

Little Flippers Swim School  
Deck Supervisor Training - Level Estimation

## Topic #1 = Level Estimation (KAG/GN)

Level Estimation Weeks (9 & 10) October 18th - 31st

### Spring 2021 Information (KAG)

- **Beginning October 18th, Deck Supervisors will begin inputting Level Estimations for the Spring Session.**
- **Session Dates;** Sunday January 24th - Saturday June 12th (closed for Easter Sunday and Memorial Day)
- **Save a Spot for Active Families;** November 3rd - 23rd
- **Sneak Peek Enrollment for all families Not Enrolled in Spring;** December 1st - 3rd
- **Open Enrollment;** December 4th

### Why are level estimations so important and what should we consider while leveling our students? How is this different from a Level Recommendation? (KAG)

- We are **estimating or forecasting** where a student might be by the end of the session and from that estimation, we are recommending appropriate level(s) for the student's forecasted progress/ability by the end of the session.
  - This is important because we do a majority of our enrollment through Save a Spot
    - Customers are registering MONTHS in advance for their preferred day/time/level based upon our estimation.
    - We do our best to accommodate each one of those criteria to avoid having to move children/families at the beginning of the session due to not being in the right level (underleveled usually).
  - **This process isn't going to always be 100% accurate.**
    - Try to think of it like a weather forecast. Sometimes you might know that it's definitely raining... other times a storm might come and go and not actually develop.
    - Kids will always progress at their own pace and we will always have some that we thought would be ready and aren't, or that we thought wouldn't be ready and are.
    - As Deck Supervisors we want to be motivating to our students & instructors and facilitate getting students to the next level.
      - What are some ways to do this?

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- Create a plan for students, work with parents to practice outside of class, teach new drills, strategies & activities to the instructor to help push the student.
- Be accountable! Watch classes & provide feedback!

***How to best manage expectations of parents/instructors/students in regards to progress/advancement? (GN)***

- Parents are paying for classes, they are looking for a **Return On Investment** with class (Safety, Skills, Stroke & Endurance)
  - Things to consider (Parent's perspective)
    - What does my child need to do to move up?
    - Why isn't my child moving up?
    - How can I help my child's progress?
    - When should they move up?
    - We've been in this class for many sessions, We aren't getting anything out of it.
  - How should we answer these questions?
    - Provide the parent with information as to **WHY and FOCUS on the importance of achieving pillars whenever possible. They are the foundation of each level!**
    - Work with them on what is happening in class, what we are attempting/trying to do with the student, what our **PROFESSIONAL** opinion is.
      - Remember, a lot of parents are pretty new/uneducated about the learn to swim process. It is our job as DS and Instructors to educate!
      - Make sure both you and your instructors are on the same page about an evaluation. Make sure they are deferring questions back to you!
      - Communicate the parents questions and concerns back to the instructor. The more the goals are aligned between Parent-DS-Instructor

When considering **Attained Skills** in terms of a level estimation, look deeper into **WHY** the student hasn't attained the skill? **(KAG)**

- Instructors may not see that a child will be able to move up. As DS you will need to make a judgement call if you agree that a child will benefit more from staying in a lower level than advancing to the next.
- Work with your instructors! **Explain THE WHY!**
  - They may not know that a student has been in the same class for multiple sessions (3+)
  - Parent's goals/expectations of class

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- What you see as DS vs What the instructor sees while teaching
- Child's goals/motivation for swimming
  - May not put in effort or try if they feel forced to swim
  - Child doesn't want to be a swimmer (Strokes)
  - Fear/Apprehension/Confidence
- What you see as the deck supervisor in regards to the child's progress
  - Deck Supervisors, Instructors & Parents are a Team. Make sure you are all working towards the same goal (Child progressing in class)!

***What to consider when estimating where that child will be by the end of the session/first few weeks of the new session. (KAG)***

- What is the student going to get out of the level they are placed in (High or Low)
- If higher ability than the class they are placed in are they going to be bored? Do they need more work on a certain skill (breaststroke kick, body positioning, etc).
- If lower ability than the class they are placed in are they going to be over challenged? Not want to come to class? Hold the rest of the class back?
- Even though you know you would be able to work with a child in a higher level, think about If that child was to do a "makeup" in your class, would you think they were at that level?
- If you were their teacher for the session would you want them in that level?

