

Club User Guide to SwimMark online

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

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 <u>http://support.microsoft.com/gp/howtoscript</u>.

Logging In for the First Time

Please follow the link <u>www.swimmark.org</u> to access the login page.

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

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	Welcome	to the SwimMark po	ortal	2
		jharrison		A State
	Welcome to the swim21 online portal.	Log in Forgotten password? If you have any problems please contact clubdevelopm	ment@swimming.org.	
	Built by Transition Computing Version: 1920	(c) The Anatour Suffering, A	g Association ('Swim England'') W rights reserved Privacy Policy	
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- 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 <u>clubdevelopment@swimming.org</u>
- 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 but could also include Network.

	Summary		Module	es	Users		Documen	ts	Resources	•	Best P Exa	Practice mples
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Accreditatio	nName	0	Status o	Accredited D	Expiry D	te o	Lapsed Date	Approved	Submitted	Review	Open	Action
Essentia	l - Full		Accredited	21/02/201	21/02/2	020		16	0	0	0	
Performance Divin	ig - Health Check		Not Started					0	0	0	10	
Performance (Diving - New		Not Started					0	0	0	17	
Performance Swimm	sing - Health Check		Not Started					0	0	0	2	
Performance Sw	Amming - New		Not Started					0	0	0	14	
Essential – H	eath Check		Not Started					0	0	0	6	
All 🖗 Active 🖲 Inactiv	ve 🗐											

Overview

The 6 tabs you can see hold the following information:

Summary	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

To view all SwimMark criteria, click on

tab, this will turn blue once highlighted.

ii. The screen below will appear.

i.

Swim Me	ЯК						
	Summary	Modules	Users	Documents	Resources	Best Pi Exar	ractice mples
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Essential – Health Check			Name		Search.	¢	Status 0
Essential – Heath Chieck		Evidence the Swim Engla	Name ind region has approve	d the club constitution	John	٥	Status O Open
Essential – Heath Check	Officer statement of complia Please refer to	Evidence the Swim Engla ince to Wavepower 2016- o Wavepower guidelines -	Name ind region has approve 19 Policies. The templa Section 2, PA0-47 for I	d the club constitution te is MANDATORY and must DBS and Safeguarding requir	be signed (wet signature rements.	0) and dated.	Status O Open Open
Sourceart Sourceart S Club Welfare (7 Club Chair stat	Officer statement of complia Please refer to tement of compliance to ASP	Evidence the Swim Engla ince to Wavepower 2016- o Wavepower guidelines - 5 (Swim England) Code of is MANDATORY and a	Name ind region has approve 19 Policies: The templa Section 2, P.40-47 for 1 Ethics and confirmation must be signed (wet sign	d the club constitution te is MANDATORY and must DBS and Safeguarding requi n that the club has role desc mature) and dated.	be signed (wet signature rements. riptions as appropriate.	©) and dated. The template	Status Open Open Open
Economical – Health Check Hereit 6 Club Welfare I 7 Club Chair stat 10 competition	Officer statement of compliance to ASP rease refer to tement of compliance to ASP npleted risk assessment for /rocial event). One Non pool	Evidence the Swim Engla Ince to Viavepower 2016- o Wavepower guidelines 4 (Swim England) Code of Is MANDATORY and re ach of the following (if a based activity (land train asses)	Name ind region has approve 19 Policies. The templa 5ection 2, PA0-47 for 1 Ethics and confirmation must be signed (wet sign pplicable): One Pool act ing, social event etc). The ment and date conduct	d the club constitution to is MANIAHORY and must DBS and Safeganding require in that the club has role desc mature) and dated oblig (regular training/comp hese must include the name tee.	be signed (wet signature rements. riptions as appropriate. etition), One Club trip (tr of the person undertaki	•) and dated. The template avel to ng the risk	Status Open Open Open Open
Econdade Hooft Chuck 	Officer statement of complia Please refer to tement of compliance to ASP effect friat assessment for rocial event). One Non pool cord of fully workforce (Treas high Number, Qualifications, raining lincluding expiry data	Evidence the Swim Engla ance to Wavepower 2016- Wavepower guidelines / Kivim England) Code of the MANDATDRY and each of the following II a cach of the following II a cach of the following II a sesses here?Caches/Officialor?, DSS humber - valid from (c), Piezae refer to Wavep (c), Piezae refer to Wavep	Name and region has approve 19 Policies. The templas Section 2, PA-04 Tor 1 Ethics and confirmation must be signed (wet sig pplicable): One Pool act meet and date conduc arm Managers etc). This meet and date conduc arm Managers etc). This notae (where applicable) over 2016-19 guideline n 1 document please e	d the club constitution te is MANDATOKY and must DBS and Safeguarding require has not and the second second second here not has not de second here not have not and second second here not be cluber in the second here not be cluber in the second here not be cluber in the second second second second second in the second secon	be signed (wet signature rements. riptions as appropriste. etition). One Club trip (tr of the person undertaik sional Development). Ap S and Safeguarding requ ments	0) and dated. The template avel to ng the risk dm England proved irements. All	Status Open Open Open Open Open

- 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 and Performance select the drop down box and choose the accreditation you wish to view.

