

FAQ'S

In order to buy a place on a course or CPD, you will need to have an account on www.swimming.org/ios.

Activate your account

Our new booking website was launched on the 9th January 2019 on the swimming.org network.

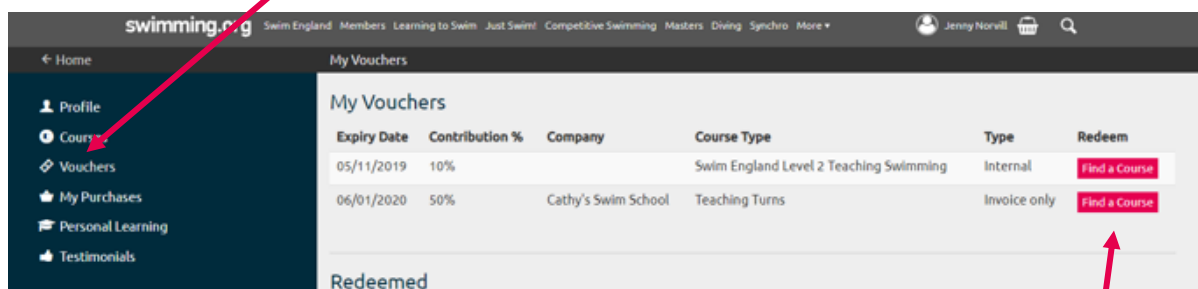
This will make searching for and booking courses much easier. You will also be able to use a voucher which has been allocated to you from your employer.

To purchase a course or CPD on our new website, you just need to complete the instructions below

[Create your account](#)

You can then search for courses and book either with a voucher from your employer, or by paying for your place.

If you have been allocated a voucher from your employer, you will be notified by email or you can find it here in your profile page.



You can then book through to the course, or choose your course by clicking on the pink icon

Using a voucher from your employer

When a voucher is purchased for you, you will receive an email similar to the below:

If you are already logged in to www.swimming.org/ios then you can follow the link to your profile and the course your voucher is for.