***How do we record our Level Estimation in the Jackrabbit Staff Portal? (KAG)***

- **IF THE CHILD IS MOVING UP TO THE NEXT LEVEL FOR SPRING 2021**
  - Check the "I'm ready to try the next level" box as attained
- **IF THE CHILD IS STAYING IN CURRENT LEVEL FOR SPRING 2021**
  - Check the "I am still practicing" box as attained.
  - Feel free to leave a note denoting if they are going to be a high or low level which will help us place them in a more appropriate class.
- **IF THE CHILD IS MOVING TO STP FOR SPRING 2021**

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- Check the "I am ready for Swim Team Prep" box as attained
- Be sure to enter an updated level estimation in the staff portal under the Spring 2021 section even if there is a passed level estimation saved. You can change the date and save over that passed entry.4

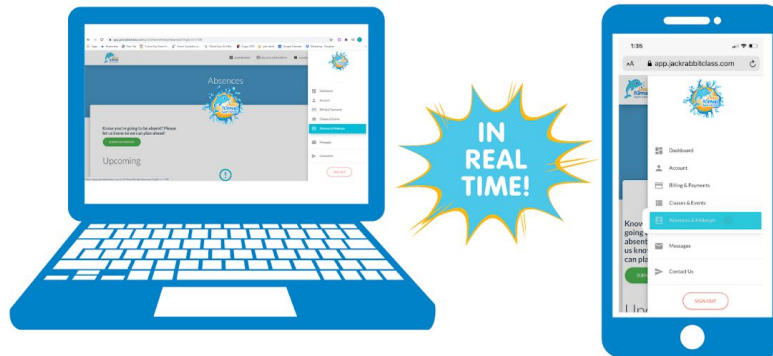
## Topic #2 = RIBBON ISSUING BEGINNING NOVEMBER 1ST (KAG)

- *The second round of our session system begins on November 1st. By then you should have "tested" each of the skills for the session. Beginning on November 1st, it will be time to mark achieved skills as attained and issue a ribbon if necessary. Ribbon issuing will be the same as in the past.*

Week 11 Nov 1 - Nov 7	I'm a brave swimmer	I can find things underwater	I can go under water	I can streamline	I can surface dive	Pace Clock & Open Turns	Red	Blue	LF 6, STP 2
Week 12 Nov 8 - Nov 14	I'm in class by myself	I can float on my back	I can glide on my belly and kick, kick, kick	I can swim Elementary Backstroke	I can circle swim	Freestyle	Blue	Red	LF 6, STP 3
Week 13 Nov 15 - Nov 21	I'm an awesome listener	I can float on my belly	I can glide on my back and kick, kick, kick	I can swim with rollovers & popups	I can Dolphin kick	Breaststroke	Purple	Orange	LF 7, STP 4
Week 14 Nov 22-25 & Nov 28	Thanksgiving Week - No Skills								
Week 15 Nov 29 - Dec 5	I'm ready to learn	I can kick, kick, kick	I can roll over	I can swim with big arms and flutter kicks	I can swim Freestyle	Backstroke	Orange	Purple	LF 7, STP 5
Week 16 Dec 6 - Dec 12	I can move like a monkey	I can swim by myself	I can swim chicken, airplane, soldier	I can swim with pizza arms and frog legs	I can swim Breaststroke	Butterfly	Yellow	Black	LF 8, STP 6
Week 17 Dec 13 - Dec 19	I can crocodile climb	I can otter roll	I can pop up	I can swim underwater	I can swim Backstroke	Flip Turns	Black	Yellow	LF 8, STP 7
Week 18 Dec 20 - Dec 23 & Jan 2	I can fall, turn and climb	I can jump, turn and climb	I can jump, float and climb	I can jump, swim and climb	I can jump, tread and climb	Individual Medley			LF 8, STP 8
Week 19 Jan 3 - Jan 9	<b>SAFETY WEEK</b>					STP Games & Safety			LF Safety, STP 9
Week 20 Jan 10 - Jan 16	<b>SAFETY WEEK</b>					STP Games & Safety			LF Safety, STP 9
Week 21 Jan 17 - Jan 23	<b>I PASSED, FLIPPY VISIT &amp; WATER WALKWAY</b>					Evaluation & Time Trial	Black (LF)		LF Final, STP 1

