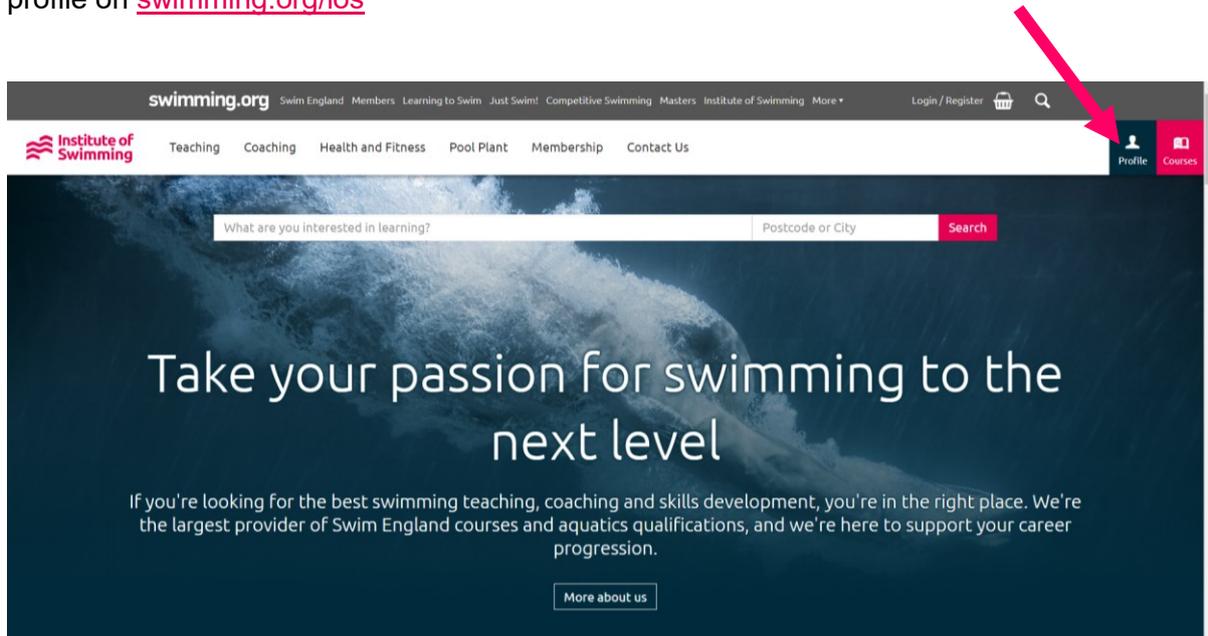


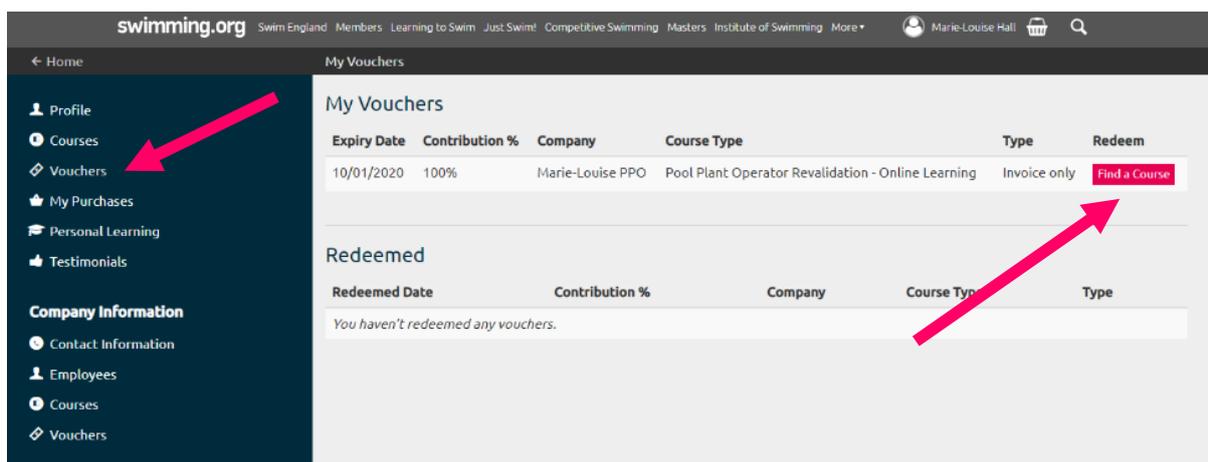
Learner User Guide

How to book on if you have a voucher

When a voucher is purchased for you by your employer or club, you will receive an email to notify you once this is available to use. To use this voucher you will need to log into your profile on swimming.org/ios



Click on the section that reads 'Vouchers', this will give you access to vouchers that have been assigned to you.