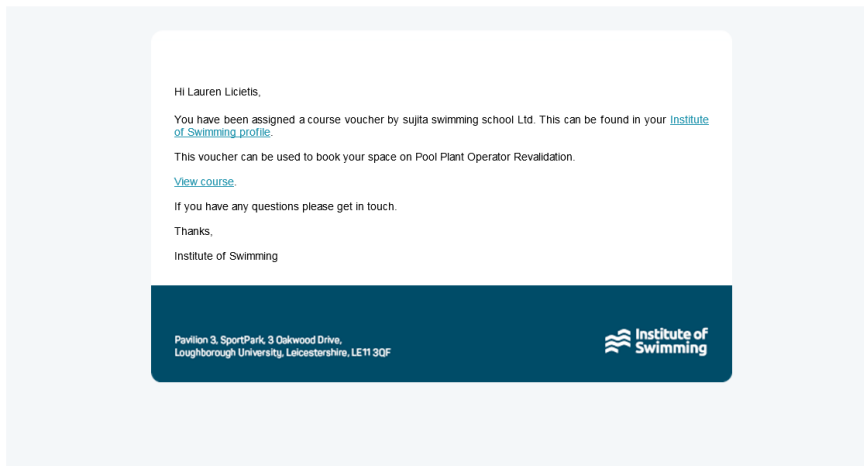
Mon 29/10/2018 09:19

Institute of Swimming <ios.webadmin@swimming.org>

You have been assigned a course voucher

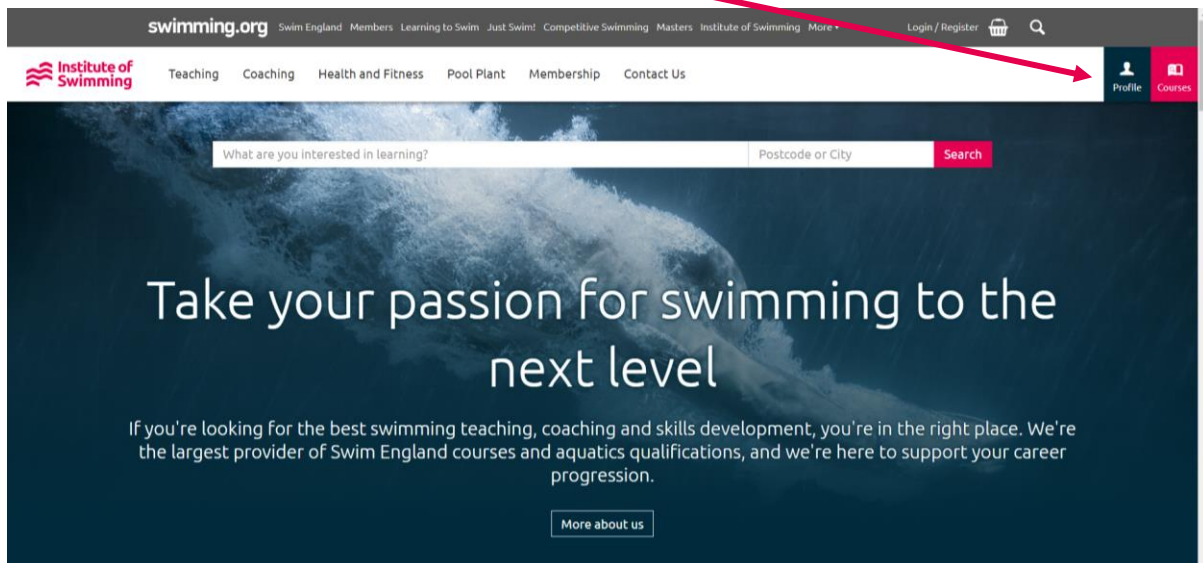
To Lauren Licietis

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

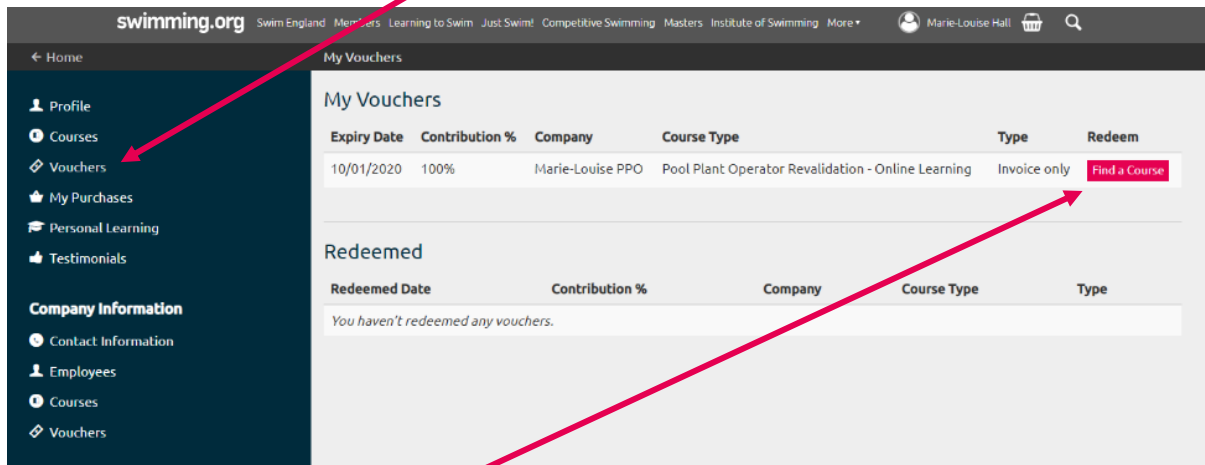


You can also get to your voucher without the email by going to your profile.

