



# **Club User Guide to SwimMark online**

[www.swimmark.org](http://www.swimmark.org)

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*The purpose of evidence submitted by clubs is to demonstrate that the club has met the SwimMark criteria and in turn supports the development of the club. All information provided will be handled in line with Swim England data protection guidelines. For the purposes of SwimMark this means information will remain confidential and will be viewed only by Swim England Club Development Officers/Regional Officers with access to SwimMark online, or club members' allocated "club" or "club admin" roles. In cases where the submission is of a high standard a Swim England Officer may contact the club to discuss how it could be used for best practice to support other clubs, this will only be done with the clubs agreement.*

**Any queries regarding the SwimMark site please direct to [clubdevelopment@swimming.org](mailto:clubdevelopment@swimming.org)**

**Queries relating to SwimMark criteria and evidence should be directed to your Club Development Officer/Regional Officer in the first instance.**

## Operating System Requirements

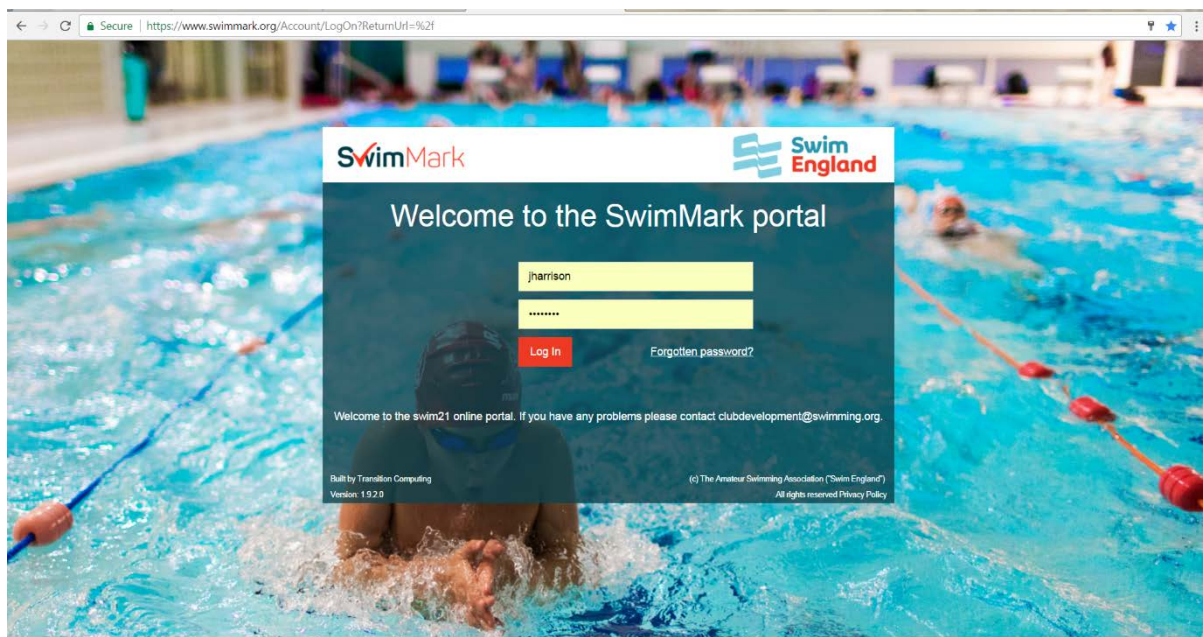
SwimMark online runs using java script, you will need to enable this before you have full functionality of the site (this is usually automatically enabled through most internet browsers). Mac users may find problems with running SwimMark online in safari, downloading Google Chrome or Mozilla Firefox will resolve this issue. Windows users may find some functionality is not compatible with versions of Internet Explorer before version 10, in this instance run Google Chrome or Mozilla Firefox.

Assistance with running java script on windows computers can be found here <http://support.microsoft.com/gp/howtoscript>.

## Logging In for the First Time

Please follow the link [www.swimmark.org](http://www.swimmark.org) to access the login page.

Username: Is your Swim England individual membership number  
Password: Password1 (on your first login)



- When logging onto the portal for the first time, you will be asked to change your password - please choose something memorable, you will also need to include both a capital letter and number in your new password.
- In the event that you are unable to remember your password, once it has been updated, click the forgotten password box on the front screen, and an email will be sent to you with a temporary password; if this fails contact [clubdevelopment@swimming.org](mailto:clubdevelopment@swimming.org)
- Once you have successfully logged in, you will see the screen below, however you will only see the Accreditations that your club has been assigned to so in most cases this will only show the Essential.