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'.

On the course booking page it will provide you with all of the information you need about your course and once you have read this information, click 'Book Place' and 'Checkout' at the bottom of the page.

Disclaimer

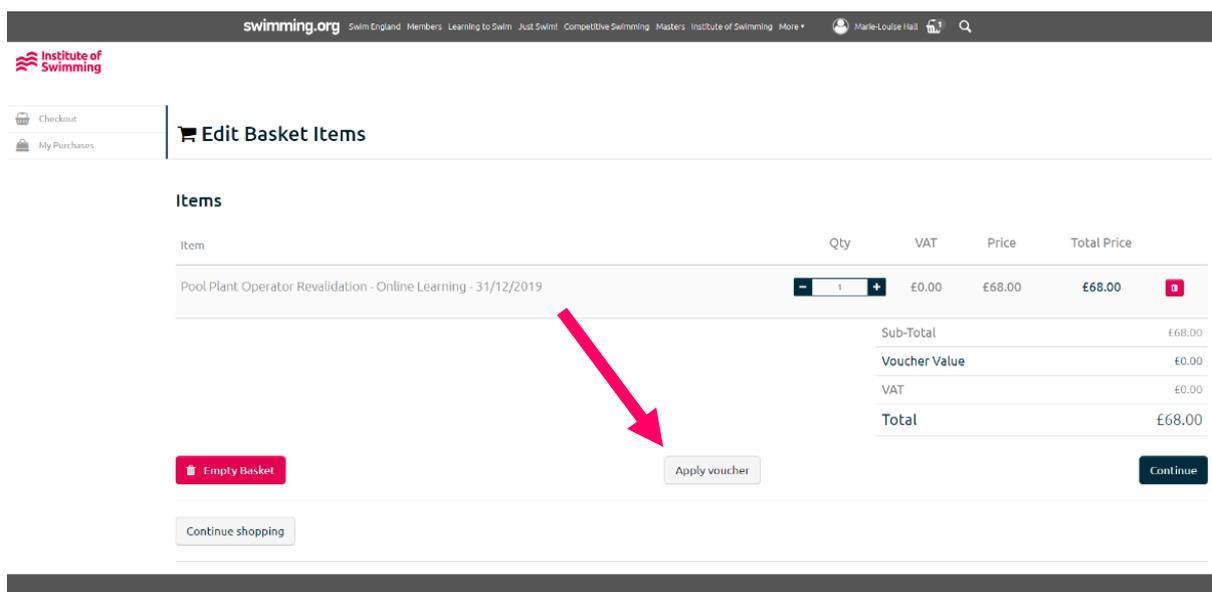
This seminar is delivered and assessed in English.

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



The screenshot shows a course booking page with a red header. In the center, there is a white icon of an open book with a magnifying glass, followed by the text "Book this course". Below this, it says "Price per place £68". At the bottom of the red section is a white button with a red icon of a chair and the text "Book Place →". The footer is dark blue and contains logos for IQL UK, Swim England, and CIMSPA PARTNER, along with copyright information and social media icons.

