



YOUR QUESTIONS ANSWERED

1. How do I get access to the training hub?

When you join or renew with Swim Australia you will automatically be set up on the WWSS platform and emailed your log in details. The contact person listed on your membership form will be set up as your administrator to access and manage the training hub on behalf of your Swim School.

When you receive your log in email, please follow the steps provided to set up your staff members.

Access is only issued when your membership is valid – 1 July 2020 to 30 June 2021.

2. What content is available?

The training hub is broken down into 3 libraries:

- **Swim Australia:** Access to 2 initial modules. A new module will be added the 1st of each month.
- **WWSS Webinar:** Access to 1 initial webinar. A new webinar will be added the 1st of each month.
- **WWSS Resources:** Access to 10 modules and 10 resources. Content is made up from a range of age groups starting with infants through to adults.

3. What is the process to register our users and what if a staff member leaves us?

You will have the ability to set up 5 staff members to access the Training Hub content.

If a staff member leaves the organisation you will need to disable their access.

Steps to disable access:

1. Go to your manager platform
2. Go to User – find staff member
3. Staff member - action – edit details - scroll to bottom and check box 'disable' – save
4. Email support@worldwideswimschool.com and provide your swim school name, contact details and the name of the staff member you have disabled.
5. WWSS support team will communicate back via email to confirm your request has been completed.

4. How do I know when new content has been added?

Swim Australia will send out updates via e-Flash and social media to let you know when content has been added to your library.

5. Is the content recognised as PD for teacher renewals with ASCTA and AUSTSWIM?

AUSTSWIM and ASCTA recognise:

- WWSS **modules** for PD hours
- Swim Australia **modules** for PD hours

When a user completes a **module**, they can access a certificate to print off from their user dashboard via the profile section.

Remember to download these certificates each time you complete the module and save for future reference or to submit with your re-accreditation application.

6. Can I purchase additional user licences?

The Swim Australia Training Hub only gives you access for up to 5 users.

The WWSS Swim School Hub is the next step for you. The WWSS Swim School Hub provides you access to over 70 training modules and over 200 resources with new modules and resources added monthly. The platform gives you the ability to start with 5 users through to 100+.

To find out more, please email the WWSS team at swimschoolhub@worldwideswimschool.com

7. I am already a WWSS Swim School Member – what does this mean?

WWSS will automatically add the Swim Australia library to your existing Swim School Hub access.

As a WWSS Swim School Hub member you already have access to the content found in the WWSS folders.

8. More Questions?

Please ensure you have first watched the training video in the Training Hub and the Launch Webinar via your user dashboard.

If you have further questions, you may contact Gary Toner at Swim Australia via gary@ascta.com