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Introduction
Scottish Swimming is the training provider with the licence to deliver UKCC aquatics qualifications in Scotland. The Scottish Qualification Authority (SQA) is our awarding body.

This booklet aims to provide guidance to Course Organisers; however, the information provided is by no means exhaustive. This document should be used in conjunction with the Scottish Swimming Policies and Operations manual, copies of which are available from the Scottish Swimming website.

The Course Organiser has a vital role to play in ensuring that the course runs efficiently. Ideally, the Course Organiser should be available at the start of each session to deal with any problems that may arise.

Who Can Be a Course Organiser?
Scottish Swimming does not have specific Course Organisers. The Course Organiser role could be undertaken by a Tutor (who may wish to organise their own course), an employee of a local authority or a volunteer from a club.

Organising a course – step by step
Please see subsequent pages for further details on these steps

1. Course Organiser liaises with a Scottish Swimming licenced Tutor and ensures that an approved Satellite Centre is in place
2. Course Organiser submits course registration form (no later than 6 weeks prior to course start date)
3. Scottish Swimming issues course approval and course code, sets up the course as an event on the online Azolve system and provides Course Organiser with a booking link to supply to Candidates
4. Candidates book themselves onto the course via the web link and pay for the course in full online
   a. all Candidates must hold current SCOTTISH SWIMMING membership and online Azolve account
   b. all Candidates must meet and have evidence of course prerequisites (see section 10)
5. Course Organiser runs a report from the Azolve system to ensure the Candidate bookings meet minimum numbers required to run and informs Scottish Swimming (no later than 2 weeks prior to course start date).
6. Following booking closing date, Course Organiser raises invoice to Scottish Swimming for their fees *see the Costings section of this document
7. Scottish Swimming sets up course on our electronic OneFile system / issues paper resources
Engaging & Liaising with a Scottish Swimming Licensed Tutor

The Tutor that you engage must be one of Scottish Swimming’s licensed Tutors (please note that some Tutors are willing to travel). A list of Scottish Swimming Licensed Tutors can be found on the Scottish Swimming website.

Once a Tutor has been confirmed, liaise with the Tutor regarding all elements of course delivery including the course timetable - to determine when pool and classroom facilities are required - and what level and number of participant swimmers are needed.

Please note, Course Organisers are responsible for paying all related Tutor Fees.

Organising Your Facility

You must ensure that all facilities used are a Scottish Swimming Approved Satellite Centre and meet all minimum requirements for the intended course.

A list of approved satellite centres and an application pack to become an approved centre can be found on the Scottish Swimming website.

Please note there is a £20 fee per centre to register as a satellite centre.

Arranging Appropriate Dates and Times for the Course

- Organise the course dates, pool and lecture time in consultation with your Tutor and facility provider. Please ensure that you and the Tutor are clear on the requirements.

- Book the pool and classroom facilities and ask for written confirmation from the facility provider.

- Check if refreshments are available and advise Candidates accordingly.

Filming on poolside

Please note that during course delivery and assessment there may be some filming of activity in/around the pool; as such, we suggest that centres advise any members of the public of this before they use the facilities.
Registering your course with Scottish Swimming

All forms can be found on the Scottish Swimming website in the Education Courses Forms/Paperwork Section.

For a course to be approved by Scottish Swimming the Course Organiser must fill in the course registration form and send to Scottish Swimming no later than 6 weeks prior to the course starting. Course applications received within 4 weeks of the start date will not be accepted.

A confirmation letter with the unique course code and Azolve event number will be issued to the Course Organiser to confirm that the course has been approved. Please ensure you reference the course code in all correspondence.

Scottish Swimming will then set up an event on the online Azolve system to allow for online Candidate bookings and payments. Once set up Scottish Swimming will send the Course Organiser a booking link to supply to Candidates wishing to book onto the course. Candidates will book and pay for the course in full via this online Azolve booking link. Bookings will only be accepted for Candidates who are current Scottish Swimming members and hold the required course prerequisite(s).

Courses can be advertised on the Scottish Swimming website to help with promotion; please indicate at the point of registration if you would like your course to be advertised.

No later than 2 weeks (Level 1) 4 weeks (Level 2) prior to the course start date Course Organisers should pull an Event Attendee report from the Azolve system using the unique event code supplied with course confirmation to check on the final number of Candidate bookings. (see page 18 for info and guidance) Scottish Swimming require confirmation of this to allow set up of the course on OneFile.

