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**CENTRALISED ASSESSMENT  
MANAGEMENT SYSTEM  
(CAMS)**

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**CAMS HANDBOOK**



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## 1. Overview

SwimSafer was an initiative by the National Water Safety Council in collaboration with Sport Singapore (“SportSG”, formerly known as Singapore Sports Council) in 2010. The Programme was reviewed in 2016-2017 and a refreshed version of SwimSafer was developed. SwimSafer 2.0 teaches people of all ages and varying abilities to swim and be safe in, and/or, around water. The programme emphasises skill development in conjunction with water safety and personal water survival education.

The Programme consists of six (6) progressive stages, with each stage consisting of two (2) components that must be completed to be considered as cleared/competent for the respective stage:

- A practical assessment (100% competent)
- An online theory quiz (90% passing)

The SwimSafer Centralized Assessment Management System (CAMS) is a national initiative designed to enhance the quality and experience of SwimSafer assessments, including streamlining processes, standardizing operations, improving accessibility and transparency, and ensuring consistency for parents, participants, instructors and swim schools.

## 2. General

### 2.1 CAMS Assessment Portal

The SwimSafer CAMS assessment platform (CAMS Platform) is designed to support the administration and implementation of SwimSafer CAMS assessments, and is accessible to all stakeholders, including participants, coaches, parents, assessors and swim schools.

For guidance on how to navigate the CAMS Platform, please refer to the CAMS Platform User Guide available at <https://www.sgaquatics.org.sg/swimsafer/>

### 2.2 Registration on CAMS Platform

It is the responsibility of all coaches and swim schools to ensure that you and your participants have registered on the CAMS Platform.

Participants not registered on the CAMS Platform will not be able to register or be registered for any SwimSafer assessments.

### 3. Practical Assessments

#### 3.1 Centralised Assessment Centres and Operational Hours

The operating days/times of the five (5) centralised assessment centres are as follows:

Location	Day	Times
Bukit Batok Swimming Complex & Yishun Swimming Complex	Mondays	5:30pm, 6:45pm
	Thursdays	5:30pm, 6:45pm
	Saturdays	11:30am, 12:45pm, 2:00pm, 3:15pm
	Sundays	11:30am, 12:45pm, 2:00pm, 3:15pm
Yio Chu Kang Swimming Complex & Heartbeat@Bedok Swimming Complex	Wednesdays	5:30pm, 6:45pm
	Fridays	5:30pm, 6:45pm
	Saturdays	11:30am, 12:45pm, 2:00pm, 3:15pm
	Sundays	11:30am, 12:45pm, 2:00pm, 3:15pm
Jalan Besar Swimming Complex	Thursdays	5:30pm, 6:45pm
	Fridays	5:30pm, 6:45pm
	Saturdays	11:30am, 12:45pm, 2:00pm, 3:15pm
	Sundays	11:30am, 12:45pm, 2:00pm, 3:15pm

*Note: SportSG and SAQ reserve the right to amend the centralised assessment centre venues, days and times, as may be required from time to time. Any such changes will be communicated in advance to affected parties.*

#### 3.2 Registration for Assessment, Rescheduling, Cancellation, Absentees, Inclement Weather

##### 3.2.1 Registration for Assessment

All registration for CAMS assessments shall be made on the CAMS Platform. Assessment slots will be opened up on the CAMS Platform weekly and up to three (3) months in advance. Registrations will close three (3) weeks before the designated assessment day (Registration Closing Deadline).

All registrations made by participants or parents must be validated by the recognised SwimSafer coach tagged to the participant.

### **3.2.2 Rescheduling**

Individuals who wish to reschedule their assessment may do so as long as it is made before the Registration Closing Deadline of three (3) weeks before the designated assessment day. After this deadline and if the assessment has met the minimum number of participants as stated in clause 3.3.1 below, strictly no rescheduling of assessments will be permitted. There is no limit on the number of times an individual may reschedule his/her assessment, provided that the rescheduled assessment which has been booked must be completed within six (6) months of the original date. To reschedule your assessment, please contact [rescheduling.swimsafer@sqaquatics.org.sg](mailto:rescheduling.swimsafer@sqaquatics.org.sg).

### **3.2.3 Cancellations**

Strictly no cancellation of assessments will be allowed.

### **3.2.4 Absentees**

Participants who are not present on the day of the assessment will be marked as absent and will forfeit the registered assessment. No refunds will be permitted for absentees without a valid medical reason.

Participants with a valid medical reason shall upload their medical certificate within twenty-four (24) hours of the designated assessment day to be validated by SAQ. Once validated, participants may reschedule their assessment to another day/time.

### **3.2.5 Inclement Weather**

In the event of inclement weather, the appointed assessor will wait fifteen (15) minutes before checking with the staff at the swimming complex on the projected duration of the closure. Based on the information given, the appointed assessor shall make a decision to delay or cancel the assessment, taking into account several factors, including but not limited to, the progress of the assessment before inclement weather and the ability to finish the assessment within the designated time slot. Refer to **ANNEX A** for applicable guidance on assessments during inclement weather.

