



# Newsletter



March 2005



**"The staffing team within Aqua Babies appear to genuinely welcome and encourage customer feedback as an opportunity for improving service delivery.....Verbal feedback appears to be encouraged, and a proactive management response takes place."**

**STAMark report.**

## STAMark Achieved with Merit!

What is STAMark?

STAMark is a quality Award developed by the Swimming Teacher's Association to recognize and improve the quality of service standards and acknowledge good practice within swimming.

It is the only nationally recognized quality mark that externally validates and recognizes safe practices and standards in swim schools.

**AQUA BABIES IS THE FIRST BABY SWIM SCHOOL TO ACHIEVE THE STANDARD!**

Particular strengths were: Key procedures for Health and safety, Effective customer care, Provision of high standards of service delivery, Simple and effective enrolment and booking procedures, A motivated and committed staff team, and a teaching structure which reflects the needs of it's users and clearly demonstrates progression.

The report states:

"The teaching programme seeks to promote equity through adopting a balanced approach to programming and therefore this should be noted as an example of good industry practice."

"A though assessment of Aqua Babies operational areas and services was undertaken and customers were observed enjoying their activities in a safe and well supervised environment."

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## [www.aqua-babies.co.uk](http://www.aqua-babies.co.uk)

After what seems like a very long wait our web site is up, running and active!

Take special note of the member's page as this will update you with term dates and give you access to current and past newsletters.

I received many comments that the newsletters were often soggy before they reached home, this way you can read or print one off if you have missed classes or put your wet swim wear on top!

We will also add on dates for photo shoots so should

you miss a term but want a photo you have all the information as it becomes available.

We will also be adding new items to the 'shop' including baby t-shirts and swim bags.

## Term Dates

Next term is an 8 week course (except for Monday classes who have a bank holiday).

By September all courses will run for 10 weeks.

Dates are as follows:

Monday classes:

April 4th, 11th, 18th, 25th, May 9th, 16th, 23rd.

Tuesday classes:

April 5th, 12th, 19th, 26th, May 3rd, 10th, 17th, 24th.

Wednesday classes:  
April 6th, 13th, 20th, 27th, May 4th, 11th, 18th, 25th.

Thursday classes:  
April 7th, 14th, 21st, 28th, May 5th, 12th, 19th, 26th.

Friday classes:  
April 8th, 15th, 22nd, 29th, May 6th, 13th, 20th, 27th.

### URGENT NOTE

**Due to building work Splash (Timperley) will be closed Wednesday and Friday 6th and 8th April**

## Nappies Potty training

It is our policy to have **all children under the age of 3** in swim nappies

We understand that toddlers are trained at different times, some as early as 18 months. However accidents can still happen and to protect all our babies from tummy bugs we must keep to this policy.



## YOU ASKED FOR

A quicker response in the office:

We are....

Increasing the amount of time and the amount of people in the office.

Wendy is generally available between 9.30am and 3pm, often later. I do recognize that I cannot be there all the time due to other work that needs to

be done and my classes! So this will now be extended. Sue will be in the office Tuesdays between 10am and 2pm. In September there will be further office staff until we have a permanent administrator at least 3 days a week.

You can help by:

Trying to answer your questions on our website. There are term dates and newsletters available. Giving our web address to friends who wish to join, there is all the information they need there including pools and enrolment forms. Always leaving your number when you leave a message.

## RE BOOKING

By week 2 of each term there will be a notice up at each pool giving re booking dates. If you are absent from classes during these dates you must call the office to keep your place. We cannot call you.

## IN THE PRESS

Look out for.....

MUMS AND DADS magazine. Read about Andrew Edmondson's journey through the Aqua Babies swim program!

DIDSBURY MAGAZINE

Read about Aqua Babies in the April issue, full page article!

## ADVANCED CLASSES

Babies move to our advanced level anytime from the age of 18 months. We only move babies who are ready. In advanced we teach toddlers to be more independent in the water, lengthening out the swims.

They learn to swim back to their parent after a swim and hold on, push-

ing off the side and begin the steps to climbing out and jumping in safely.

We also begin the exercises that will encourage your child to take a breath.

Not forgetting all the songs and games!