Following the online Candidate booking deadline, Course Organisers should invoice Scottish Swimming for their portion of the Candidate fees. Please see the costings section of this document for further details on course payments.

Scottish Swimming’s Education Department MUST be informed immediately of any changes to the advertised course.
Candidate Bookings

*Bookings by the individual Candidate*

Candidates can book onto a course by visiting the booking link supplied to Course Organisers by Scottish Swimming once a course has been approved for delivery or by logging into their Azolve membership record and visiting the “Events and courses” area as shown below.

**Please note,** all Candidates wishing to book onto a UKCC course must be current members of Scottish Swimming; the Azolve system will also check to ensure Candidates meet all course / qualification pre-requisites and if these are not met, Candidates will not be authorised to book a course place.

1. *Once logged in Candidates should click the “Events and Courses” section on the Azolve main menu:*

![Azolve main menu with Events & Courses section highlighted](image)
2. In the “Event Listings” select “Qualifications”: 
3. Select the course they wish to book from the available options:
4. Select “Add to Cart”:
1. **Candidates will be asked to complete a short survey on their additional support needs (ASN); this is mandatory for all Candidate bookings to ensure that we can support all Candidates throughout their learning as and where required.** At this stage we also require Candidate to enter their Scottish Candidate Number (SQA- Scottish Candidate Numbers (SCN) have been allocated by the SQA since 1979, SCN details can be generated by calling the SQA helpdesk on 0345 279 1000. If you do not have an SCN number please enter 9 “0” in the space.

*Once complete for all Candidates click “Complete Registration”*
2. The below pop up will appear; select "Yes, pay now":

3. Select “Pay with card”: 
4. **Input email address for payment confirmation, long card number, card expiry date and CVC number (3 digit number on card signature strip)**

   *Click “Pay”*

5. The Candidate will then receive a confirmation pop up message and a copy of the payment confirmation will be emailed to the contact details supplied.
**Group bookings by the Course Organiser**

Course Organisers can complete group bookings on the Azolve system providing they have Membership Secretary rights on the system for the club/swim school of which Candidates are members.

*Follow steps 1-3 as per individual bookings above, when you have selected the appropriate course*

1. select the “Group Bookings” option:

![Screen capture of Azolve system showing how to select Group Bookings option](image-url)
2. **Select the Candidates you wish to book, a green tick will appear beside the names selected, then click “Complete Registration”**

You will be asked to complete a short survey on your Candidates additional support needs (ASN); this is mandatory for all Candidate bookings to ensure that we can support all Candidates throughout their learning as and where required. At this stage we also require Candidate to enter their Scottish Candidate Number (SQA- Scottish Candidate Numbers (SCN) have been allocated by the SQA since 1979, SCN details can be generated by calling the SQA helpdesk on 0345 279 1000. If you do not have an SCN number please enter 9 “0” in the space.
6. Complete all sections and use the green arrows beside the Candidate names to move to the next Candidate on your list.

Once complete for all Candidates click “Complete Registration”
7. You will then be taken to the “Checkout” or “Cart”. Please review your booking and click to “request and invoice”: 
8. *Insert all requested invoice information (including Purchase Order number); please ensure you add the appropriate contact details for your Finance department if appropriate to avoid any delays with payment.*

   Select “Request Invoice”

9. You will then receive a confirmation pop up message and a copy of the invoice will be emailed to the contact details you supplied.
Azolve Event Attendee Reporting

Log into the online Azolve system with your unique login details.

1. Select **Menu** then scroll right until you see Reports. Click the **Reports** Icon.

2. Within the Reports section select the category **Events**
3. Select the Excel or PDF icon (depending on how you want the report to display) on the “Event Attendees with Payment Info” report.

