

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
ACC01 - Accreditation: Floaties	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC02 - Accreditation: Splashers	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC03 - Accreditation: Kickers	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC04 - Accreditation: Little Dippers	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC05 - Accreditation: Dippers	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC06 - Accreditation: Dabblers	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC07 - Accreditation: Swim Academy Levels 1 & 2	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC08 - Accreditation: Swim Academy Levels 3 & 4	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC09 - Accreditation: Aquanatal	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC10 - Accreditation: Elite Swim Academy Level 5 & 6	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC12 - Accreditation: Baby & Pre-School Poolside Cover	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC13 - Accreditation: Franchise Swim Academy Trainer/Appraiser	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC14 - Swim Academy Helper	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC15 - Accreditation: Franchise Accreditor (Baby & Pre-School)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC16 - Accreditation: Franchise Accreditor (Swim Academy Levels 1 & 2)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC17 - Accreditation: Franchise Accreditor (Swim Academy Levels 3 & 4)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC18 - Accreditation: HQ Accreditor (BPS)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC19 - Accreditation: HQ Accreditor (Swim Academy Levels 1 & 2)	N/A - this can only be added and verified by HQ when accreditation issued.	0

Compliance and Training Codes

Page 2

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ACC20 - Accreditation: HQ Accreditor (Swim Academy Levels 3 & 4)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC21 - Accreditation: HQ Tutor (BPS)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC22 - Accreditation: HQ Tutor (Swim Academy)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC23 – Accreditation: Senior Teacher (Baby & Pre-School)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC24 – Accreditation: Senior Teacher (Swim Academy Levels 1 & 2)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC25 – Accreditation: Senior Teacher (Swim Academy Levels 3 & 4)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC26 – Accreditation: Senior Teacher (Elite Swim Academy Levels 5 & 6)	N/A - this can only be added and verified by HQ when accreditation issued.	0
ACC27 - Accreditation: Head of Teaching	N/A - this can only be added and verified by HQ when accreditation issued.	0
AQ001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
BPS001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
BPS002 - BPS Practical Course Booking Confirmation	Enter the date you received your booking confirmation.	0
BPS003 - Observations and Co-teaching Prior to Puddle Ducks Theory Course	Observing classes to experience Puddle Ducks activities is not compulsory prior to completing the theory training course but it is encouraged. The more you do, the more you will be prepared for your training and will have a greater understanding. Please contact your Senior Teacher if you are interested in this optional training. This compliance entry is completed by your Senior Teacher - do not add a date.	varies
BPS004 - Co-teaching Plan Completed	After the Puddle Ducks theory course you will need to undertake active co-teaching. A plan will be put together with you before you attend the Puddle Ducks practical training course to ensure you keep on track for your HQ Accreditation visit. Enter the date when you receive your co-teaching plan from your Senior Teacher. No document needs to be uploaded.	varies
BPS005 - HQ Accreditation Visit Confirmed	Enter the date you received confirmation of your HQ Accreditation Visit. You do not need to upload a document.	Max 3.75hours

Compliance and Training Codes

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BPS007 - Observations and Co-teaching between Theory and Practical Course	There may not be enough time between the theory and practical course to undertake observations/co-teaching but if there is an opportunity to, please consider this optional training. The more you do, the more you will be prepared for your practical training. This compliance entry is completed by your Senior Teacher - do not add a date.	varies
BPS008 - Attendance at Puddle Ducks Baby & Pre-School Practical Course	N/A - Head Office will add the date once you have successfully completed your practical training.	12 hours
BPS009 - CPD achieved in last six months	Do you have a CPD registered on your CPD record? You need to have completed one within the last six months. Your safeguarding qualification counts if you completed this with the STA. Ask your Senior Teacher if you are unsure.	varies
BPS010 - Co-teaching between Practical Course & Accreditation Visit	Your senior teacher will arrange your co-teaching schedule - do not add a date. If they have chosen to share this with you via your My Puddle Ducks account, you will find the information under your Profile and 'Documents' tab.	Minimum of 7.5hr varies
BPS011 - Mock Accreditation Visit	N/A - your Senior teacher will arrange your mock accreditation and add the date once this has been completed successfully. If your Senior Teacher suggests another mock, the date won't be added until this is completed.	3.75 hours
BPS012 - HQ Accreditation Visit Complete	N/A - this can only be added and verified by HQ when accreditation issued. You will find your grades on the 'Observations' tab on your My Puddle Ducks Account 'My Profile' and the observation forms under the 'Documents' tab on your My Puddle Ducks account 'My Profile'	3.75 hours
BPS013 - Pre-Teaching Actions Complete (from Accreditation Visit)	N/A - your Senior Teacher will add a date once complete. They will review your HQ accreditation reports with you and a post-accreditation action plan will be put in place, to be completed before lone teaching.	varies
BPS014 - Post-Teaching Actions Complete (from Accreditation Visit)	N/A - your Senior Teacher will add a date. They will review your HQ accreditation reports with you and a post-accreditation action plan will be put in place. All co-teaching and further training must be completed before your three-month observation.	varies
BPS015 - Three-month Observation Complete	N/A - your Senior Teacher will add a date. They will visit you on or around three months post-accreditation, to ensure you are on track with your teaching and all learning points from your original accreditation visit have been addressed. You will be made aware of your visit and will use the original accreditation lesson plans. You will find your grades on the 'Observations' tab on your My Puddle Ducks Account 'My Profile' and the observation forms under the 'Documents' tab on your My Puddle Ducks account 'My Profile'.	3.75 hours