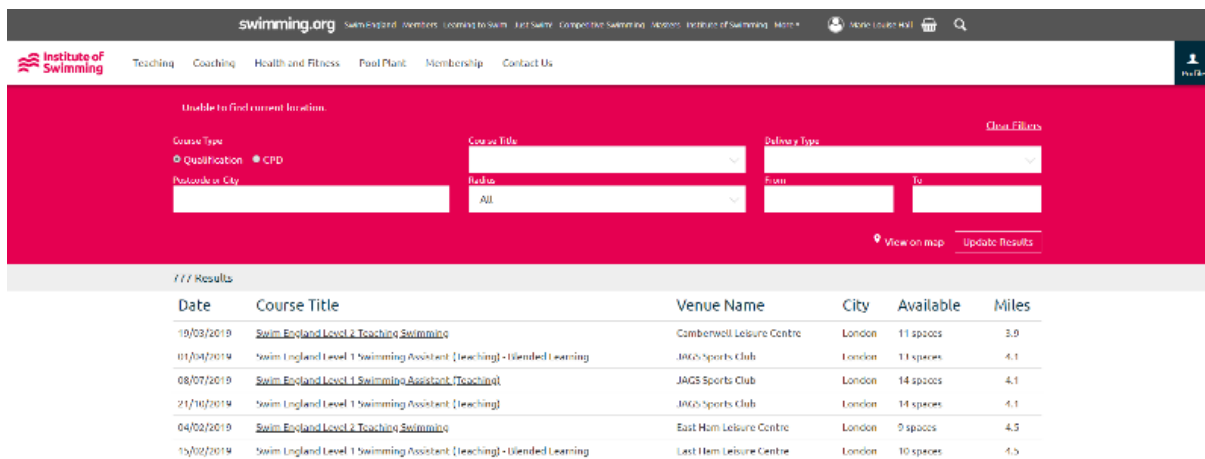
Login to your account and click on to the Profile button, to see your account details.



Click on the section that reads 'Vouchers', this will give you access to vouchers that have been purchased by the key contact of your company.



You can then click 'Find a Course', to see which course you would like to attend. You must ensure that you book on to a course with the same title as the voucher 'Course Type'. If a particular course has already been picked for you, you will be taken directly to that page.



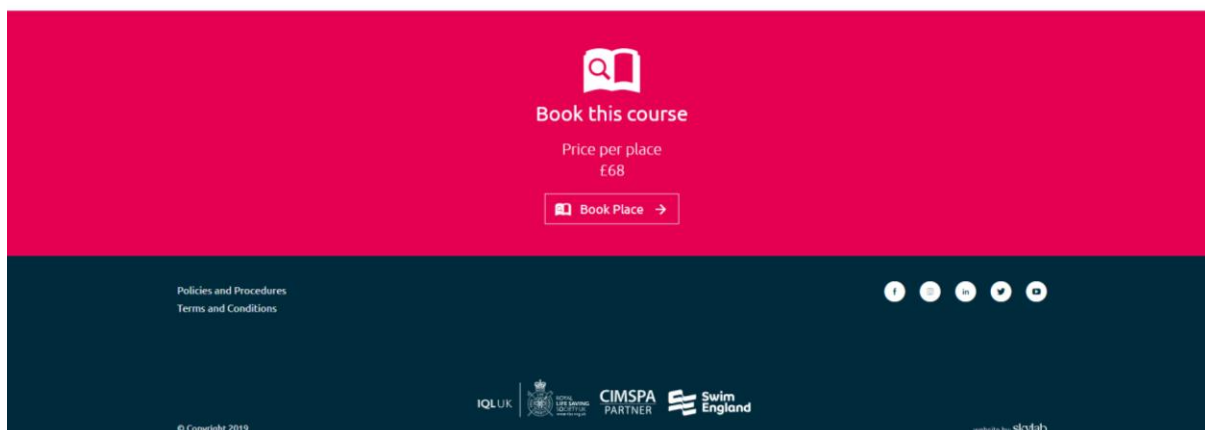
Date	Course Title	Venue Name	City	Available	Miles
19/03/2019	Swim England Level 2 Teaching Swimming	Comberwell Leisure Centre	London	11 spaces	3.9
01/04/2019	Swim England Level 1 Swimming Assistant (Teaching) - Blended Learning	JAGS Sports Club	London	11 spaces	4.1
08/07/2019	Swim England Level 1 Swimming Assistant (Teaching)	JAGS Sports Club	London	14 spaces	4.1
21/10/2019	Swim England Level 1 Swimming Assistant (Teaching)	JAGS Sports Club	London	14 spaces	4.1
04/02/2019	Swim England Level 2 Teaching Swimming	East Ham Leisure Centre	London	9 spaces	4.5
15/02/2019	Swim England Level 1 Swimming Assistant (Teaching) - Blended Learning	East Ham Leisure Centre	London	10 spaces	4.5

