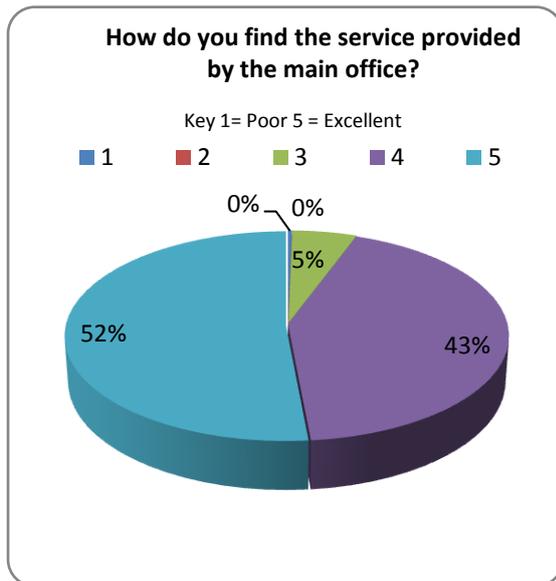


Learning4Life Swim School Parent Survey May 2017

Thank you to all parents who completed our recent poolside survey. We value your opinion and we are continuously striving to be the best swimming provider in our local area.

Please find below results of our survey. We have tried, where possible, to include a management response to questions where parents have raised specific points. We will be responding to individual comments made shortly (where contact details have been left).

If parents wish to discuss any of the results please contact Lisa Hall, Operations Manager for Swim School on 01384 816043.

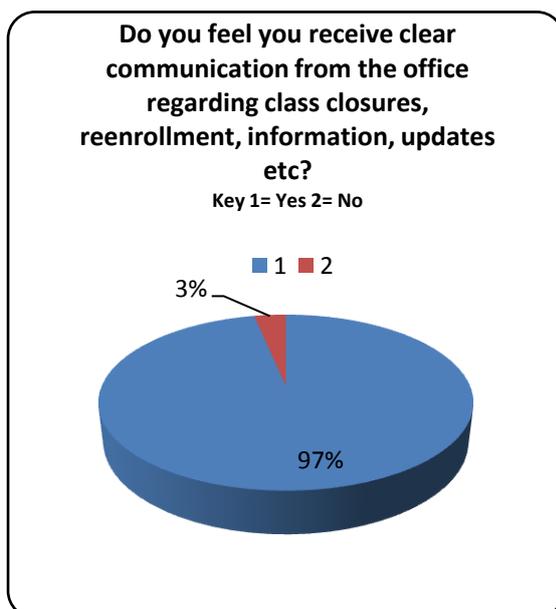


We have recently implemented a new telephone system to try and alleviate the volume of calls being received into the main office, especially during re-enrolment periods.

We encourage our parents to leave answer phone messages, where possible, and we would like to assure our customers that we do endeavour to respond to all messages left in a timely manner.

Learning4Life does also have an email facility which we would encourage parents to use for non urgent queries. Our email address is studentservices@learning4life.co.uk

Alternatively parents are more than welcome to speak to Poolside Reception to discuss queries, credits, ULN numbers etc as pool staff now use the same electronic system as the main office (with the exception of some transfer requests).

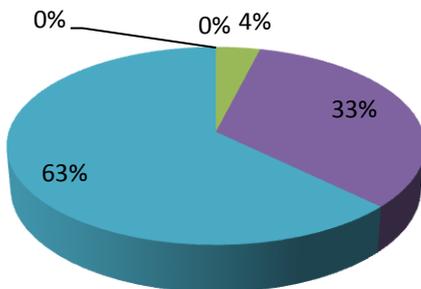


Learning4Life Swim School Parent Survey May 2017

How do you find the service provided by the poolside receptionist?

Key 1 = Poor 5 = Excellent

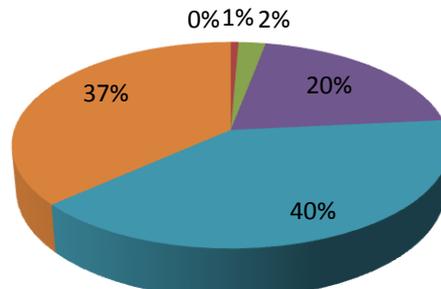
■ 1 ■ 2 ■ 3 ■ 4 ■ 5



If your child has a helper, how do you find the service provided by them?