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BPS016 - Six-month Observation Complete	N/A - your Senior Teacher will add a date. You will be observed again at six months, this time as an unannounced visit. you will find your grades on the 'Observations' tab on your My Puddle Ducks Account 'My Profile' and the observation forms under the 'Documents' tab on your My Puddle Ducks account 'My Profile'.	3.75 hours
BPSPC001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	N/A completed before contract signed
BPSPC002 - Observations and Co-teaching Prior to Puddle Ducks Theory Course	N/A - your Senior Teacher will add a date. Observing classes to experience Puddle Ducks activities is not compulsory prior to completing the theory training course but it is encouraged. The more you do, the more you will be prepared for your training and will have a greater understanding. Please contact your Senior Teacher if you are interested in this optional training.	varies
BPSPC003 - BPS Poolside Cover Teacher Practical Course Booking Confirmation	Enter the date you received your booking confirmation.	0
BPSPC004 - Observations and Co-teaching between Theory and Practical Course	There may not be enough time between the theory and practical course to undertake observations/co-teaching but if there is an opportunity to, please consider this optional training. The more you do, the more you will be prepared for your practical training. This compliance entry is completed by your Senior Teacher - do not add a date.	varies
BPSPC005 - Attendance at Puddle Ducks Baby & Pre-School Poolside Cover Practical Course	N/A - Head Office will add the date once you have successfully completed your practical training.	6 hours
BPSPC006 - CPD achieved in last six months	Do you have a CPD registered on your CPD record? You need to have completed one within the last six months. If you have completed the Safeguarding qualification you can register it under CPD as well as compliance. Alternatively, we recommend our Positive Communication CPD located in eLearning.	varies
BPSPC007 - Senior Teacher Observation	N/A - date added by your Senior Teacher. The assessment will be undertaken by your Senior Teacher – this is a minimum of 2.5 hours. Feedback will be provided after the observation, maximum of 1.25 hours (15 minutes per programme). An application for accreditation will then be made to Puddle Duck HQ. If accreditation is approved, this will be applied to your My Puddle Ducks account and you will be able to teach independently (poolside only). Your observation grade and observation form will be visible on	3.75 hours

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
	your My Puddle Ducks Account under 'Documents' and 'Observations'.	
BPSPC008 - Accreditation Application to Puddle Ducks HQ (via Senior Teacher)	N/A - this can only be added and verified by HQ	0
BPSPC009 - Pre-Teaching Actions Complete (from Accreditation Visit)	Your practical tutor may have asked you to complete further training or observations prior to starting to teach. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
BPSPC010 - Post-Teaching Actions Complete (from Accreditation Visit)	Your practical tutor may have asked you to complete further training or observations after you start teaching. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
BPSPC011 - Six-month Observation Complete	N/A - added by your Senior Teacher. They will visit you on or around six months to ensure you are on track with your teaching and all learning points from your original accreditation visit have been addressed. You will be made aware of your visit.	Max 3.75 hours
C001 - STA membership	Teachers/Pool Plant Operators/Water Testers: The STA provide membership which in turn provides you with the insurance to allow you to teach, act as a lifesaver or pool operator/water tester. You'll need to pay for your membership for the year and upload to your My Puddle Ducks account. STA Membership must be renewed annually. A copy of the certificate or membership card can be included as evidence, including a screenprint from the STA online account however the date, name and membership number must be visible. The membership number must be added to the reference section. It is advised to set up a Direct Debit with the STA to prevent failure to renew. Note - if the membership is renewed early, the start date of the membership and the expiry date will be more than 12 months apart - speak to your Senior Teacher. Poolside Assistant/Lifesavers: best practice is to hold STA membership to gain insurance in the event of needing to use qualification to rescue teacher or assist in customer rescue - speak to Senior Teacher to confirm whether compulsory due to pool hire contract.	0
C002 - Safeguarding Children & Vulnerable Adults (external training)	You will need to complete an STA approved safeguarding training course. If you have completed a safeguarding course in the past three years or looking to complete one not delivered by the STA please refer to the STA to confirm if the course is approved - this approval must come from the STA,	4 hours