4. Enter your Azolve Event Reference (provided by Scottish Swimming) then click OK.

5. From here your full Event Attendee list including all Candidate names and contact information will download to your computer/laptop; an example of this report is below:
### Event Attendees

**Ticket Name**
UKCC Level 1 Candidate Booking 017JAN111

### Remaining Places

<table>
<thead>
<tr>
<th>Event</th>
<th>Ticket Name</th>
<th>Remaining Places</th>
</tr>
</thead>
<tbody>
<tr>
<td>UKCC Level 1 Teaching Aquatics - 017JAN111</td>
<td></td>
<td>11</td>
</tr>
</tbody>
</table>

### Booked Places

Current State: Accepting Bookings

<table>
<thead>
<tr>
<th>Booking State</th>
<th>Mem ID</th>
<th>Firstname</th>
<th>Surname</th>
<th>Email</th>
<th>Contact Number</th>
<th>Town</th>
<th>Postcode</th>
<th>Gender</th>
<th>DOB</th>
<th>Age</th>
<th>Licenc e</th>
<th>Club Name</th>
<th>Booking Date</th>
<th>Course Booking ID</th>
<th>Purchased</th>
<th>Amount</th>
<th>Payment Id</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booked</td>
<td>90002931</td>
<td>Nicola</td>
<td>Curwood</td>
<td>n.curwood @scottishswimming.com</td>
<td>01786466529</td>
<td>Stirling</td>
<td>FK9 4LA</td>
<td>Female</td>
<td>10/01/1985</td>
<td>32</td>
<td>Swimmer</td>
<td>Scottish Swimming Staff</td>
<td>15/08/2017</td>
<td>CB000885</td>
<td>UKCC Level 1 Candidate Booking 017OCT012</td>
<td>300</td>
<td>PR006204</td>
<td>Invoice</td>
</tr>
</tbody>
</table>
Candidate Course Attendance Approvals

It is vital that you ensure all Candidates meet the course prerequisites otherwise they will not be accepted on to the course; details of prerequisites can be found in the course syllabus. Scottish Swimming may request copies of qualification certificates so please ensure this information is available upon request.

All Candidates must be current members of Scottish Swimming to access courses. We do provide a membership checking service on the Scottish Swimming website to assist you with this. Please note that some members request their information to be hidden; this information will not be visible on the web.

There are 2 ways of becoming a Scottish Swimming Member:

1. Via one of our affiliated clubs – please liaise directly with the club Membership Secretary to authorise in the first instance
2. Via our UKCC Trainee Membership-Details below

UKCC Trainee Membership:

Individuals who wish to sign up for a UKCC Trainee membership are asked to sign up and pay for their membership online.

- Please visit: https://scottishswimming.azolve.com/Workbench/Home
- Sign up for an account
- Request “UKCC TRAINEE” Swim School Teacher/Coach Membership”
- Pay for the membership online
- *Please note this membership does not cover individuals for insurance to teach. Insurance is covered by the course provider for the duration of the course. After the course, if you wish to teach you need to check whether you are covered for insurance by your employer, or arrange your own insurance if self-employed.

PLEASE NOTE: although you may be given a membership number, your membership will not be active until payment is made.

If you have any problems with this please contact our Membership team to discuss on 01786 466520.
Course Organiser Checklist

Below is an example of a Course Organiser checklist – this list is not exhaustive and should be completed in conjunction with your licensed Tutor who will advise you of their specific requirements.

NB: that the maximum number of Candidates per licensed Tutor is 12 and 6 per probationary Tutor. A probationary Tutor must work alongside a Scottish Swimming Licensed Tutor at all times.

Scottish Swimming Example Course Organiser checklist:

<table>
<thead>
<tr>
<th>Course Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Level</td>
</tr>
<tr>
<td>Course Discipline</td>
</tr>
<tr>
<td>Course Dates and Times</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tutor / Assessor</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Venue Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Dates / Times</td>
</tr>
<tr>
<td>Pool Requirements (e.g. lanes equipment etc.)</td>
</tr>
<tr>
<td>Classroom Dates/ Times</td>
</tr>
<tr>
<td>Classroom Requirements (e.g. equipment etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participant Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Swimmers</td>
</tr>
<tr>
<td>Level of Swimmers (e.g. beginner, intermediate, advance)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes / Additional Info</th>
</tr>
</thead>
</table>

Sport Scotland Subsidy

Please ensure the following information is passed to all Candidates wishing to apply for a sportscotland subsidy (further information can be found on the Scottish Swimming website):

Candidates wishing to apply for a UKCC level 1 or Level 2 subsidy are required to apply to SportScotland at least 4 weeks prior to the course; late applications will be rejected.

Once Candidate applications have been accepted by SportScotland a Scottish Swimming Funding Payment Form must be submitted to Scottish Swimming for processing via OneFile.