Summary

Modules

Users

Documents

Resources

Best Practice -  
Examples

AccreditationName	Status	Accredited Date	Expiry Date	Lapsed Date	Approved	Submitted	Review	Open	Action
Essential - Full	Accredited	21/02/2018	21/02/2020		16	0	0	0	
Performance Diving - Health Check	Not Started				0	0	0	10	
Performance Diving - New	Not Started				0	0	0	17	
Performance Swimming - Health Check	Not Started				0	0	0	7	
Performance Swimming - New	Not Started				0	0	0	14	
Essential - Health Check	Not Started				0	0	0	6	

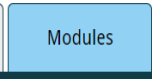
All  Active  Inactive

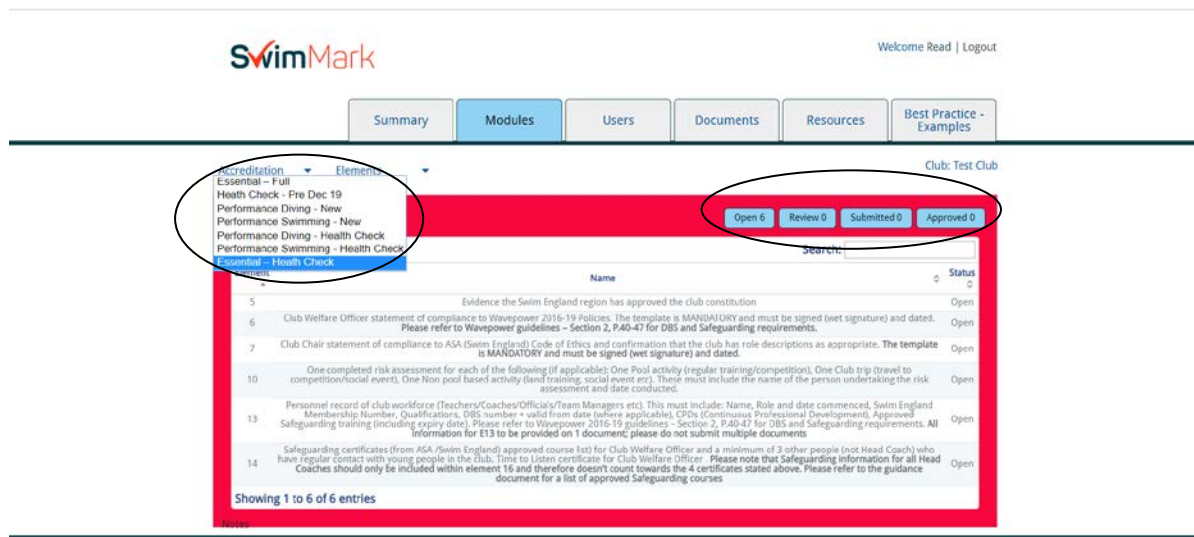
## Overview

The 6 tabs you can see hold the following information:

	This tab shows your current status as a SwimMark club. It will show the 'old' version and the new 'Full' and 'Health Check' versions. You will also be able to see the number of elements submitted, under review or approved
Modules	This tab will show the new 16 elements to upload evidence against. You can also view previous accreditations from here including previous uploaded information. Element documents can be downloaded, amended and re-uploaded as well as having access to the templates.
Users	This tab shows all members of your club, and allows you to edit their details. You can also use the refresh button from here.
Documents	This tab stores any documents you saved from the old system and allows you to store any files you wish to save.
Resources	This tab holds a library of useful information to help you with your accreditation.
Best Practice - Examples	This tab includes examples of required evidence for all the elements

## Getting Started

- i. To view all SwimMark criteria, click on  tab, this will turn blue once highlighted.
- ii. The screen below will appear.



- i. The accreditation box circled allows you to switch between the 'old' and 'new' versions as well as the 'Health Check'
- ii. The information boxes circled on the right gives an overview of the status of submitted evidence.
  - **Open** – no evidence has been uploaded
  - **Review** – evidence has been submitted by the club, Swim England officer has requested the evidence to be reviewed by the club i.e. changes are required
  - **Submitted** – Evidence submitted for accreditation, awaiting approval from Swim England Officer.
  - **Approved** – Evidence which has been approved by Swim England officer.



There are three SwimMark accreditation modules; Essential, Network and Performance. To view the elements for Essential, select the drop down box and choose the accreditation you wish to view. We are phasing out the Performance and Network modules so you should not need this.