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	not from Puddle Ducks. If you have completed your STA Level 2, this is included in the course and the Award certificate can be uploaded. Speak to your Senior Teacher for more information. Add your safeguarding qualification to your My Puddle Ducks account. Ensure the date matches the date on your certificate and ensure the reference section has the name of the training provider for the safeguarding qualification. The STA Safeguarding certificate is also acceptable as a CPD - add this to your CPD tab.	
C003 - Equality & Diversity (e-Learning)	This must be completed annually. It is undertaken via an external training provider but the instructions are provided on e-Learning under Training/Compliance for all Team Members / Equality & Diversity. Check the date on the certificate matches the date on your compliance entry. There is no need to add any information into the reference section. If your certificate does not have your name on it, you must contact ACAS direct to get this rectified - this will be due to your account not being set up properly.	30 minutes
C004 - Depth Test	Ensure your depth test has been recorded on your My Puddle Ducks account - if your lifesaving qualification was completed in the last six months, the depth can be used from this certificate unless the pool you are due to teach at is deeper than the depth on your lifesaving certificate. If this is the case, you'll need to do another depth test. Maximum six months between depth tests. If you change teaching to a deeper pool this must be updated. You need to include the pool name in the reference section.	0
C005 - Attachment Awareness (e-Learning)	Only needs to be completed once, as part of the training journey although you can revisit the module in the future. Complete this on e-Learning (Teacher Training / Attachment Awareness). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	15 minutes
C006 - Deaf Awareness (e-Learning)	Only needs to be completed once, as part of the training journey although you can revisit the module in the future. Complete this on e-Learning (Teacher Training / Deaf Awareness). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	15 minutes
C007 - SIMS Training for All Team Members (e-Learning)	Needs to be completed annually via e-Learning (Training/Compliance for all Team Members / PDSIMS - for Franchise team members). Upload the certificate and ensure the date on the certificates matches the date on your	30 minutes

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	compliance record. There is no need to add anything to the reference section. Franchisees also need to complete this training.	
C008 - Annual Compliance Module for Admin (Office) Team Members (e-Learning)	Needs to be completed annually via e-Learning (Office Admin Training / Annual Compliance Module for Office Team Members). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section. Franchisees also need to complete this training.	30 minutes
C009 - Lifesaving: STA SAT/ STA PER / STA PR / RLSS NRASTC or RLSS Lifeguard Qualification	Either C009 or C010 needs to be added, not both. You will need to complete external training to gain your lifesaving qualification. The STA SAT course is preferable as it fits with the type of pools Puddle Ducks teach at. Your Senior Teacher will support you in finding a course. Once you have your certificate, you should upload this to your My Puddle Ducks account. Do not add certificate pending documents. Ensure the reference section includes the training provider and qualification type e.g. RLSS NRASTC. Please note: no certificate = no qualification. Whilst completing this update, also add your depth test if the pool is equal or greater in depth to the deepest pool you are teaching at. Qualifications must be renewed every two years - it is advised that you book onto a course three months before your qualification expires - this allows for the certificate to be released by the awarding organisation.	varies
C010 - Lifesaving: STA Pool Lifeguard Qualification	Either C009 or C010 needs to be added, not both. You will need to complete external training to gain your lifeguard qualification. Your Senior Teacher will support you in finding a course. Once you have your certificate, you should upload this to your My Puddle Ducks account. Do not add certificate pending documents. Ensure the reference section includes the training provider and qualification type e.g. STA Lifeguard. Please note: no certificate = no qualification. Important: if undertaking the lifeguard qualification you will need to ensure you keep your competency tests up to date. Contact your training provider for more information as Puddle Ducks does not deliver competency training relating to this qualification. Whilst completing this update, also add your depth test if the pool is equal or greater in depth to the deepest pool you are teaching at. Qualifications must be renewed every three years - it is advised that you book onto a course three months before your qualification expires - this allows for the certificate to be released by the awarding organisation.	41 hours

Compliance and Training Codes

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C011 - Customer Service Training for Teachers (e-Learning)	Only needs to be completed once, as part of the training journey. Complete this on e-Learning (Teacher Training / Customer Service). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	1 hour
C012 - Annual Health & Safety for Teachers (e-Learning)	Completed annually. Puddle Ducks e-Learning / Teacher Training. Upload your certificate and ensure the certificate date matches the date on your compliance. No need to add any text to the reference section.	1 hour
C013 - GDPR Training (e-Learning)	Completed annually. Puddle Ducks e-Learning / Training/Compliance for all Team Members. Upload your certificate and ensure the certificate date matches the date on your compliance. No need to add any text to the reference section.	1 hour
C014 - Swim Nappies (e-Learning)	Only needs to be completed once, as part of the training journey. Complete this on e-Learning (Teacher Training / Swim Nappies). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	5 minutes
C015 - Disclosure Scotland (Basic)	Not all franchises will require you to have a DBS, check with your line manager. If you are required to have one please upload only the top part of your certificate showing name, address and certificate number. If you are also a teacher and/or Poolside Assistant, you must have an enhanced DBS with Scotland (PVG).	0
C016 - DBS (Enhanced)	Either C016, C017 or C018 needs to be completed. Refer to 13 User Guides / 07 My Puddle Ducks Account / 03 DBS and DBS Update Service. Ensure the DBS reference number matches the DBS certificate and the dates match. The employer must say Puddle Ducks. Only the top of the DBS certificate is required on the upload. Please speak to your Senior Teacher or Line manager if you are unsure. Expires after three years - your line manager must apply for a new DBS check at least three months before yours expires unless you are on the DBS update service.	0
C017 - DBS Update Service	Either C016, C017 or C018 needs to be completed. Refer to 13 User Guides / 07 My Puddle Ducks Account / 03 DBS and DBS Update Service. Ensure the DBS reference number matches the DBS certificate and the dates match. Upload a screen shot of your active subscription. Please speak to your Senior Teacher or Line manager if you are unsure.	0
C018 - Disclosure Scotland (PVG Short Scheme Record)	Either C016, C017 or C018 needs to be completed. Refer to 13 User Guides / 07 My Puddle Ducks Account / 03 DBS and	0