The appointed assessor shall notify all participants/parents/coaches present on the impact of the inclement weather on the assessment. In the event that the assessment is cancelled due to inclement weather, the appointed assessor shall notify SAQ within the same day. All assessments that are cancelled due to inclement weather will not be marked, and shall be eligible for a rescheduled assessment (contact [rescheduling.swimsafer@sqaquatics.org.sg](mailto:rescheduling.swimsafer@sqaquatics.org.sg)). Participants shall be

permitted up to three (3) rescheduled assessments resulting from cancellations due to inclement weather.

Participants who are marked absent from the assessment, shall still be deemed absent, even though the assessment is eventually cancelled due to inclement weather. Such provisions for rescheduling due to inclement weather shall not apply to absent participants.

### **3.3 Minimum & Maximum Participants**

#### **3.3.1 Minimum Participants for Assessments**

Each assessment shall have a minimum of five (5) participants in order to proceed. In the event that an assessment does not meet this minimum number of participants by the closing registration deadline, the assessment shall be cancelled.

Affected participants shall be notified of the cancellation in the CAMS Platform and will be allowed to reschedule to another assessment slot.

#### **3.3.2 Maximum Participants for Assessments**

Assessments for up to three (3) different stages may be conducted at any one time slot. However, the number of participants for each individual stage of SwimSafer shall be capped at follows:

- Stage 1 – 20 participants
- Stage 2 – 15 participants
- Stage 3 – 15 participants
- Stage 4 – 10 participants
- Stage 5 – 10 participants
- Stage 6 – 10 participants

### **3.4 On Assessment Day**

All participants shall arrive 15-30 minutes before the scheduled assessment start time to allow sufficient time for registration.

All assessments will start with a safety briefing conducted by the appointed assessor. Participants who arrive late (after the start of the safety briefing) will not be allowed to continue with the assessment.

All participants are required to have the necessary parental consent form submitted before the assessment. Participants who do not have a completed parental consent form submitted before the assessment will not be allowed to

continue. Parents are encouraged to keep a record/screenshot of the submission to facilitate registration on the day of the assessment.

### **3.5 Re-Attempts**

Where participants are unable to complete a particular criterion of the assessment on the first try, he/she may be permitted up to three (3) re-attempts at the discretion of the assessor. Assessor(s) must provide specific instructions for the participant to redo a skill if they are unable to achieve it initially, making specific reference to the relevant must-see criteria. It should be emphasised that failing to successfully redo the skill after multiple attempts will result in failure.

In permitting the re-attempt(s), the assessor shall evaluate several factors, including but not limited to:

- The time available to complete all sequences of the assessment in the designated assessment slot.
- The ability of the participants in an assessment group and the number of participants that requires re-attempts
- If the participant had already not completed another criteria in the assessment in an earlier sequence.
- Impact on assessment timing due to inclement weather.
- Safety and the condition of the participant during the assessment to perform a re-attempt.

Re-attempts for any assessment criteria are not guaranteed.

### **3.6 Payments**

The registration fee for SwimSafer assessments is standardized at \$50 per participant, and consists of the practical assessment and the online theory quiz. All payments shall be made on the CAMS Platform during the registration for practical assessments.

### **3.7 Results**

Results of the practical assessment will be made available on the CAMS Platform within forty-eight (48) hours after the designated assessment. The results will include a breakdown of the relevant must-see criteria, including the areas in which the child had not completed, if any.

Results of the practical assessment will not be revealed to participants, coaches or parents upon completion of the designated assessment on assessment day.

### 3.8 Appeals

Any appeal on the practical assessment result must be made through the CAMS Platform within seventy-two (72) hours after the release of the assessment results. No appeals shall be accepted after this period.

Participants/Parents are encouraged to consult with their respective coaches on the results of the practical assessment before submitting an appeal. Common grounds for appeal include, but is not limited to:

- Assessment was not conducted in accordance with the established SOPs
- Conflicts of Interest with the assessor
- Factors which may have directly affected the assessment result

Individuals shall indicate the reasons for the appeal and submit any necessary supporting documentation. Additional supporting documentation may be submitted to [swimsafer.enquiries@sgaquatics.org.sg](mailto:swimsafer.enquiries@sgaquatics.org.sg) only after an official appeal has been submitted on the CAMS Platform.

All appeals will be reviewed by an Appeals Panel consisting of:

1. A representative from Sport SG SwimSafer Team
2. A representative from Singapore Aquatics
3. A SwimSafer Master Trainer

All decisions made by the Appeals Panel shall be final and shall be communicated formally, in writing, to the applicant.

All appeals shall be accompanied with a deposit of \$50, which shall be refunded to the applicant if the appeal is successful. In the event that the appeal is unsuccessful, the deposit shall be forfeited.