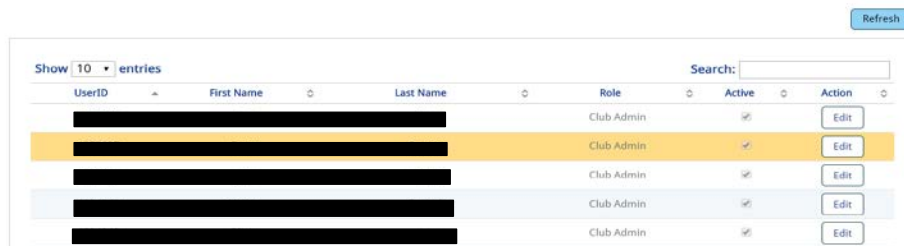
If you are already SwimMark accredited you will have two versions of your accreditation to view.

- In progress – the current working submission
- Your previous SwimMark accreditation period

## Users


In order to add users please follow the instructions below:

- Click on the  tab.
- Click the  button next to the members name you wish to add as a Club Admin or Club user i.e. those individuals who will have responsibility for uploading SwimMark evidence etc (names and ID have been blocked out for data protection purposes in the diagram below) The list always defaults to active users so make sure you scroll to the bottom and select 'All' to obtain a complete list of members available.



The screenshot shows a web interface for managing users. At the top right is a 'Refresh' button. Below it is a search bar and a 'Show 10 entries' dropdown. The main content is a table with columns: UserID, First Name, Last Name, Role, Active, and Action. The table contains five rows, all with 'Club Admin' in the Role column. The names and IDs are redacted with black bars. Each row has an 'Edit' button in the Action column. The second row is highlighted in yellow.

UserID	First Name	Last Name	Role	Active	Action
[Redacted]	[Redacted]	[Redacted]	Club Admin	✓	Edit
[Redacted]	[Redacted]	[Redacted]	Club Admin	✓	Edit
[Redacted]	[Redacted]	[Redacted]	Club Admin	✓	Edit
[Redacted]	[Redacted]	[Redacted]	Club Admin	✓	Edit
[Redacted]	[Redacted]	[Redacted]	Club Admin	✓	Edit

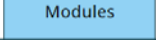
- If all the members in your club are not displayed on the screen, please make sure you have selected 'All' at the bottom of the page as this will show all members that are both active and inactive; if they are still not showing click the  button, which will update the list. **Please be aware this process may take several minutes.** Only those registered with Swim England Memberships will be included. Once you click on the edit button the following screen will appear. If they are still not showing please contact [clubdevelopment@swimming.org](mailto:clubdevelopment@swimming.org)

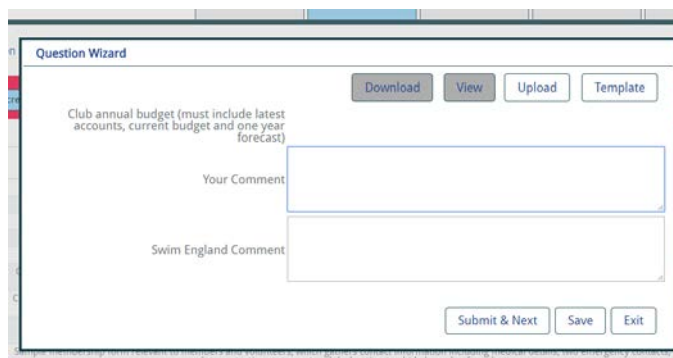
The screenshot shows the SwimMark web application interface. At the top left is the 'SwimMark' logo. At the top right, it says 'Welcome Julie | Logout'. Below this is a navigation menu with five tabs: 'Summary', 'Modules', 'Users', 'Documents', and 'Resources'. The 'Users' tab is highlighted in blue. Below the navigation menu is a 'Contact' form. The form has two columns of fields. The left column contains: 'Username' (text input), 'First Name' (text input), 'Email Address' (text input), 'Phone 1' (text input), and 'Active' (checkbox, checked). The right column contains: 'Role' (dropdown menu, 'Club Admin'), 'Last Name' (text input, 'Winder'), 'Integra Role' (text input), 'Phone 2' (text input), and 'Send expiry email' (checkbox, unchecked). At the bottom right of the form are two buttons: 'Save' and 'Back To List'.