Compliance and Training Codes

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	DBS Update Service. Ensure the PVG membership number matches the certificate (16 digits) and the dates match. Only the top of the certificate is required on the upload. Please speak to your Senior Teacher or Line manager if you are unsure. No expiry date.	
C019 - Dry Box Declaration (e-Learning)	Completed every six months Puddle Ducks e-Learning / Teacher Training. Must be completed before your HQ Accreditation Visit (BPS) or immediately after your Swim Academy practical training and before you start teaching SA. Upload your certificate and ensure the certificate date matches the date on your compliance. No need to add any text to the reference section.	1 hour
C020 - Marking Criteria (e-Learning)	Only needs to be completed once, as part of the training journey. Complete this on e-Learning Teachers: Teacher Training. Poolside Assistants: Poolside Assistant Training. Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	15 minutes
C021 - Disability Discrimination (e-Learning)	This must be completed annually. It is undertaken via an external training provider but the instructions are provided on e-Learning under Training/Compliance for all Team Members / Equality & Diversity. Check the date on the certificate matches the date on your compliance entry. There is no need to add any information into the reference section. If your certificate does not have your name on it, you must contact ACAS direct to get this rectified - this will be due to your account not being set up properly.	30 minutes
C022 - Registers (e-Learning)	Only needs to be completed once, as part of the training journey. Teachers: e-Learning / Teacher Training / Registers. Poolside Assistants: e-Learning / Poolside Assistant Training. Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C023 - Lifesaving Refresher & Compliance Declaration (e-Learning)	Teachers & Poolside Assistants/Lifesavers: Completed every six months Puddle Ducks e-Learning / Teacher Training / Lifesaving Refresher & Compliance Declaration. Teachers: Must be completed before your HQ Accreditation Visit (BPS) or immediately after your Swim Academy practical training and before you start teaching SA. Upload your certificate and ensure the certificate date matches the date on your compliance. No need to add any text to the reference section.	1 hour
C033 - Annual Compliance Module for Poolside Assistants	Needs to be completed annually via e-Learning (Poolside Assistant Training / Annual Compliance Module for Poolside Assistants). Upload the certificate and ensure the date on	30 minutes

Compliance and Training Codes

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	the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	
C034 - Annual Health & Safety Training for Poolside Assistants	Needs to be completed annually via e-Learning (Poolside Assistant Training / Annual Health & Safety Training for Poolside Assistants). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C035 - Site Specific Fire Management Annual Compliance	Needs to be completed annually via your local franchise e-Learning site (not the Puddle Ducks network e-Learning site). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C036 - Site Specific Health & Safety Annual Compliance	Needs to be completed annually via your local franchise e-Learning site (not the Puddle Ducks network e-Learning site). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C037 - Site Specific Building Management Annual Compliance	Needs to be completed annually via your local franchise e-Learning site (not the Puddle Ducks network e-Learning site). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C038 - Site Specific Pool Operations Annual Compliance	Needs to be completed annually via your local franchise e-Learning site (not the Puddle Ducks network e-Learning site). Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	30 minutes
C039 - Aquanatal Music Licence	N/A - Senior Teacher to add. Not applicable to all Aquanatal roles.	0
DA001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
DM001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
DSO001 - Designated Safeguarding Officer Training	Upload the certificate and ensure the date on the certificates matches the date on your compliance record. There is no need to add anything to the reference section.	1 hour
ESA001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
ESA002 - Puddle Ducks Elite Swim Academy Practical Course Booking Confirmation	Enter the date you received your booking confirmation.	0

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ESA003 - Teaching Turns in Elite Swim Academy CPD (e-Learning)	This must be completed and the certificate uploaded at least five working days before the start of your practical training course. Add your certificate and ensure the date matches the date on your compliance. No need to add anything to the reference section. Training is found on e-Learning / Continual Professional Development	1 hour
ESA004 - Teaching Breaststroke in Swim Academy & Elite Swim Academy CPD (e-Learning)	This must be completed and the certificate uploaded at least five working days before the start of your practical training course. Add your certificate and ensure the date matches the date on your compliance. No need to add anything to the reference section. Training is found on e-Learning / Continual Professional Development	1 hour 15 minutes
ESA005 - Giving Individual Feedback in Swim Academy & Elite Swim Academy Lessons CPD (E-Learning)	This must be completed and the certificate uploaded at least five working days before the start of your practical training course. Add your certificate and ensure the date matches the date on your compliance. No need to add anything to the reference section. Training is found on e-Learning / Continual Professional Development	30 minutes
ESA006 - Swim Academy & Elite Swim Academy Skills Analysis CPD (e-Learning)	This must be completed and the certificate uploaded at least five working days before the start of your practical training course. Add your certificate and ensure the date matches the date on your compliance. No need to add anything to the reference section. Training is found on e-Learning / Continual Professional Development	1.10 hours
ESA007 - Attendance at Puddle Ducks Elite Swim Academy Practical Course	N/A - date added by Head Office. Full attendance of the course is compulsory. Any missed days/sessions must be repeated on further training courses which will delay completion of training. This entry will be added by Head Office once you have completed your practical training.	3 hours
ESA008 - Pre-Teaching Actions Complete (from course feedback or from Accreditation Visit)	Your practical tutor may have asked you to complete further training or observations prior to starting to teach. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
ESA009 - Post-Teaching Actions Complete (from course feedback or from Accreditation Visit)	Your practical tutor may have asked you to complete further training or observations after you start teaching. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
ESA010 - Post-Accreditation Observation	N/A - Senior Teacher will add the date. Your practical tutor will set your next observation date. This can be anything between three and six months. Once green grades have been achieved, you will move onto annual observations. You will be able to see your observation grade and observation	1 hour 15 minutes