Essential – Full Heath Check - Pre Dec 19 Performance Diving - New Performance Swimming - New Performance Diving - Health Check Performance Swimming - Health Check Essential – Heath Check

You will only be able to see the "Essential" unless you have achieved Performance status or are part of a Network.

Svim Mark					Club	Derventio Derventio	Welcome Scott Li Excel Swim Squ • Excel Swim Squad	ogout Reset	
		Summary	Modules	Users		cuments	Resources	5	
AccreditationName 0	Status	Accredited Date	e O Expiry Date	0 Approved 0	Submitted (Review O	Open © Action of	5	
Essential – OLD VERSION	Expired	09/12/2015	09/12/2016	21	0	0	0		
Performance-Swimming	Expired	22/06/2015	22/06/2016	19	0	0	0		
Essential - OLD VERSION	Expired	10/12/2014	10/12/2015	21	0	0	0		
Performance Swimming	Accredited	22/06/2016	22/06/2017	19	0	0	0		
Essential – OLD VERSION	Not Started			0	0	0	21		
Performance-Swimming	In Progress		22/06/2017	Z	0	0	17		
Essential - Full	Accredited	14/12/2016	14/12/2018	16	0	0	0		
Essential - Heath Check	Cannot Star	t		0	0	0	5		
Essential – Full	Not Started			0	0	0	16		

Only clubs who have completed their Essential accreditation can work towards Network and Performance. Once you are part of a Network you will be able to switch between both your own clubs Essential evidence and the evidence for the Network by using the dropdown box as circled i.e. Derventio Excel is part of the NE Derbyshire Chesterfield Network. Networks and Performance accreditation require additional evidence to be submitted - please contact your Club Development Officer/Regional Officer to discuss things further.

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:



ii. Click the Edit 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.

how 10 •	entries						Sea	arch:			
UserID		First Name	0	Last Name	ô	Role	o	Active	0	Action	3
						Club Admin		88		Edit	
	1200	10.152/17002				Club Admin		2		Edit	
						Club Admin		8		Edit	
-						Club Admin		100		Edit	

iii. 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 <u>clubdevelopment@swimming.org</u>

Svim Mark				W	lelcome Julie Logout
	Summary	Modules	Users	Documents	Resources
Contact Username First Name Email Address Phone 1 Active Ø		Role Last Name Integra Role Phone 2 Send expiry email	Club Admin •) Winder	Save Back Totils	

- 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 Modules
- **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:

tab.

- 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.

	Download	View Upload	Template
Club annual budget (must include latest accounts, current budget and one year forecast)			
Your Comment			
Swim England Comment			

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

Docun	nents			(
			L	pload
	Name	0	Action	0
	No	data availabl	e in table	

- 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).

www.swimmark.org says: SinkOrSwim(22.03).pdf is too large, maximum file size is	× 15.0MB.
	ок
Cummany Modulac	Heore

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: 01/01/16/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.

Documents			(
		Up	load
Name	¢	Action	¢
Funding Sources (Capital - Facilities).docx		Download	7
		Delete	J

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 16 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 6 elements; this process will start again with the 'Full' accreditation in year 2 e.g.:

- A club will complete 16 elements in December 2019, then 6 elements only in December 2020, followed by the full accreditation (16 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.



ii. In the 2nd 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

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Cancel A	Correctation Open 16 Review 0 Submitted 0 Ap	proved 0
_	Search:	
Element	Name	Status
21	Club Development Plan detailing the clubs two year objectives with a related action plan. Please refer to template.	Open
2	Club annual budget (must include latest accounts, current budget and one year forecast) Information supplied for budget and forecast must include a breakdown of income and expenditure.	Open
3	Club equality plan to reflect equitable practices across the club	Open
- 4	Worldorce training needs analysis (TNA). The Swim England template will be mandatory from June 2019 submissions and onwards	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 MANDATORY and must be signed (wet signature) and dated. Please refer to Wavepower guidelines – Section 2, P.40-47 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
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 ablide 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 (Indi training, social event etc). These must know the name of the person undertaking the risk assessment and date coolutered.	
11	Detail club emergency procedures for each facility used. The template is MANDATORY and must be signed (wet signature) and dated	
12	Club programme detailing club timetable, number of swimmers within each section/squad, number of lanes being used and number of teachers/coaches within each section (with level of qualification)	Open
13	Personer record of club workforce (Teacherv/Gackez/Officia/Team Mangers etc). This must include: Name, Role and date commenced, Somin England. Membershult Number, Qualitations; DBS number, valid from date luber as paticable. (DS: (Continuous Dresizianal Dependented). Approved Safeguarding training (including expiry date). Pease refer to Warepower 2015;19 guidelines - Section 2, PA0-47 for DBS and Safeguarding requirements. Researce use both the responsible from the CaceNtrifyTeacher register and your own or Short Including Expirations.	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 Listin certificate for Club Welfare Officer. Please note that Safeguarding information for all Head Coaches Should only be included within element F and therefore desarric curuit queries the 4 certificate stand above. Please refer to the guidance to the guidance of the included within element F and therefore desarric curuit queries the 4 certificate stand above. Please refer to the guidance to the guidance of the included within element F and therefore desarric curuit queries the 4 certificate stand above. Please refer to the guidance to the guidance of the included standard standa	d _{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 <u>clubdevelopment@swimming.org</u> 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.