



www.myactivesg.com/swimsafer

SwimSafer Assessment and Application Guidelines (For Instructors)

1. SwimSafer Assessment Application

- 1.1 Download SwimSafer Assessment Registration Form from:
<http://www.slss.org.sg/Index%20-%20SwimSafer.html>
- 1.2 ***ALL*** fields of the registration form are to be filled up accurately and emailed to SwimSafer Secretariat.
(Incomplete forms will be rejected. Instructors are strongly encouraged to check and confirm accuracy of all information and data before submission)
- 1.3 Save file in Microsoft Office Word Document format. Use Instructor's Name as File Title. (e.g. Michelle Verma.doc)
- 1.4 Email completed registration form to: admin@swimsafer.org.sg
- 1.5 SwimSafer Secretariat will acknowledge and confirm receipt of assessment booking within 2 working days.

2. Payment

- 2.1 All payment has to be made within 7 working days prior to the assessment date.
- 2.1.1 For payment not received within 7 days prior to the assessment date, booking will be deemed to be cancelled.
- 2.2 Cash or NETs payment is to be made in person to the SwimSafer Secretariat's office.
- 2.3 Cheque payment is to be made by post to:
Singapore Life Saving Society
C/o Kallang Basin Swimming Complex
21 Geylang Bahru Lane
Singapore 339297
- 2.3.1 Upon receipt of cheque payment, SwimSafer Secretariat will mail out the approved SwimSafer Assessment Registration Form and payment receipt to the SwimSafer Instructor by the next working day.
- 2.3.2 For payment via cheque, if the approved SwimSafer Assessment Registration Forms are not received within 3 days after payment was made, SwimSafer Instructor is to email or call SwimSafer Secretariat to check on the status.
- 2.4 If SwimSafer instructor is unable to make the payment within the given timeframe, the SwimSafer Instructor is required to email to the SwimSafer Secretariat to request for extension of payment window with reason(s) stated.

- 2.4.1 SwimSafer Secretariat would consider the request and notify the SwimSafer Instructor on the outcome.

3. Bidding Process

- 3.1 For assessment bookings accepted, the SwimSafer Secretariat will post the assessment for Assessors to bid. This posting will take place twice weekly.
- 3.2 SwimSafer Instructor and Assessor appointed will be notified of the posting results within 3 working days.
- 3.3 For unsuccessful assessment bid, SwimSafer Secretariat will repost it.
- 3.4 In an event where posted bidding is unsuccessful, SwimSafer may consider registered SwimSafer Assessor as may be recommended by the SwimSafer Instructor and/or alternatively, to initiate manual invitation i.e. by phone invitation and where all attempts fail, the booking concerned will need be postponed.
- 3.4.1 In such case, the SwimSafer Secretariat will arrange for another assessment schedule at no additional cost.

4. Arrangement upon Assessor Appointment

- 4.1 Upon appointment, the SwimSafer Secretariat will inform both the SwimSafer Instructor(s) and SwimSafer Assessor(s) appointed of the relevant arrangements.

5. Amendment of SwimSafer Assessment Registration Form after payment

- 5.1 Addition of candidate to the assessment registration form is to be done latest 1 working day before the assessment date.
- 5.1.1 Addition of candidates, if approved by the SwimSafer Secretariat, will only be accepted upon the additional payment to the SwimSafer Secretariat at least a working day before the assessment takes place.
- 5.1.2 Strictly no addition of candidates will be allowed on the assessment date itself.
- 5.2 Strictly no cross stages will be allowed in a single assessment form.
- 5.3 For typographical error incurred after payment, a \$5 administration fee will be levied per amendment or per name made, subjected to approval by the SwimSafer Secretariat.
- 5.3.1 For the waiver of amendment fee, a formal written request is required to be emailed to the SwimSafer Secretariat for consideration. Decision by SwimSafer will be final.
- 5.4 For re-printing of certificate(s), an administration fee of \$5 will be charged per certificate. Advance payment needs to be made.

6. Conditions for placing booking for SwimSafer Assessment

- 6.1 A minimum of 3 candidates is required per booking of assessment placed.
- 6.2 A minimum of \$30 will be imposed for assessment with less than 3 candidates.
- 6.2.1 Insertion of participants in a single assessment form that does not exceed 3 candidates will have their assessment fee offset from the \$30. A \$5 fee per insertion and or a change made will be levied.
- 6.3 Multiple assessments may make up 1 booking, provided all submission is done in one payment.

- 6.3.1 Multiple assessments under 1 booking with more than 30 candidates will be charge at \$10 per candidate subsequently.
- 6.3.2 Insertions of participants for bookings with more than 30 candidates will have the \$5 dollars insertion fee waived off, but Pt 5 will still apply.
 - 6.3.2.1 Strictly no additional assessment forms can be added after payment of booking.
 - 6.3.2.2 Varying stage assessment forms may make up one booking, however strictly no cross stages will be allowed in a single assessment form.