- iv. In the box labelled role select 'club admin' or 'club' from the drop down option. Club admin provides editing rights, or club provides a read only option for the user.
- v. Tick the box labelled active.
- vi. Click 'save' and then 'back to list'.
- vii. The portal will automatically generate the member a login using their Swim England membership number and a password of Password1 which needs to be changed during initial login (portal will prompt the individual to change the password)

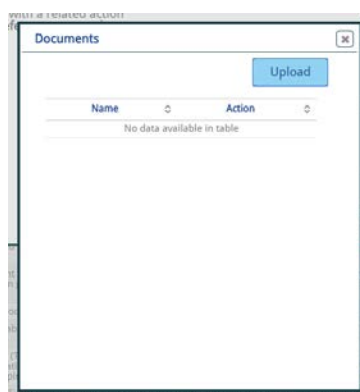
**NB.** Swim England will not provide access to the site unless the allocated club admin personnel are experiencing problems. For security purposes the club must ensure that they are responsible for providing editing/read only rights to relevant personnel.

## Uploading Evidence

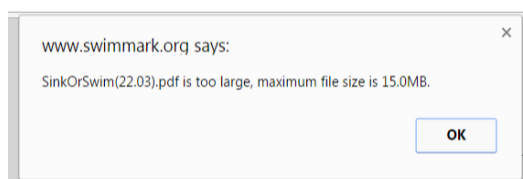
- i. Click on the  tab.
- ii. The list of elements will appear.
- iii. Click anywhere on the line of the element you wish to view, this will open the element.
- iv. As shown below the options provided are:
  - a. Download – this allows you to download a piece of evidence from the last accreditation in order to amend it and re-upload.
  - b. View – view a document which you have saved/submitted against the element.
  - c. Upload – attach evidence to the element.
  - d. Template – shows templates and guidance provided by Swim England to assist you with your accreditation; however you are not obliged to use these.



- i. To upload evidence select the upload button in the question wizard and then the documents screen as shown below.



- ii. When uploading evidence you can select most file types such as word, excel, pdf etc.
- iii. A pale orange box will provide a percentage complete for upload and show you it is in progress.
- iv. Once completed the box will list the file name. You are able to upload as many documents as necessary; however these must not exceed 15MB in size. To view the size of the file right click on the document on your computer and it will advise the size prior to upload.
- v. If your file is too big you will get a notification box to advise the document you are trying to upload is too large (see below).



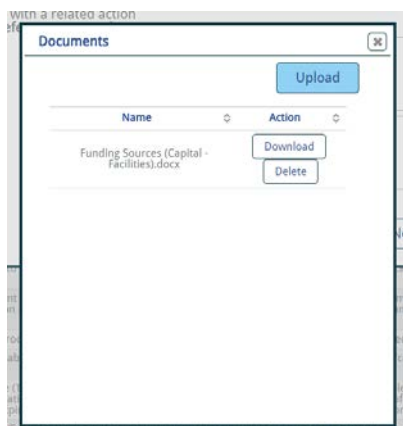
- vi. The “Your Comment” box is available for you to send a brief comment to the Swim England Officer, regarding the specific evidence you have uploaded. Please use the format: current date, a comment (maximum length 2 lines), followed by your name.

*Example: 01/01/21/ Your Comment/Your Name*



## Upload Errors

Should you upload a document in error or wish to change content once it has been uploaded, you can delete any document you have uploaded by simply selecting upload on the Question Wizard and then delete.



However, the following rules apply.

- i. If you have submitted a piece of evidence, by clicking the submit button, the Swim England Officer will be required to change the status to review in order for you to be able to amend/upload over the top.
- ii. Changes cannot be made to documents direct from the upload screen; to do this use the “download” button from the Question Wizard. The site holds a copy of the document with the main document being located on your computer.

## Approval of Evidence

An allocated Club Development Officer/Regional Officer will be responsible for approving the evidence uploaded for SwimMark accreditation, the time this takes may vary dependent on how many clubs are submitting evidence at any one time. **For renewals, evidence should be uploaded no more than 3 months prior to the accreditation renewal date.** For new accreditations clubs are advised to communicate with their relevant Club Officer.

- i. Approved – this confirms that the evidence uploaded has been approved for the SwimMark elements.
- ii. Review – this advises that the evidence needs review. The Swim England officer will provide a brief reason using the Swim England comments box or alternatively call/email to discuss what changes/improvements are required.

When all 15 elements are approved by the Swim England Officer these will show as approved when you look at the overview. The accreditation is then verified by a Regional SwimMark Group/Club Development group prior to everything being ratified during the Swim England National Management Meeting. These meetings take place four times per year, you will be notified by letter or email via your region and receive a SwimMark certificate in recognition of your achievement.