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	form on your My Puddle Ducks Account Profile under 'Observations' and 'Documents'	
FABPS001 - Pre-requisites met	N/A - this is for Head Office to add.	0
FABPS002 - Application for role of Franchise Accreditor (BPS) submitted to HQ by Franchisee	N/A - this is for Head Office to add.	0
FABPS003 - BPS programme levels observations by HQ Accreditor	N/A - this is for Head Office to add. Please note these can count as annual observations. You will be able to see your observation grade and observation form on your My Puddle Ducks Account Profile under 'Observations' and 'Documents'	3.75 all BPS programmes to be observed plus 15mins for each programme feedback
FABPS004 - HQ approval to proceed to Stage 2	N/A - this is for Head Office to add.	Maximum 3.75 hours
FABPS005 - Shadowing HQ Accreditor at HQ Accreditation (BPS) Visit and completing accreditation paperwork	N/A - this is for Head Office to add.	varies
FABPS006 - Successful and satisfactory completion of HQ Accreditation (BPS) Visit paperwork	N/A - this is for Head Office to add.	Maximum 3.75 hours
FABPS007 - HQ approval to proceed to Stage 3	N/A - this is for Head Office to add.	0
FASA001 - Pre-requisites met	N/A - this is for Head Office to add.	0
FASA002 - Application for role of Franchise Accreditor (SA) submitted to HQ by Franchisee	N/A - this is for Head Office to add.	0
FASA003 - SA programme levels observations by HQ Accreditor	N/A - this is for Head Office to add. Please note these can count as annual observations. You will be able to see your observation grade and observation form on your My Puddle Ducks Account Profile under 'Observations' and 'Documents'	Maximum 3 hours
FASA004 - HQ approval to proceed to Stage 2	N/A - this is for Head Office to add.	0
FASA005 - Shadowing HQ Accreditor at HQ Accreditation (SA) Visit and completing accreditation paperwork	N/A - this is for Head Office to add.	varies
FASA006 - Successful and satisfactory completion of HQ Accreditation (SA) Visit paperwork	N/A - this is for Head Office to add.	0

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FASA007 - HQ approval to proceed to Stage 3	N/A - this is for Head Office to add.	0
FRA01 - Franchisees Annual Health & Safety Declaration	Needs to be completed annually. Ensure the date on your My Puddle Ducks Account matches the date on your certificate. No need to add anything to the reference section.	30 minutes
FRA02 - Franchisee Business Insurance	Add business insurance certificate. Ensure the date on your My Puddle Ducks Account matches the date on your certificate. Make sure the insurance provider is in the reference section. If you own multiple franchises, make it clear which franchise the policy is for in the reference section.	0
FRA03 - Franchisee Business Insurance (second owned franchise)	Add business insurance certificate. Ensure the date on your My Puddle Ducks Account matches the date on your certificate. Make sure the insurance provider is in the reference section. If you own multiple franchises, make it clear which franchise the policy is for in the reference section.	0
FRA04 - Franchisee Business Insurance (third owned franchise)	Add business insurance certificate. Ensure the date on your My Puddle Ducks Account matches the date on your certificate. Make sure the insurance provider is in the reference section. If you own multiple franchises, make it clear which franchise the policy is for in the reference section.	0
FRA05 - Franchisees SIMS Training	Needs to be completed annually. Ensure the date on your My Puddle Ducks Account matches the date on your certificate. No need to add anything to the reference section.	30 minutes
FSATA01 - Pre-requisites met	N/A - this is for Head Office to add.	0
FSATA02 - Application for role of Franchise Swim Academy Trainer/Appraiser submitted to HQ by Franchisee	N/A - this is for Head Office to add.	0
FSATA03 - SA programme levels observations by HQ Accreditor	N/A - this is for Head Office to add.	2 hours 30 minutes
FSATA04 - HQ approval to move to Stage 2	N/A - this is for Head Office to add.	0
HO01 - Head Office SIMS Training	Add your certificate, ensuring the date on your My Puddle Ducks Account matches the date on your certificate. You do not need to add anything to the reference section.	30 minutes
HO02 - Head Office SIMS Training (Lead Leaders)	Add your certificate, ensuring the date on your My Puddle Ducks Account matches the date on your certificate. You do not need to add anything to the reference section.	30 minutes

