

## **Purchasing Vouchers and Spaces for Assistant Coach and Coach Courses**

In order to improve awareness and ease of booking for both the Assistant Coach and Coach courses for clubs and members, all courses will now be bookable directly through the IoS website – [www.swimming.org/ios](http://www.swimming.org/ios)

We will continue to send new courses out to clubs as these become available, this includes the ongoing use of the individual Regions requirements/ interest registers.

Please note the price shown online is the RRP price. Swim England members who are part of a Swim England affiliated club, can access courses at a reduced rate.

Details of how to access this reduced rate are outlined below:

### **Discounted 'Member Offer' spaces:**

Swim England Club Affiliation and SwimMark Clubs members are eligible for subsidised spaces in order to reward and recognise, as well as support the growth of clubs who hold Club Affiliation or SwimMark status.

These vouchers need to be purchased via the club's 'company' profile, and can be fully, partially or not paid for by the club (vouchers not paid for by the club will still receive the discount).

### **In order to create a Swimming Club Account:**

1. The key contact from the club will be required to create a personal profile on the Institute of Swimming website [IoS Personal Account Registration](http://www.swimming.org/ios)
2. The key contact from the club will then need to complete the Club Account registration form: [IoS Club Account Registration](http://www.swimming.org/ios).
3. Once the Club Account registration form is submitted, a company profile will be created, and the member discounts will be added.

### **In order to purchase vouchers for club members:**

1. Club members undertaking training will need to create a profile [IoS Personal Account Registration](http://www.swimming.org/ios)
2. The club key contact will need to access the company profile and purchase vouchers for the course - [IOS Website Support for Creating/ Using and purchasing vouchers](http://www.swimming.org/ios)
3. Clubs can choose whether they are paying a contribution towards the course (e.g. the club may pay 100% of the course cost, a 50% contribution, or a 0% contribution (this will still give the member discount)), any outstanding amount will need to be paid for by the individual at checkout.
4. Where a club is paying any proportion of the cost, a Purchase Order number will be required to be added to the system at this point. This can be any reference of the club's choice to recognise the invoice.
5. Once purchased, a voucher will be allocated automatically to the company profile. The club key contact will then need to add the club volunteer to the account, in the 'employees' section, and then allocate them the voucher. Please note that the voucher purchased will not reserve a space on a specific course.

6. The club will be issued with an invoice from the Institute of Swimming within one calendar month.

#### **Where an individual club member wants to book themselves**

1. In order to book an individual space, the learner must have an IoS account created via: [IoS registration](#)
2. The individual learner should contact [isosadmin@swimming.org](mailto:isosadmin@swimming.org) with the following information:
  - a. Club details – including Swim England number, Club Name and Region
  - b. Identified course wishing to book on
  - c. Confirmation of email used to set up IoS account in Step 1
3. The individual will then be issued with a voucher directly into their account. They must then use this to book onto the course to receive the member price.
4. Payment in full is required at the point of booking by card.

Any learners that don't follow this process for booking will not be eligible for a partial refund.

#### **SwimMark Vouchers:**

Swim England SwimMark clubs are also eligible for a yearly £100 credit that can be used against any course purchased by a club.

In order to redeem this credit, club key contacts should email [iosadmin@swimming.org](mailto:iosadmin@swimming.org) with the following information:

- Name of club
- Voucher code number they wish to deduct the £100 from (this can be found in your Company Account)

The IOS will then amend the invoice for this voucher.

#### **Support Documents**

[Create a Company Account](#)

[IOS Website Support for Creating/ Using and purchasing vouchers](#)

[IOS FAQ's](#)