

LEARN2 PARENT PORTAL LAUNCH

In May 2016 we introduced a new IT system to the Learn 2 Swim programme called 'Learn2', which enables our Swimming Teachers to electronically update your child's data on poolside using an iPod. Learn2 was implemented with the view of improving communication with our customers through the use of email and the online Parent Portal. Following a successful trial period at Xcite Livingston we are delighted to announce that the fantastic new features will be coming to all Xcite Learn 2 Swim programmes in the 2017.

From **Monday 30th January 2017** Learn 2 Swim customers will have the opportunity to register and access what's called **The Parent Portal**, providing you with information on your child's progress on a week to week basis, just like a weekly report card showing your child's progress.

Please make sure we have your up-to-date details next time you access one of our Xcite facilities. If child's date of birth and email/ postcode do not match our system you will not be able to register online for Parent Portal. To help ensure we have the correct email address on our system for future correspondence we highly recommend you to use the email address as your security question if option is provided.

To register for Parent Portal please visit <https://www.westlothianleisure.com/adult-activities/swim/learn2-parent-portal/> from the above date and follow the simple step-by-step guide.

If you wish to discuss your child's progress with a member of staff this is still available and can be arranged in advance at a time mutually agreeable to all.

EMAIL COMMUNICATION

From **Monday 30th January 2017** email will also be the main form of communication for transfers, cancelled classes and the latest swimming news. It is important that the email address on our system is your primary account and checked on a regular basis. It is also important that your email information is kept up to date, so if your email address details change, please be sure to let us know so we can update our records, ensuring you continue to receive all communications.

When your child is ready to progress to the next level you will receive an email notifying you of the following.

1. Congratulating your child on their achievement
2. Detailing the date of the final lesson in their current class
3. Information on their new class, including the date of the first session in this class

With all transfers we aim to keep your new class time as similar as possible to your current time. We understand that this might not always be suitable so a two week period has been built in before your child starts their new class. Please feel free to contact us if the allocated class is not suitable, where we will try our best to accommodate your needs. After the two week period your child's place in their current class will cease and their new class time will come into effect.

As the system is relatively new we may experience some problems, however we will work as efficiently as possible to iron out any that may arise and welcome any feedback. Thank you in advance for your patience and support during this time.

Kind Regards

The Xcite Team