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

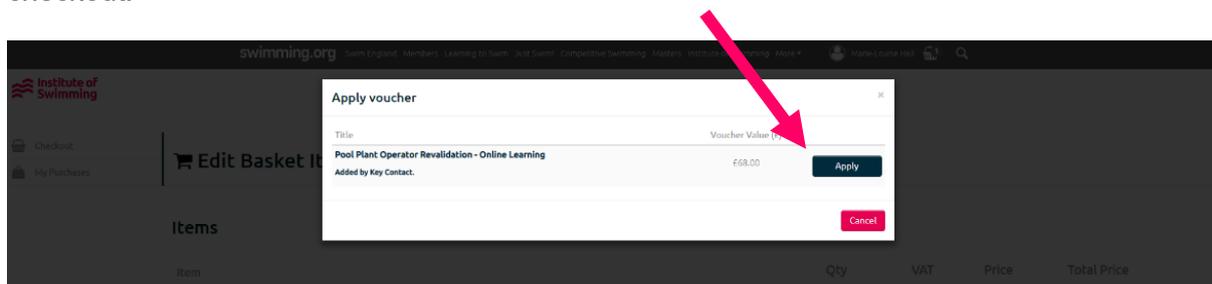


The screenshot shows the "Edit Basket Items" page. At the top, there is a navigation bar with the "swimming.org" logo and various menu items. Below the navigation bar, there are links for "Checkout" and "My Purchases". The main content area is titled "Items" and contains a table with the following data:

| 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 |

Below the table, there are buttons for "Empty Basket", "Apply voucher", and "Continue". A red arrow points from the "Apply voucher" button to the "Apply" button in the pop-up box shown in the next screenshot.

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 | Voucher Value |
|---|---------------|
| Pool Plant Operator Revalidation - Online Learning Added by Key Contact. | £68.00 |

At the bottom of the pop-up box, there are two buttons: "Apply" and "Cancel". A red arrow points from the "Apply" button in the pop-up box to the "Apply voucher" button in the basket page screenshot above.

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

swimming.org Swim England Members Learning to Swim Just Swim Competitive Swimming Masters Institute of Swimming More + Marie-Louise Hall

Edit Basket Items

Checkout My Purchases

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 -€68.00 | €0.00 |
| Sub-Total | | | | €68.00 |
| Voucher Value | | | | -€68.00 |
| VAT | | | | €0.00 |
| Total | | | | €0.00 |

Empty Basket Apply voucher Continue

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

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 -€68.00 | €0.00 |

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 Sport Park 3 Oakwood Drive Loughborough LE11 3JQ | merelouise.hall@swimming.org | 01509640135 |

Need to change something? Edit Details

Ready to continue?
Continue to Checkout

10 January 2019 Thursday

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

Checkout My Purchases

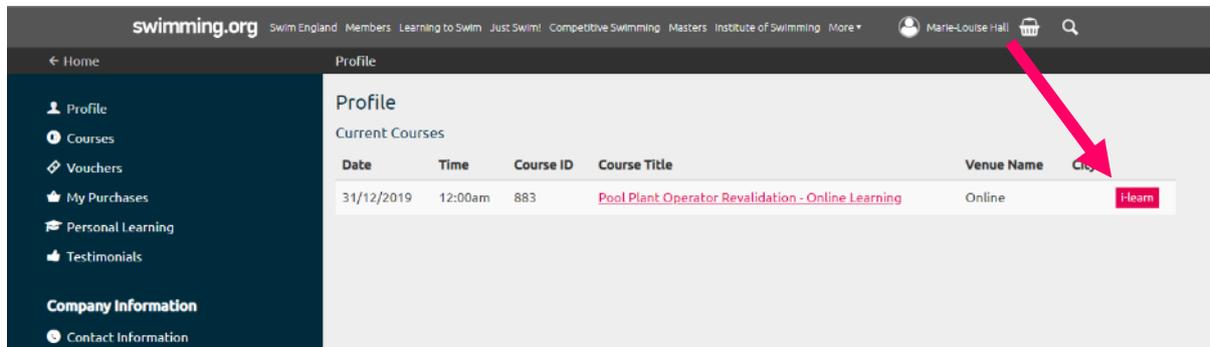
Purchase Complete

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 can be accessed instantly through your profile.