Once you have read the information of the course page, click 'Book Place' and 'Checkout' at the bottom of the page.

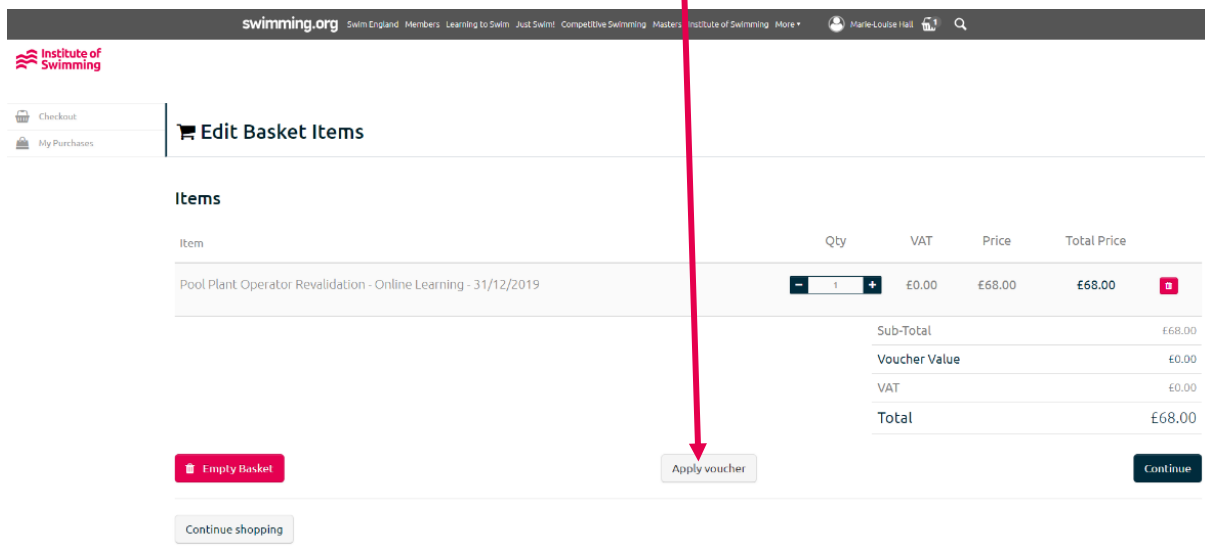
Disclaimer

This seminar is delivered and assessed in English.

Please ignore the course start date. You can begin this e-learning as soon as you are booked on.



