they do more than the minimum but will not be penalized if they commit to 6 sessions a week.*
- + If a session is missed for any reason in any given week, it will be possible to do an extra session in the following or preceding week to maintain the monthly average.*
- + The only exception to the above will be the sighting of a Doctor's Certificate or with permission from the appropriate coach. Exemptions may include family holidays or major school exams e.g. Half and Yearly. We would appreciate notification one month in advance.*
- + If attendance standards are not met each month a meeting will be arranged with the swimmer and their parents. If the standards are still not met after this meeting a further meeting will be held to recommend a different squad level.*
- + Absences due to sickness without a Doctor's Certificate will be expected to be made up when possible.*
- + If more than three consecutive days are missed through illness a Doctor's Certificate is recommended.*
- + To be eligible to attend the Saturday gym session the Saturday morning swim session must be completed beforehand.*
- + We will also conduct interviews with a parent, bi-annually to discuss goals and training plan, and review customer and service relationships.*