## Retaining Accreditation

Your club is required to submit evidence each year to retain SwimMark accreditation (regardless of whether evidence is being re-used). The online system holds two accreditations; the Full Essential and Health Check. Once you have completed the Full Essential, this lasts for 2 years with an interim 'Health Check' the following year consisting of 5 elements; this process will start again with the 'Full' accreditation in year 2 e.g.:

- A club will complete 15 elements in December 2019, then 5 elements only in December 2020, followed by the full accreditation (15 elements) in December 2021.
- i. Click on the accreditation status drop down arrow and select Health Check - this displays 6 open elements. Upload evidence as before. All documents used in the 'Full' accreditation will be available to view, save and re-upload using the 'download' button. You will notice that all elements are 'greyed' out until you have attained Essential – Full; these will then be available from 3 months before the health check is due.

The screenshot displays the SwimMark accreditation system interface. At the top, the SwimMark logo is visible on the left, and 'Welcome Read | Logout' is on the right. Below the logo is a navigation menu with tabs for 'Summary', 'Modules', 'Users', 'Documents', 'Resources', and 'Best Practice - Examples'. The 'Modules' tab is selected. A dropdown menu for 'Accreditation' is open, showing 'Essential - Full' and 'Health Check - Pre Dec 19'. The 'Health Check' option is selected, displaying a table of 6 elements. The table has columns for 'Element', 'Name', and 'Status'. All elements are currently 'Open'. The interface also shows a search bar and buttons for 'Open 6', 'Review 0', 'Submitted 0', and 'Approved 0'.

Element	Name	Status
5	Evidence the Swim England region has approved the club constitution	Open
6	Club Welfare Officer statement of compliance to Wavepower 2016-19 Policies. The template is MANDATORY and must be signed (wet signature) and dated. Please refer to Wavepower guidelines - Section 2, P40-47 for DBS and Safeguarding requirements.	Open
7	Club Chair statement of compliance to ASA (Swim England) Code of Ethics and confirmation that the club has role descriptions as appropriate. The template is MANDATORY and must be signed (wet signature) and dated.	Open
10	One completed risk assessment for each of the following (if applicable): One Pool activity (regular training/competition), One Club trip (travels to competition/social events), One Non pool based activity (land training, social event etc). These must include the name of the person undertaking the risk assessment and date conducted.	Open
13	Personnel record of club workforce (Teachers/Coaches/Officials/Team Managers etc). This must include: Name, Role and date commenced, Swim England Membership Number, Qualifications, DBS number + valid from date (where applicable), CPD (Continuous Professional Development), Approved Safeguarding training (including expiry date). Please refer to Wavepower 2016-19 guidelines - Section 2, P40-47 for DBS and Safeguarding requirements. All information for E13 to be provided on 1 document; please do not submit multiple documents	Open
14	Safeguarding certificates (from ASA /Swim England) approved course list) for Club Welfare Officer and a minimum of 3 other people (not Head Coach) who have regular contact with young people in the club. Time to Listen certificate for Club Welfare Officer. Please note that Safeguarding information for all Head Coaches should only be included within element 16 and therefore doesn't count towards the 4 certificates stated above. Please refer to the guidance document for a list of approved Safeguarding courses	Open

- ii. In the 2<sup>nd</sup> year you will start the process again; click on the accreditation status drop down arrow and select 'Full', then in the element status dropdown box you will notice it displays both your accreditation period and "in progress" – select 'in progress' and you will notice all elements are now shown as open