Subsidies will be issued subject to membership, satisfactory attendance of the course but are not dependent upon result. For level 2 Candidates assessment of unit 6 must be completed along with the above.

Amount of funding available:

- UKCC L1 grant aid to be 40% of total cost or £75 whichever is the lowest
- UKCC L2 grant aid to be 60% of total cost or £350 whichever is the lowest
- UKCC L3/4 grant aid bands to be 60%, 40%, 20% or zero with same eligibility criteria being continued

SportScotland only release funding for UKCC subsidy 4 times each year so Scottish Swimming can in turn only release funding once each quarter. To qualify for the UKCC subsidy Candidates must meet the following criteria following course completion:

- Current member of Scottish Swimming
- Confirmation of no less than 90% course attendance
- Provide evidence of SportScotland subsidy confirmation
- Scottish Swimming subsidy payment form
- Completed of all coursework, assessments and exams

Once the Scottish Swimming office has evidence of all of the above we can issue payment. Please see criteria deadline dates and corresponding payment dates below:

<table>
<thead>
<tr>
<th>Criteria met by</th>
<th>Payment Date (as provided by SportScotland)</th>
</tr>
</thead>
<tbody>
<tr>
<td>15th June</td>
<td>31st July</td>
</tr>
<tr>
<td>14th September</td>
<td>31st October</td>
</tr>
<tr>
<td>7th December</td>
<td>31st January</td>
</tr>
<tr>
<td>15th March</td>
<td>30th April</td>
</tr>
</tbody>
</table>

If you have not submitted all relevant documentation by the specified date (i.e. 15th June) then your subsidy payment will roll into the next quarterly payment date (i.e. 31st October).
Costings

When working out the overall cost for the course and the subsequent Candidate course fee, there are expenses you need to include ensuring that you are not out of pocket at the end of the course.

- Pool hire
- Lecture room hire
- Equipment
- Tutor Fees
- Travel Expenses
- Tutor Accommodation (if applicable)
- Lifeguard Cover
- Photocopying
- Publicity and Advertising
- Postage
- Administration
- Discuss with Tutor to identify any other costs as this is not exhaustive

You may find that charging a nominal fee to swimmers who come to the pool sessions is a good way of gaining a commitment from parents to make sure their children turn up to all sessions. If you decide to do this, you MUST make sure that the parents are aware that their children will be taught by Candidates in training.

The maximum a Course Organiser can charge for a level 1 course is £300 and for a level 2 is £600 per Candidate. Please note an assessment fee of £150 (level 1) and £270 (level 2) is payable to Scottish Swimming, the remainder goes to the Course Organiser to offset any course set up/ Tutor fees.

FOR ALL SCOTTISH SWIMMING RECOMMENDED COURSE COSTING PLEASE SEE POLICY AND POLICY AND OPERATIONS MANUAL.
Invoicing/Payment Processes

UKCC L1: SCOTTISH SWIMMING 50% (£150) / Course Organiser 50% (£150)
Total=£300

UKCCL2: SCOTTISH SWIMMING 45% (£270) / Course Organiser 55% (£330)
Total=£600

Booking Internal Candidates only

- Event is closed to all external Candidates.
- When the Course Organiser has all Candidates finalised they make a group booking through Azolve and make payment (Invoice will be generated and Course Organisers is responsible for ensuring this is paid).
- Course Organiser makes payment for the Scottish Swimming assessment fee only and no invoice will be required.

External Candidates

- External Candidates make booking and payment directly through online booking system.
- Once the event is closed the Course Organiser will invoice scottish swimming for their share of Candidate fees (Scottish Swimming will provide a financial breakdown and advise the total to be invoiced).

Internal & External Candidates

- Spaces will be reserved for the number of internal Candidates as per registration form and additional spaces will be offered externally for online bookings.
- When the Course Organiser has confirmed internal Candidates they will inform Scottish Swimming, the internal spaces will then be opened to the Course Organiser to add the Candidates and make a group booking.
- Once the event is closed the Course Organiser will invoice scottish swimming for their share of Candidate fees (Scottish Swimming will provide a financial breakdown and advise the total to be invoiced).