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
HO03 - Head Office Annual Training and Compliance	Add your certificate, ensuring the date on your My Puddle Ducks Account matches the date on your certificate. You do not need to add anything to the reference section.	30 minutes
HO04 - Head Office Annual Training and Compliance (Team Leaders)	Add your certificate, ensuring the date on your My Puddle Ducks Account matches the date on your certificate. You do not need to add anything to the reference section.	30 minutes
OFF001 - Pre-requisites met	N/A - this is for your line manager to add a date.	0
OFF002 - DBS (basic)	Not all franchises will require you to have a DBS, check with your line manager. If you are required to have one please upload only the top part of your certificate showing name, address and certificate number. If you are also a teacher and/or Poolside Assistant, you must have an enhanced DBS.	0
OFF003 - SHARK Training (E-Learning)	Office: Once you have completed your training on e-Learning (Shark Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	2 hours
OFF004 - Scripts for Telephone Bookings (e-Learning)	Office: Once you have completed your training on e-Learning (Office Admin Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	15 minutes
OFF005 - My Puddle Ducks Account – through a customers eyes (e-Learning)	Office: Once you have completed your training on e-Learning (Office Admin Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	15 minutes
OFF006 - Customer Retention (e-Learning)	Office: Once you have completed your training on e-Learning (Office Admin Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	15 minutes
OFF007 - Customer Sales & Converting Enquiries (e-Learning)	Office: Once you have completed your training on e-Learning (Office Admin Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	45 minutes
OFF008 - Basic Excel Training (e-Learning)	Office: Once you have completed your training on e-Learning (Office Admin Training), add the date of completion. There	15 minutes

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
	are no documents to upload and there does not need to be anything written in the reference section. Poolside Assistant/Customer Service: this may not be compulsory for your role - check with your line manager.	
OFF009 - Finance Training (e-Learning)	Once you have completed your training on e-Learning (Finance Training), add the date of completion. There are no documents to upload and there does not need to be anything written in the reference section.	1 hour 15 minutes
OFF010 - Marketing Training (e-Learning)	Once you have completed your training on e-Learning (Shark Training), add the date of completion.	12 hours
PPO001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
PSA001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
PSACS001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
PSALS001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
Q01 - STA Level 2 Baby & Pre-School Qualification or Swim England Level 2 in Teaching Swimming to Babies & Toddlers	BPS required qualification. Aquanatal teachers require a Level 2 teaching qualification or gym instructor qualification. Only one qualification required (either Q01, Q02, Q03 or Q04). Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct and reference is the awarding body e.g. STA.	varies - approx 40 hours
Q02 - STA Level 2 Award in Swimming Teaching or SE Level 2 in Swimming Teaching	SA required qualification. Aquanatal teachers require a Level 2 teaching qualification or gym instructor qualification. Only one qualification required (either Q01, Q02, Q03 or Q04). Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct and reference is the awarding body e.g. STA. Check the certificate - if it includes a safeguarding module, also upload to the safeguarding compliance (C002).	varies - approx 60 hours
Q03 - STA Level 2 Certificate in Swimming Teaching or SE Level 2 in Swimming Teaching	ESA required qualification. Aquanatal teachers require a Level 2 teaching qualification or gym instructor qualification. Only one qualification required (either Q01, Q02, Q03 or Q04). Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct and reference is the awarding body e.g. STA.	varies - 30-50 hours
Q04 - Level 2 Gym Instructor, Level 2 Personal Trainer or Level 2 Exercise to Music	Aquanatal teachers require a Level 2 teaching qualification or gym instructor qualification. Only one qualification required (either Q01, Q02, Q03 or Q04). Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct and reference is the awarding body e.g. STA.	varies - 30-50 hours

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
Q05 - STA Aquacise qualification, Water Fitness Aqua Instructor Qualification or YMCA Certificate in Fitness Instructing – Water-Based Exercise	Aquanatal teachers require an Aquacise qualification. Ensure that your qualification is accepted (see Compliance Entry). Add the training provider to the reference section.	varies - 12-20 hours
Q06 - STA Aquanatal/Antenatal/Aquacise Certificate of Attendance, Water Fitness Antepost-natal or AREA Aqua Natal Instructor Course	Aquanatal teachers require an Aquanatal qualification. Ensure that your qualification is accepted (see Compliance Entry). Add the training provider to the reference section.	varies - 12-40 hours
Q07 - Puddle Ducks Aquanatal Theory Training (e-Learning)	Can only be started once the external Aquanatal training has been completed. Completed on e-Learning / Qualification - Aquanatal. Once you have added the date of your completion and uploaded a copy of your certificate, a Puddle Ducks Tutor will check your e-Learning. Puddle Ducks theory can only be started once ALL STA or SE theory has been completed.	1 hour
Q08 - Puddle Ducks Baby & Pre-School Theory Training (e-Learning)	All modules must be completed before the start of your practical training course. Please check that you have entered data into the last module or Head office will not be informed that your e-learning is complete. Once you have completed the module, a notification will be sent to the Technical Team who will mark your training and release your certificate. On receipt of your certificate, upload to your My Puddle Ducks account. This will be then be verified by Head Office.	25 hours
Q09 - Puddle Ducks Dabblers Theory Training (e-Learning)	Complete your Dabblers training via e-Learning / Qualification -Dabblers. Add your Dabblers certificate, ensuring the date matches your certificate. Head Office will review and issue Accreditation based on your e-Learning Training.	8 hours
Q10 - Puddle Ducks Baby & Pre-School Poolside Cover Teacher Theory Training (e-Learning)	All modules must be completed and certificate added at least five working days before the start of your practical training course.	5 hours
Q11 – Puddle Ducks Swim Academy Theory Training (e-Learning)	All modules must be completed before the start of your practical training course. Please check that you have entered data into the last module or Head office will not be informed that your e-learning is complete. Once you have completed the module, a notification will be sent to the Technical Team who will mark your training and release your certificate. On receipt of your certificate, upload to your My Puddle Ducks account. This will be then be verified by Head Office.	9 hours
Q12 - Puddle Ducks Elite Swim Academy Theory Training (e-Learning)	All modules must be completed ideally at least five working days before the start of your practical training course. Once you have completed the 'Next Steps' module, Head Office will be informed and a Puddle Ducks Tutor will check your e-	8 hours