Club: Appleby Frodingham SC

Cancel Accreditation    Open 16    Review 0    Submitted 0    Approved 0

Element	Name	Status
1	Club Development Plan detailing the clubs two year objectives with a related action plan. <b>Please refer to template.</b>	Open
2	Club annual budget (must include latest accounts, current budget and one year forecast) Information supplied for budget and forecast <b>must include a breakdown of income and expenditure.</b>	Open
3	Club equality plan to reflect equitable practices across the club	Open
4	Workforce training needs analysis (TNA). <b>The Swim England template will be mandatory from June 2019 submissions and onwards</b>	Open
5	Evidence the Swim England region has approved the club constitution	Open
6	Club Welfare Officer statement of compliance to Wavepower 2016-19 Policies. The template is <b>MANDATORY</b> and must be signed (wet signature) and dated. <b>Please refer to Wavepower guidelines – Section 2, P.40-47 for DBS and Safeguarding requirements.</b>	Open
7	Club Chair statement of compliance to ASA (Swim England) Code of Ethics and confirmation that the club has role descriptions as appropriate. <b>The template is MANDATORY and must be signed (wet signature) and dated.</b>	Open
8	Upload separate club's code of conduct for each of the following: Club Administrators (Volunteers/Officials), Teachers/Coaches, Parents, Members (Athletes). These must be in line with Wavepower 2016-19 templates. Combined codes of conduct will not be accepted.	Open
9	Sample membership form relevant to members and volunteers, which gathers contact information including medical details, two emergency contacts, club data protection statement and declaration to abide by code of conduct	Open
10	One completed risk assessment for each of the following (if applicable) One Pool activity (regular training/competition), One Club trip (travel to competition/social event), One Non pool based activity (land training, social event etc). These must include the name of the person undertaking the risk assessment and date conducted.	Open
11	Detail club emergency procedures for each facility used. <b>The template is MANDATORY and must be signed (wet signature) and dated</b>	Open
12	Club programme detailing club timetable, number of swimmers within each section/guard, number of lanes being used and number of teachers/coaches within each section (with level of qualifications)	Open
13	Personnel record of club workforce (Teachers/Coaches/Officials/Team Managers etc). This must include: Name, Role and date commenced, Swim England Membership Number, Qualifications, DBS number + valid from date (where applicable), CPDs (Continuous Professional Development), Approved Safeguarding training (including expiry dates). Please refer to Wavepower 2016-19 guidelines – Section 2, P.40-47 for DBS and Safeguarding requirements. Please use both the report from the Coaching/Teacher register and your own or Swim England template for remaining personnel.	Open
14	Safeguarding certificates (from ASA /Swim England) approved course list) for Club Welfare Officer and a minimum of 3 other people (not Head Coach) who have regular contact with young people in the Club. <b>Time to Listen certificate for Club Welfare Officer. Please note that Safeguarding information for all Head Coaches should only be included within element 16 and therefore doesn't count towards the 4 certificates stated above. Please refer to the guidance document for a list of approved Safeguarding courses</b>	Open

- iii. You can upload evidence to the 'in progress' accreditation 3 months before the due date, which will then be reviewed and approved by the Swim England Officers. If there is a problem with the evidence the officer will set it to review and include a comment in the box to advise what is required.
- iv. If you wish to reuse a document from your previous submission please select the download button - this will allow you to download, amend as necessary and re-upload. If you wish to simply amend the existing document select the download button which will allow you to download, amend and then re-upload.

## FAQ's

### Q1) Do we have to register on the SwimMark Portal?

When the portal was launched Swim England sent correspondence to all clubs advising them about the portal access. Each club secretary can access the site using their Swim England affiliation number, alongside the default password (Password1) which should be changed to something memorable. All affiliated clubs are listed on the portal.

### Q2) I can't remember my password, what do I do?

Please select the "forgotten password" button on the front screen and if this fails contact clubdevelopment@swimming.org.

### Q3) What types of files can I upload?

The portal will accept standard Microsoft formats such as word and excel as well as picture files such as gif and jpeg. If you have the ability to PDF documents it would be useful to keep your club user area storage to a minimum.

**Q4) I am having issues uploading evidence?**

All main file types are accepted on the portal. Please check that the document does not exceed 15MB as this will issue an error message due to the document being too large.

**Q5) Can only one person access the portal?**

You can have as many people as you wish with rights to access the SwimMark content for your club. This means it can be a shared role and not the commitment of just one person. They will need to be members registered with the Swim England Online via the Online Membership system.

**Q6) We have a new volunteer who we would like to give access but they aren't a Swim England member, what do they do?**

You will need to register the person via the Swim England Online Membership System as we have designed the portal to directly "talk" to this Swim England system, which collates your club information to avoid you having to duplicate updates and keep the data current.

**Q7) I have submitted a piece of evidence but I'm unable to view it?**

You may have clicked save instead of submit, please click submit and the information should appear.

**Q8) I am having problems accessing the site, what should I do?**

Please contact [clubdevelopment@swimming.org](mailto:clubdevelopment@swimming.org) for assistance with the site

**Q9) Is the portal compatible on MAC, iPad etc?**

Yes, the site has been tested across windows and Mac applications, however when using a Mac please ensure that you have the capacity to view Office document which can normally be done using Preview.

**Q10) I am having problems viewing the SwimMark portal (I am using Internet Explorer)**

The site has been robustly tested across all web browsers; however there are many different versions of Internet Explorer and users may have issues reading all the script. Google Chrome and Firefox seem to function better so try to download these and see whether it helps.