7 Withdrawal of Candidate

- 7.1 Once a booking of SwimSafer assessment is accepted by the SwimSafer Secretariat, request of refund will not be entertained, unless it is of valid reason(s).
- 7.2 For compassionate, medical and/or other valid reasons supported by relevant evidence (e.g. medical certificate and/or etc), the SwimSafer Secretariat will consider the application on a case-to-case basis.
- 7.3 If an application of refund is approved, the SwimSafer Instructor will receive the mailed cheque within 30 days from the date of approval given.

8. Assessment- Post Assessment Procedure

- 8.1 SwimSafer assessments can only be carried out after a formal headcount by the SwimSafer Assessor.
 - 8.1.1 All SwimSafer Assessments are to only be conducted in the presence of a SwimSafer Assessor.
- 8.2 SwimSafer Assessor is to ensure that each candidate goes through every skill requirement for that particular stage.
 - 8.2.1 SwimSafer Assessor is allowed to request the candidate to re-do a skill where deemed necessary.
- 8.3 Strictly no change is to be made on the result slip once signed by the SwimSafer Instructor and SwimSafer Assessor.
- 8.4 SwimSafer Assessor is to submit to the SwimSafer Secretariat the scanned image of the results via email.
- 8.5 SwimSafer Assessors are required to keep the original result slip for a year after the assessment, as it may be subject for audit checks.

9. Collection of SwimSafer Certificates

- 9.1 A maximum of 21days is required for SwimSafer certificates to be printed.
- 9.2 SwimSafer Secretariat will inform the SwimSafer Instructor through email once the certificate(s) is ready for collection.
- 9.3 Only the respective SwimSafer Instructor is allowed to collect his/her own SwimSafer certificate from the SwimSafer Secretariat office.
 - 9.3.1 Alternatively, an authorization letter/note is required from the SwimSafer Instructor concerned if a third party is collecting on his/her behalf.
- 9.4 SwimSafer Instructor or authorize representative is required to check and ensure the correctness and sign upon collection of all issued items before leaving SwimSafer Secretariat office

10. Bad Weather Procedures

- 10.1 It is the responsibility of the SwimSafer Instructor to contact the appointed SwimSafer Assessor to re-schedule the assessment in case of bad weather.
- 10.2 The re-scheduling is to be the same time and venue of the following week- exactly 7 days later, unless otherwise both parties are comfortable with alternative arrangement.
- 10.2.1 If the reschedule date falls on a public holiday, the assessment may go on if the parties are agreeable to or it will be held a day after.
- 10.3 SwimSafer Instructor will have to consult and arrange with the appointed SwimSafer Assessor on the next available assessment schedule and will after which inform and co-ordinate with the participants.
- 10.4 SwimSafer Instructor is required to inform the SwimSafer Secretariat of the postponement made.

11 Assessor Fails to Turn & Up for the SwimSafer Assessment

- 11.1 SwimSafer Instructor is to contact SwimSafer Assessor directly to understand the situation.
- 11.2 If the Swimsafer Assessor is unable to turn up because of valid reason (e.g. medical and/or compassionate reason), the SwimSafer Instructor is to contact SwimSafer Secretariat for another SwimSafer Assessor.
- 11.3 In such scenario, the SwimSafer Secretariat may permit the SwimSafer Instructor concerned to check if there is any registered SwimSafer Assessor available at the vicinity.
- 11.3.1 If a SwimSafer Assessor is found to be available, the SwimSafer Instructor is to inform the SwimSafer Secretariat and to preamp the SwimSafer Assessor to standby to be contacted by the SwimSafer Secretariat to formalise the arrangement for assessment.
- 11.3.2 If the affected SwimSafer Instructor is also a registered SwimSafer Assessor, cross testing and rotation of role is strictly not permitted.
- 11.3.3 SwimSafer Instructor is to reschedule the assessment date with SwimSafer Secretariat during office hours.
- 11.4 Upon fixing a reschedule, SwimSafer Instructor will have to inform affected candidates on the change.
- 11.5 Alternatively, the SwimSafer Instructor may also request from the SwimSafer Secretariat for a refund as consider the assessment cancelled.

12. Appeal and Dispute Management

- 12.1 SwimSafer Instructor should not sign next to the final result(s) on the SwimSafer assessment sheet if disagreeable.
- 12.1.1 SwimSafer Instructor and Assessor are to write on the remarks column to state the reason/s of their disagreement.
- 12.2 Dispute, if any, is not to be resolved on the ground.
- 12.3 Only written statement with stated reasoning will be look into by the SwimSafer Secretariat and/or SwimSafer.
- 12.4 Depending on the severity of incidence, a panel may be called to action.

SWIMSAFER ASSESSMENT PROCESS CHART