NB. This will take into account the difference between the internal and external fees.
Advertising

Places you may consider advertising:

- Scottish Swimming website (advertised once a course is approved)
- Scottish Swimming monthly club mailing
- Local Swimming Clubs
- Local Swimming Pools
- Local Authorities
- Local Education Authorities – School
- Higher and Further Education – colleges, universities
- Local free newspapers
- Doctors Surgeries
- Posters at the pool
- Sports/Leisure Centres

**NB:** Should you wish to advertise in the Scottish Swimming monthly club mailing please contact info@scottishswimming.com

Please note all courses must be approved by the Education Department prior to advertising.

**Tips:**

Liaise with your Tutor when considering your marketing strategy.

Design an eye catching “flyer” to send to school, swimming clubs etc.

Put together an information sheet containing all relevant information such as:

- Who the course is suitable for and any pre requisites
- Course title
- Dates, time and venue, also if the course is an intensive course this should be made clear at his point
- Azolve online booking link
- The cost of the course
- Subsidy information
- The duration of the course
- Attendance requirements
- Membership details (all Candidates must be current members of Scottish Swimming to go onto a course)
- Anything the Candidate needs to make you aware of
- Arrangements for refreshments
- What qualification will be gained at the end of the course
- Who to contact for further information
Correspondence with the Candidates

It is important to check with Candidates whether they require any special arrangements e.g. extra time, the use of a bilingual dictionary etc. and these should be catered for. The guidelines for this can be found in the Policies and Procedures manual however if you have further queries please contact the Education team.

It is important that all Candidates receive information prior to the course commencing. Information should include:

- Course Venue/dates/times/Tutor
- Reiterate that you must be a member of Scottish Swimming to be able to attend the course and to receive the subsidy. Any swimmers/ex-swimmers or people who have sat UKCC courses in the past should have a membership number. If this is not known, please contact the Scottish Swimming office before creating a new membership account
- Course Syllabus (available from the Scottish Swimming website)

Helpful Hints for Course Organisers

- Advertise the course early
- Do not wait for the course to be full before registering the course with Scottish Swimming. Remember the Scottish Swimming deadline of 6 weeks and also be aware of the cancellation policy
- Establish and maintain regular communication with the Tutor and Candidates
- Candidates must apply to Sport Scotland for a subsidy at least 4 weeks prior to the course start date.
- Candidates on an intensive course need to be made aware of the workload on such a course and the fact that it has to be done over a short period
- Access to plentiful supply of swimmers at the appropriate level
- For Insurance purposes all Candidates MUST be current members of Scottish Swimming before they can access a UKCC course. Any Candidates who are not members will not be permitted access
Completed Forms
All Forms can be found on the Scottish Swimming website in the Education section under Education Courses Forms/Paperwork.

Exams
The Course Organiser should ensure that:

- Candidates using the services of a reader and/or scribe are accommodated in a separate room to avoid disturbing other Candidates. A second invigilator should also be in attendance.
- Examination papers are kept securely locked away.
- Examination papers (including unused papers) are returned to Scottish Swimming by recorded delivery or courier within 48 hours of the exam finishing.
- The examination papers are only opened in the presence of the Candidates at the commencement of the examination.
- That appropriate people are appointed as invigilators.

NB: For full details on the role of the invigilator please see the Policy and Operations manual.

IMPORTANT: All examination papers (used and unused) must be secured in the envelope provided and posted to Scottish Swimming by recorded delivery or courier within 48 hours of the conclusion of the examination. The examination papers should be kept securely locked away at all times.
Useful Contacts

Education Team:

Alan Reed – Workforce Development Manager
Nicola Curwood – Executive Officer
Rachel Adamson – Executive Officer
Amy McRobb – Education Administrator

Scottish Swimming
Airthrey Castle
Hermitage Road
University of Stirling
Stirling
FK9 4LA

Education Tel: 01786 466519
Scottish Swimming’s main line: 01786 466520
Fax: 01786 466521
Email: education@scottishswimming.com

Regional Swimming Development Managers:

West – Paul Donald
01786 466520
p.donald@scottishswimming.com

Grampian & Tayside – Sean Dawson
07791 489173
s.dawson@scottishswimming.com

Highlands, Islands & Moray – Colleen Blair
07809 658 341
c.blair@scottishswimming.com

Central & West – Eilidh McCall-Laurie
07894 613 103
e.mccall-lawrie@scottishswimming.com