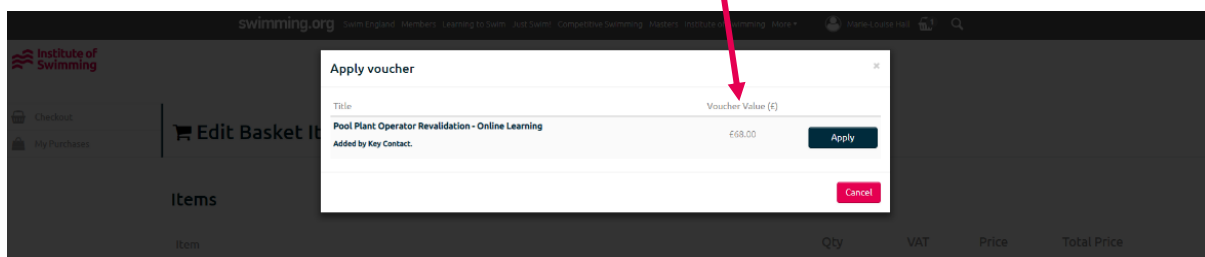
The course will now be in your basket. Click 'Apply Voucher'



The screenshot shows the 'Edit Basket Items' page. The basket contains one item: 'Pool Plant Operator Revalidation - Online Learning - 31/12/2019'. The price is £68.00. A red arrow points from the text above to the 'Apply voucher' button located at the bottom center of the page.

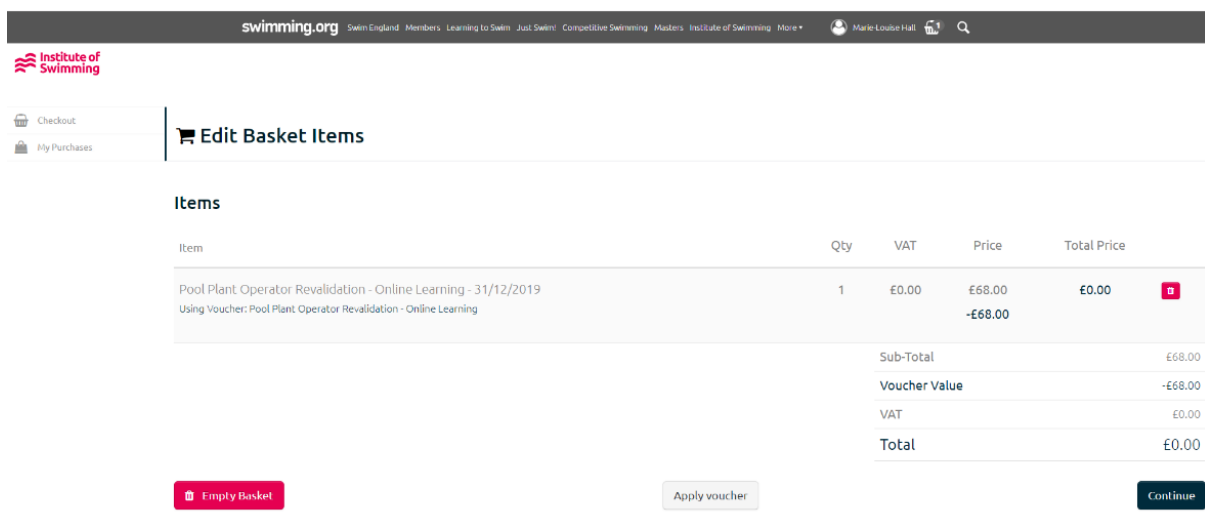
Item	Qty	VAT	Price	Total Price
Pool Plant Operator Revalidation - Online Learning - 31/12/2019	1	£0.00	£68.00	£68.00
Sub-Total				£68.00
Voucher Value				£0.00
VAT				£0.00
Total				£68.00

This will bring a pop up box with your voucher, click 'Apply' for it to be activated in the checkout.



The screenshot shows a pop-up box titled 'Apply voucher'. It contains the following information: Title: Pool Plant Operator Revalidation - Online Learning; Added by Key Contact. The voucher value is £68.00. There are 'Apply' and 'Cancel' buttons. A red arrow points from the text above to the 'Apply' button.

Your balance will now be listed at the discounted price, the value will depend on how much of the course your company/employer is paying.