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
	Learning. Once that is complete your certificate will be released and needs uploading to your My Puddle Ducks account. This will be then be verified by Head Office.	
Q13 - Puddle Ducks Franchise Swim Academy Trainer/Appraiser Theory Training (e-Learning)	e-Learning / Puddle Ducks Senior Teacher training - needs to be completed. Once you have added the date of your completion and uploaded the certificate, a Regional Technical Manager will check your e-Learning.	1 hour 30 minutes
Q14 - Puddle Ducks Franchise Accreditor (BPS) Theory Training (e-Learning)	e-Learning / Puddle Ducks Senior Teacher training - needs to be completed. Once you have added the date of your completion and uploaded the certificate, a Regional Technical Manager will check your e-Learning.	1 hour 30 minutes
Q15 - Puddle Ducks Franchise Accreditor (SA) Theory Training (e-Learning)	e-Learning / Puddle Ducks Senior Teacher training - needs to be completed. Once you have added the date of your completion and uploaded the certificate, a Regional Technical Manager will check your e-Learning.	1 hour 30 minutes
Q16 - STA Level 2 Pool Plant Operator	Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct - no need to add anything to the reference section. This qualification will need renewing every 5 years	27 hours
Q17 - Puddle Ducks Senior Teacher Theory Training (e-Learning)	e-Learning / Puddle Ducks Senior Teacher training - needs to be completed. Once you have added the date of your completion and uploaded the certificate, a Regional Technical Manager will check your e-Learning.	8 hours
Q18 - STA Level 3 Diploma in Aquatic Teaching - Baby & Pre-School	This is not a standard training pathway stage - it is for experienced BPS teachers who have undertaking additional training. You can add this certificate to your training pathway if you have achieved the Level 3 qualification. Ensure the date is correct - no need to add anything to the reference section. Check the certificate - if it includes a safeguarding module, also upload to the safeguarding compliance (C002).	30 hours + 90 hours
Q19 - STA Level 2 in Aquatic Teaching - Disability Swimming	Complimentary external qualification, whilst not part of the training journey, this is an advanced qualification to compliment your teaching. Ensure the date is correct - no need to add anything to the reference section.	30 hours
Q20 - STA Level 2 in Pool Water Testing	Upload your certificate (probationary certificates are not accepted) . Ensure the date is correct - no need to add anything to the reference section. This qualification will need renewing every 5 years	10 hours
R001 - Contract	N/A - your contract will be added by your line manager.	0
R002 - Induction (e-Learning training and Franchise-specific training)	N/A - this will be added by your line manager.	0

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
R003 - Access to Puddle Ducks Intranet	Add the date you gain access to the Intranet. You do not need to add a reference or upload a document. You will only receive an invitation once your contract has been added by your line manager. Invitations to the intranet will come from invites@microsoft.com. If you can't see parts of the Intranet which you believe you should have access to, don't request access - speak to your Franchisee who will clarify which pages you should be able to see.	0
R004 - Access e-Learning	Once your contract has been added, you will receive an invitation to join Puddle Ducks e-Learning (check your junk mail) - accept the invite and enjoy exploring this training platform. Instructions are available in 13 System User Guides / 03 e-Learning / 01 Puddle Ducks e-learning User Guide. Once you have access to the e-Learning, add the date. You do not need to add a reference or upload a document. You will only receive an invitation once your contract has been added by your line manager. Your e-learning invite will come from e.learning@puddleducks.com.	0
R005 - STA Online account	The STA is a national governing body for swimming and the one which we are affiliated to. You'll need to set up an online account (free) to access membership and continual professional development. https://online.sta.co.uk/register . Select a date for this entry once you have set up an account. You do not need to add a reference and no documents need uploading.	0
R006 - My Puddle Ducks Account	A web user will be generated so you can access the Team Member Portal (My Puddle Ducks account). Guidance is provided in 13 System User Guides / 07 My Puddle Ducks Account. The Team Member Portal is one of the most important sites you need to undertake your role - you will need this to log compliance, check training course dates (teachers), training pathways (teachers), CPDs (teachers) and view pool operating documents and complete risk assessments. Select a date for this entry once you have access. You do not need to add a reference and no documents need uploading. If you do not have access, contact your Senior Teacher.	0
SA001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
SA002 - SA Practical Course Booking Confirmation	Enter the date you received your booking confirmation.	0
SA003 - Teaching 1:4 in Level 1 & 2 Swim Academy Classes (e-Learning)	Only needs completing once, as part of the training pathway. Puddle Ducks e-Learning / Teacher Training / Teaching 1:4 in Level 1 & 2 Swim Academy Classes. Upload your certificate and ensure the certificate date matches the date on your	30 minutes