How to book on if you are paying by card

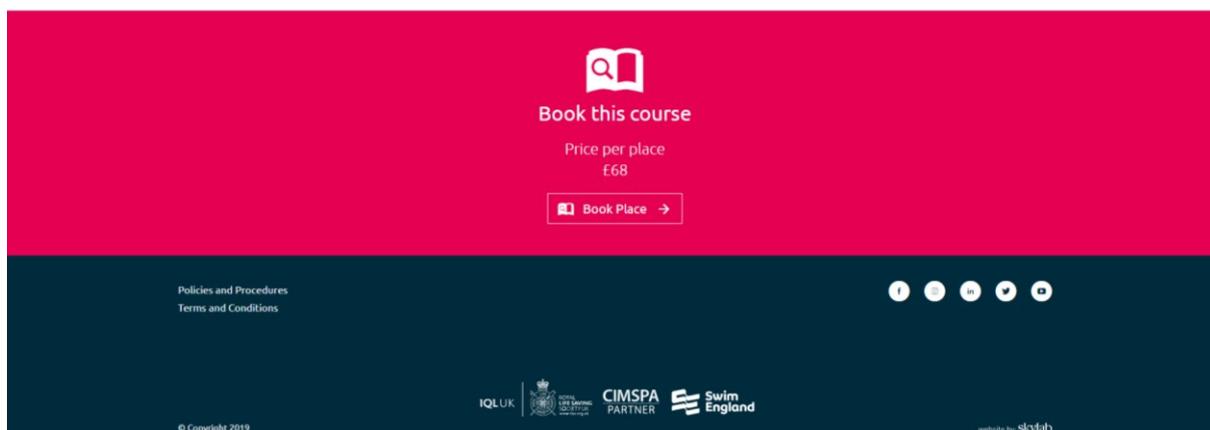
To book onto one of our courses and pay by card you firstly need to create an account on swimming.org/ios or log into your existing profile.

Once logged in you can search through the courses we have on offer and on the course booking page it will provide you with all of the information you need about your course. Once you have read this information, click 'Book Place' and 'Checkout' at the bottom of the page.

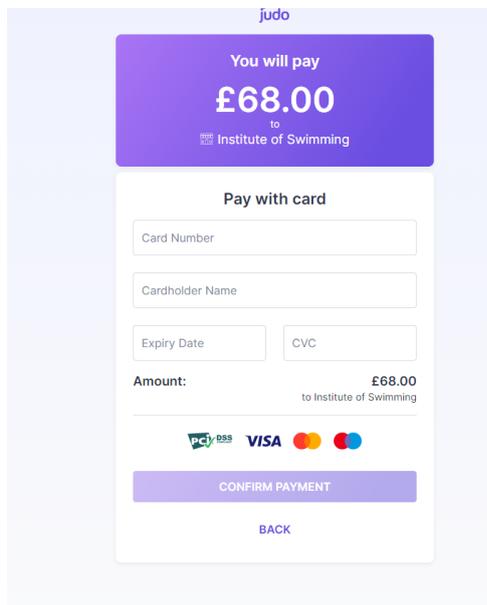
Disclaimer

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 and you need to continue through the checkout until you are asked to input your card details.



judo

You will pay
£68.00
to
Institute of Swimming

Pay with card

Card Number

Cardholder Name

Expiry Date CVC

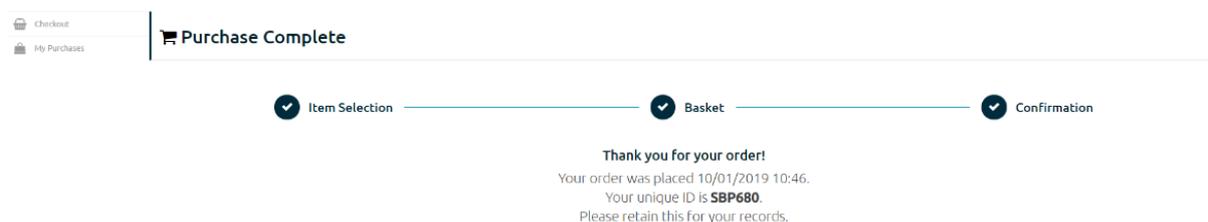
Amount: **£68.00**
to Institute of Swimming



CONFIRM PAYMENT

BACK

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



Checkout
My Purchases

Purchase Complete

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 can be accessed instantly through your profile.



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Marie-Louise Hall

Home Profile

Profile

Current Courses

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

Company Information
Contact Information

What to do if you need to cancel off of a course

If you can no longer attend the course you have booked onto please contact the Institute of Swimming on iosadmin@swimming.org . Please ensure you quote the venue and start date of your course when you email us. Any cancellation or transfer request will then be reviewed in line with our terms and conditions.

Support

If you any support to book onto one of our courses you can contact the Institute of Swimming on:

Email: iosadmin@swimming.org

Tel: 01509 640 640 weekdays 9am to 5pm

FAQs: <https://www.swimming.org/ios/faqs/>