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## Topic #3 = ABSENCES AND MAKE-UPS in the PARENT PORTAL (GN)



### REPORT AN ABSENCE AND SCHEDULE A MAKE-UP

BEGINNING OCTOBER 1ST, WE ASK THAT PARENTS REPORT ALL ABSENCES AND SCHEDULE MAKE-UP LESSONS ON OUR PARENT PORTAL.

### IT'S EASY...

1. Log in to the Parent Portal
2. Click the ☰ (top right corner) and select "Absences & Make-ups" from the drop down
3. Report your absence and/or schedule a make-up

Reminder: You are able to book make-up classes seven days out.

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- Unfortunately there are a few situations in which the parent cannot schedule an appropriate make-up and will need to call us
  - Their make up is in a level that they were previously enrolled in - working on this!
  - They may call and ask if there are openings that they do not see - however they see what we see - we do not have additional information. Everything is in real time!
  - They may be trying to book multiple children at the same time.
- Our Ultimate Goal

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- ALL PARENTS BOOK ABSENCES AND MAKE UPS IN PORTAL
- Final Reminder
  - As of October 1st, all eligible make-ups will expire 12 months from the date of absence. Make Ups can be scheduled while actively enrolled within those 12 months.

**Topic #4 = FALL BUILDING FLOW (KAG/GN)**

- *Not encouraging the use of locker rooms but not discouraging it. Ramping up the cleaning (KAG)*
- *Hair Dryers (GN)*

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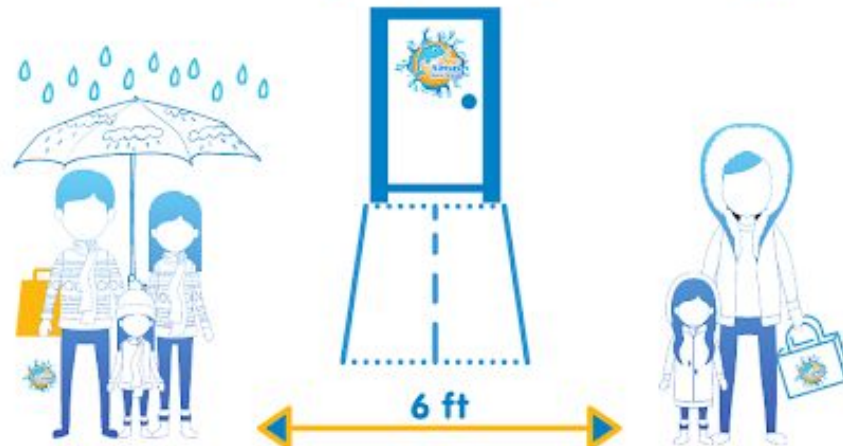


# SAFELY COME AND GO WHAT YOU NEED TO KNOW!

As the brisk weather rolls in  
and your headed to swim...  
There's a few things you should know  
to safely come and go!

## RAIN OR SHINE, WE WILL CONTINUE OUR LINE

We will still be opening the door 5 minutes before class.  
We continue to recommend coming dressed to swim. As  
the weather changes, please layer accordingly.



### Safety Reminders:

- We ask that students arrive only five minutes before their scheduled class. Please continue to line up outside, following all social distancing markers.
- We are strictly following all local and state recommendations for how many people will be allowed in our facilities and lessons are scheduled to meet and adhere to these requirements.

## FACILITY INFO

- Drop & Go is encouraged when possible. Please be sure to communicate drop-offs with our office staff.
- Designated changing areas will be available to take off your layers.

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**Chat Questions / Q and A**