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
	compliance. No need to add any text to the reference section.	
SA004 - Using Parent Spotters in SA & ESA Classes (e-Learning)	Only needs completing once, as part of the training pathway. Puddle Ducks e-Learning / Teacher Training / Using Parent Spotters in SA & ESA Classes. Upload your certificate and ensure the certificate date matches the date on your compliance. No need to add any text to the reference section.	30 minutes
SA005 - Observations and Co-teaching Prior to Puddle Ducks Theory Course	Observing classes to experience Swim Academy lessons is not compulsory prior to completing the theory training course but it is encouraged. The more you do, the more you will be prepared for your training and will have a greater understanding. Please contact your Senior Teacher if you are interested in this optional training. This compliance entry is completed by your Senior Teacher - do not add a date.	varies
SA006 - Co-teaching Plan Completed	After the Swim Academy theory course you will need to undertake active co-teaching. A plan will be put together with you before you attend the Swim Academy Practical training course to ensure you keep on track. Enter the date when you receive your co-teaching plan from your Senior Teacher. No document needs to be uploaded.	0
SA007 - HQ Accreditation Visit Confirmed (if required)	Add the date once you have confirmation of your HQ Accreditation visit. This will only be required if lead teacher status is required before the appropriate coteaching sessions have been achieved. Your Senior Teacher will be in touch to confirm the date, time and location of the HQ Accreditors visit. You will need to teach the Accreditation plans for the visit.	0
SA008 - Observations and Co-teaching between Theory and Practical Course	N/A - your Senior Teacher will add the date. Observing classes to experience Swim Academy lessons is not compulsory prior to completing the practical training course but it is encouraged. The more you do, the more you will be prepared for your training and will have a greater understanding. Please contact your Senior Teacher if you are interested in this optional training.	varies
SA009 - Attendance at Puddle Ducks Swim Academy Practical Course	N/A - Head Office will add the date. Full attendance of the course is compulsory. Any missed days/sessions must be repeated on further training courses which will delay completion of training. This entry will be added by Head Office once you have completed your practical training.	6 hours
SA010 - CPD achieved in last six months	Check your CPD record to ensure you have completed a CPD in the last 6 months, if not then complete one on eLearning (Teacher Training: Continual Professional Development (CPD)). If you have recently completed your STA safeguarding training this can be used.	varies, dependent on whether CPD is required

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
SA011 - Pre-Teaching Actions Complete (from course feedback or from Accreditation Visit)	N/A - your Senior Teacher will add a date. Your practical tutor may have asked you to complete further training or observations prior to starting to teach. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
SA012 - Post-Teaching Actions Complete (from course feedback or from Accreditation Visit)	N/A - your Senior Teacher will add a date. Your practical tutor may have asked you to complete further training or observations after you start teaching. Only add the date when you have completed this training. If you did not have to complete any training, add the date and add 'no training required' to the reference section.	varies
SA013 - Six-month Observation Complete	N/A - your Senior Teacher will add a date. You will be observed on or around six months, as an unannounced visit teaching all programme levels. No action required. Your observation grade will be added your My Puddle Ducks Account under the 'Observations' tab on your Profile Page, and a copy of your Observation visible under 'Documents' from your Profile Page.	0
SAH001 - Pre-requisites met	N/A - this is for your Senior Teacher to add.	0
SAH002 - Co-teaching Plan Completed	Add the date you received your co-teaching plan. After the Swim Academy theory course you will need to undertake active co-teaching. A plan will be put together with you before you attend the Swim Academy Helper practical training course to ensure you keep on track. Enter the date when you receive your co-teaching plan from your Senior Teacher. No document needs to be uploaded. Your Senior Teacher will be in touch to confirm the date, time and location of the HQ Accreditors visit. You will need to teach the Accreditation plans for the visit.	0
SAH003 - Observations and Co-teaching between Theory and Practical Course	N/A - your Senior will add the date. Observing classes to experience Swim Academy lessons is not compulsory prior to completing the theory training course but it is encouraged. The more you do, the more you will be prepared for your training and will have a greater understanding. Please contact your Senior Teacher if you are interested in this optional training. Your Senior Teacher will be in touch to confirm the date, time and location of the HQ Accreditors visit. You will need to teach the Accreditation plans for the visit.	varies
SAH004 - Attendance at Puddle Ducks Swim Academy Helper Practical Course within Franchise	N/A - this will be completed by your senior teacher once you have attended the Helper Practical Course.	6

Compliance and Training Codes

Compliance Entry (matches compliance on Shark/My Puddle Ducks Account)	Instructions for Team Member	Estimated Time to Complete
SAH005 - CPD achieved in last six months	Check your CPD record to ensure you have completed a CPD in the last 6 months, if not then complete one on eLearning (Teacher Training: Continual Professional Development (CPD)). If you have recently completed your STA safeguarding training this can be used.	varies, dependent on whether CPd is required
ST001 - Pre-requisites met	N/A - this is for your line manager to add.	0
ST002 - Notification to HQ	N/A - this is for Head Office to add.	0
ST003 - Access to Senior Teacher Manual	Add the date once you have access to the Senior Teacher Manual. You do not need to add a reference or upload a document.	0
ST004 - Access to Senior Teacher e-Learning	Once you have access to the Senior Teacher e-Learning modules, add the date. You do not need to add a reference or upload a document.	0
ST005 - Completion of HQ training	N/A - this is for Head Office to add once you have completed a training session with a Regional Technical Manager.	1 hour