The screenshot shows the 'Edit Basket Items' page after the voucher has been applied. The basket now shows the item with a total price of £0.00. The voucher value is listed as -£68.00.

Item	Qty	VAT	Price	Total Price
Pool Plant Operator Revalidation - Online Learning - 31/12/2019 Using Voucher: Pool Plant Operator Revalidation - Online Learning	1	£0.00	£68.00 -£68.00	£0.00
Sub-Total				£68.00
Voucher Value				-£68.00
VAT				£0.00
Total				£0.00

You can continue through to the final checkout pages to complete the booking.

Progress: Item Selection — Basket — Confirmation

Items

Item	Qty	VAT	Price	Total Price
Pool Plant Operator Revalidation - Online Learning - 31/12/2019 Using Voucher: Pool Plant Operator Revalidation - Online Learning	1	£0.00	£68.00	£0.00
			-£68.00	

[Continue shopping](#) Need to change something? [Edit Basket](#)

Sub-Total	£68.00
Voucher Value	-£68.00
VAT	£0.00
Total	£0.00

Billing Details

Name	Address	Email	Phone Number
Marie-Louise Hall	105 SportPark 3 Oakwood Drive Loughborough LE11 3JQ	marielouise.hall@swimming.org	01509640135

Need to change something? [Edit Details](#)

Ready to continue?
[Continue to Checkout](#)

10 January 20
Thursday

Once the purchase is complete, you will see a 'Thank you for your order!' screen.

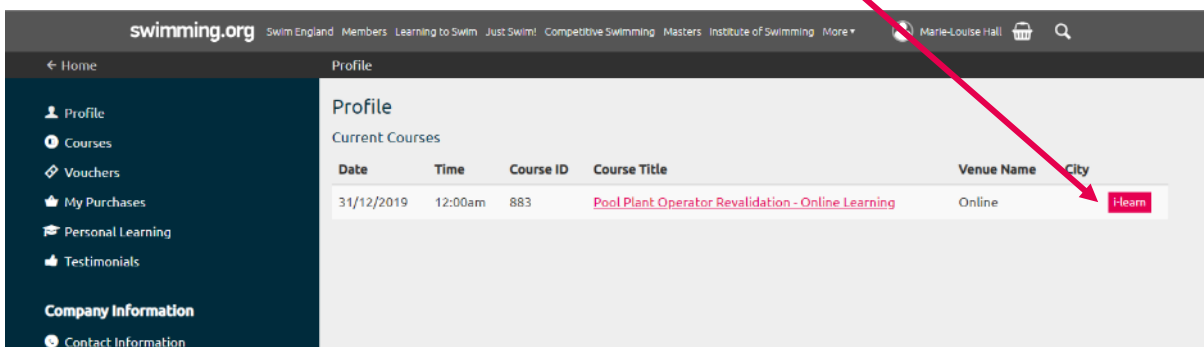
[Checkout](#) | [My Purchases](#) | **Purchase Complete**

Progress: Item Selection — Basket — Confirmation

Thank you for your order!
Your order was placed 10/01/2019 10:46.
Your unique ID is **SBP680**.
Please retain this for your records.

You will be able to go back to your profile, where you can view your current courses.

For face to face courses, further information will be sent seven days prior to the course start date. Online learning for CPDs can be accessed instantly through your profile.



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Profile

Current Courses

Date	Time	Course ID	Course Title	Venue Name	City
31/12/2019	12:00am	883	Pool Plant Operator Revalidation - Online Learning	Online	

[Learn](#)

What if I haven't finished any previous E learning CPD?

Don't worry. You have until the 31st March to still log into your www.iosonline.com account. If you can't finish your ELearning CPD by March 31st 2019, please visit www.swimming.org and set up an account. Then please email into iosadmin@swimming.org or call 01509 640640 and we will see what we can do to extend.

How to change you address or password

Log in to your profile. Click on your name at the top right of the page, then select 'Edit account' you can change all your personal information there.