Key 1 = Poor 5 = Excellent 6 = N/A

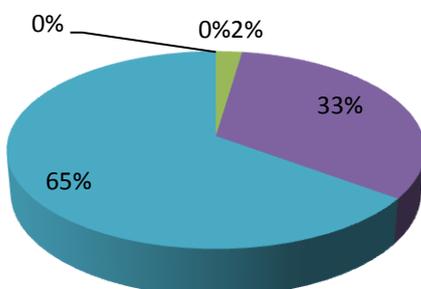
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Please rate the standard of the swimming tuition your child receives.

Key 1 = Poor 5 = Excellent

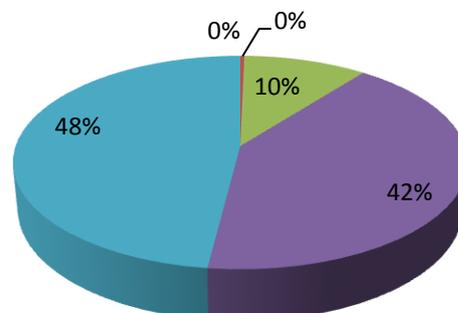
■ 1 ■ 2 ■ 3 ■ 4 ■ 5



How happy are you with the progress your child is making?

Key 1 = Very concerned 5 = Very happy

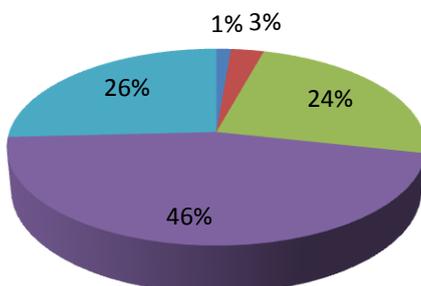
■ 1 ■ 2 ■ 3 ■ 4 ■ 5



How do you rate the standard of our facilities?

Key 1 = Needs improvement 5 = Excellent

■ 1 ■ 2 ■ 3 ■ 4 ■ 5



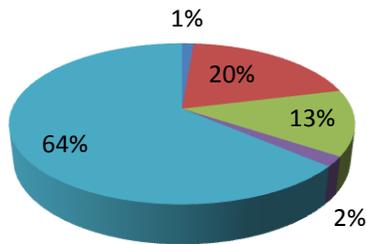
The Site Team at The Wordsley School work extremely hard to maintain facilities across the school site. With over 1500 users in the changing rooms alone each week, it is a huge task. Someone is always on hand to answer any concerns and/or rectify any maintenance issues in a timely manner and ensure that a good standard is provided to Swim School customers. Your suggestions are always welcome and we look forward to introducing further developments to enhance your child's swimming experience.

Learning4Life Swim School Parent Survey May 2017

Why did you choose Learning4Life for your child's/children's swimming lessons?

Key 1= Price 2= Location 3= Reputation
4=Quality 5= Multiple reasons

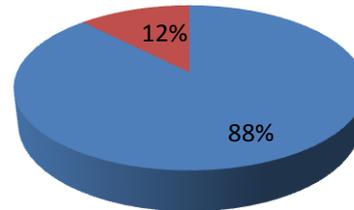
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Are you aware that you can access a home portal to view your child's swimming progress?

Key 1= Yes 2= No

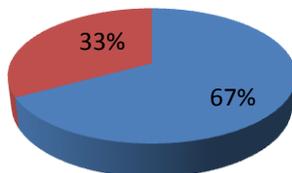
■ 1 ■ 2



Have you used the home portal to view your child's progress?

Key 1= Yes 2= No

■ 1 ■ 2



A number of parents have commented that they have not been able to gain access to the home portal.

We send details of the home portal to parents on every re-enrolment email via Course Pro. This contains a link to the home portal, along with the membership number of your child which is required to log on to the portal.

Pool reception staff are able to provide membership numbers and instructions on how to use the portal; we encourage parents to speak to staff to find our details as the portal is a great tool to be able to view your child's swimming progress.

Do you find this feature beneficial? Do you feel more informed on your child's learning?

Key 1= Yes 2= No

■ 1 ■ 2

