

CANCELLATION GUIDELINES

Swimming and Aquatics Employment Conditions extract

Cancellation of Lessons – payment

Each Instructor in Charge, Second Instructor in Charge, Senior Instructor, Instructor and Assistant Instructor (instructor) will be provided with a weekly roster of work stating the guaranteed hours of engagement for that week.

The number of hours may be varied by agreement between the instructor and instructor in charge.

An Instructor who is absent without reasonable cause will not be entitled to payment.

An Instructor will be entitled to payment of the guaranteed rostered hours as published for the week if the lessons are cancelled.

Implications of above employment conditions for instructors and schools.

Weekly Roster of work

Instructors are employed on a casual basis and are offered employment based on confirmed bookings from schools through rosters set 5 days working days in advance

eg. program roster completed by Monday of week 1 ready for program commencing in week 2.

Once these rosters are set and signed off by each instructor payment for these instructors is guaranteed.

Roster procedure:

- Schools provide written confirmation of their bookings and student and student numbers, using a Booking Confirmation Form.
- Instructor in Charge sets the roster using the confirmed student numbers to identify the number of students required.
- A roster must not be set and hours guaranteed for instructors without a written confirmation of the booking from all schools in that cycle.
- Instructors sign off the roster prior to the commencement of the program

Payment for cancelled lessons:

- Instructors who do not sign off their roster before the program commences are not guaranteed hours where a cancellation occurs
- Instructors must attend and be given alternative duties to receive their payment for cancelled lessons/programs.
- Instructors can choose not to attend and/or to forgo payment.

Booking process

Instructor Hrs Allocation Report

An allocation report will be sent to all centres at the beginning of term 4 of the previous year of the program. I.e. term 4 2013 ready for 2014.

Use this allocation report to make initial booking requests.

If there are no allocated hours for a school, the Instructor in Charge should not be initiating a booking.

If a school contacts you for a booking request and there are not allocated hours, you must contact the Unit to discuss this schools allocation.

Initial Booking Request

All schools must be contacted to discuss initial bookings to establish an initial program. Most centres would complete this process 6 months ahead.

Use information obtained from schools to establish a program schedule.

Confirmation of Booking

Once schedule confirmed with Pool Management, instructors etc. send a **“Booking confirmation” to schools**. This must be signed (or sent via email) by the school and returned to the Instructor in Charge.

Confirmation of Student Numbers

Confirmation of student numbers must be completed no later than 2 weeks prior the commencement of the program.

- Instructor in Charge to contact the school(s), and make necessary changes to the Booking confirmation.
- If changes to numbers, send updated confirmation to school(s) for signature and details to the unit for an updated Instructor Hours allocation report.
- Instructor Rosters are to be confirmed using updated information.

Cancellation conditions for schools

All schools should be advised in writing when initial bookings are made of cancellation conditions as follows:

- Program rosters will be set one week prior to the commencement of the program, based on confirmed student numbers
- Rescheduling of cancelled hours, after rosters have been set, must be approved by the Manager Sport, Swimming and Aquatics. Only in extenuating circumstances will rescheduling be allowed. (see extenuating circumstances)
- A cancellation fee may apply.

What to do if a school cancels

Action required by IC:

Centres must advise the Manager, Swimming and Aquatics Unit of **all** cancellations immediately:

- Fax or email a cancellation form (email is preferred option)
- Attach Cancellation form to relevant pay claim.

Cancellations can be a whole program or a significant change in the number students that are to attend (after the roster has been set) resulting in one or more rostered instructors not being required.

Schools that cancel, all or part of their program once rosters have been set, must be advised that their program, or those lessons, cannot be rescheduled. In effect those hours have been used to pay instructors and are no longer available to the school. Refer them to the conditions of cancellation stated on the "Booking Confirmation"

Extenuating circumstances

If a school/centre believes there are extenuating circumstances which should be considered a case can be put to the Manager Sport, Swimming and Aquatics.

Examples of extenuating circumstances could include:

- Centre cancelling due to problems with the water quality – rescheduling allowed, where it is possible to do so.
- School cancelling as double booked activities – no rescheduling allowed.
- Bus break down on way to program – rescheduling likely to be allowed, where it is possible to do so, after application is made to the Manager Sport, Swimming and Aquatics
- Catastrophic bushfire day for school in risk area and school not allowed to travel – rescheduling allowed where it is possible to do so.
- High number of students absent on the day or for the whole program – no rescheduling, school can make application if they believe there are extenuating circumstances.
- Schools cancelling at late notice due to their hot weather policy – no rescheduling, school can make application if they believe there are extenuating circumstances.

Hot Weather

Centres should note that schools should be asked whether there are any policies or circumstances that might affect their participation, specifically policies re hot weather at the time initial bookings are made.

If the policy setting is low (eg 34 degrees) then the timing of their program should be discussed with the school with a view to identifying a more suitable time when their program is not likely to be impacted.

Schools should be advised to contact centres to provide as much advance notice as possible and to discuss the situation and determine whether there is a mutually acceptable solution.

Rescheduling

Rescheduling can only occur if approval is given by the Manager Sport, Swimming and Aquatics and where it is possible to do so.

Paying for rescheduled lessons

A school can elect to pay for additional lessons on a user pays basis to replace cancelled lessons.