### 3.9 Certificates

Certificates shall be retrieved on the CAMS Platform and will be made available upon completion of both the practical assessment and online theory quiz for the relevant stage.

### 3.10 Medical Conditions

For permanent medical conditions which may prohibit a participant's ability to fulfil a specific criteria of the practical assessment, a doctor's memo must be submitted to the email below at least one (1) month prior to the designated assessment date. The doctor's memo shall make specific reference to the criteria which the participant is unable to fulfil. Permanent medical conditions include, but is not limited to, eye conditions and allergies.

Email: [swimsafer.enquiries@sqaquatics.org.sg](mailto:swimsafer.enquiries@sqaquatics.org.sg)

All applications will be reviewed on a case-by-case basis, considering the nature of the medical condition and the ability of the participant to fulfil the objectives of the assessment.

In the event of temporary medical conditions, the assessment should be rescheduled before the deadline or through the submission of medical certificate for absence on the day of the assessment.

## **4. Online Theory Quiz**

### **4.1 Completion**

The Online Theory Quiz must be completed on the CAMS Platform, and shall be available upon successful registration for the practical assessment.

There is no limit on the number of attempts a participant may have for the relevant Online Theory Quiz. Participants will pass by achieving a result of 90% or higher.

Participants must complete the Online Theory Quiz within seven (7) days after the designated practical assessment (eg. Practical assessment date 1<sup>st</sup> July; participants will have up to 8<sup>th</sup> July to pass the Online Theory Quiz).

### **4.2 Extension**

A one-time extension may be applied in the CAMS Platform for participants who are unable to complete the Online Theory Quiz by the deadline. This extension must be applied before the deadline for the Online Theory Quiz.

One-time extensions shall be for one (1) month and an administrative fee of \$5.00 will be applicable.

Strictly no further extensions will be permitted. Participants who do not complete the Online Theory Quiz by the stipulated deadline, will forfeit their practical assessment result.

## **5 Large Group Testing**

### **5.1 Number of Participants**

Large Group Testing may be permitted to support coaches and swim schools who have a significant volume of participants that are due for practical assessments at

the same time. The minimum number of participants to qualify for Large Group Testing is one hundred (100) participants.

## 5.2 Multiple Swim Schools

Multiple Swim Schools may be permitted to combine to form a Combined Large Group to meet the minimum number of participants as stated in clause 5.1 above.

The Combined Large Group shall not consist of more than four (4) different swim schools.

## 5.3 Application for Large Group Testing

All parties interested in Large Group Testing shall appoint one (1) designated coordinator who will be responsible for liaising with SAQ on all matters regarding the Large Group Testing.

The designated coordinator shall submit a request to the email below no later than two (2) months prior to their preferred assessment date.

Email: [Swimsafer.enquiries@sgaquatics.org.sg](mailto:Swimsafer.enquiries@sgaquatics.org.sg)

## 5.4 Registration of Participants on CAMS Platform

It is the responsibility of the designated coordinator to ensure that all participants of the Large Group Testing are registered onto the CAMS Platform no later than one (1) month prior to the designated assessment date.

## 5.5 Assessment Centre and Timings

Large Group Testing shall be conducted within the allocated operational hours at the designated centralized assessment centres as indicated in 3.1 above.

During non-peak hours, Large Group Testing may be conducted subject to availability of pool space at the centralized assessment centres.

## 5.6 Allowable Permutations

All Large Group Testing shall be conducted in accordance with the allowable permutations of stages as stipulated in **ANNEX B**. The maximum number of participants per group per stage is as follows:

- Stage 1 – one group max. 20 participants
- Stage 2 – one group max. 15 participants
- Stage 3 – one group max. 15 participants

- Stage 4 – one group max. 10 participants
- Stage 5 – one group max. 10 participants
- Stage 6 – one group max. 10 participants

## 5.7 Payment

Payment for the Large Group Testing must be made at least two (2) weeks prior to the designated assessment day and shall be made in one single payment. Strictly no additional assessments, changes of participants' stages or additional participants can be made after payment is completed.

## 5.8 Results, Appeals, Certificates & Medical Conditions

For results, appeals, certificates and medical conditions, please refer to clauses 3.5, 3.6, 3.7 and 3.8 respectively.

# 6 Non-Active SG Assessment Centres

## 6.1 Non-Active SG Assessment Centres

Assessments at non-Active SG pool facilities may be permitted, provided that the facility is an affiliated member of SAQ or affiliated with another government organisation, and have the necessary pool specifications. For all non-Active SG pool facilities, applicants are required to submit a request to SAQ ([swimsafer.enquiries@sqaquatics.org.sg](mailto:swimsafer.enquiries@sqaquatics.org.sg)) for approval at least two (2) months before intended assessment date. All applications shall be accompanied with a submission of the pool specifications at the facility. Applications are reviewed and approved on a case-by-case basis.

## 6.2 Pool Specifications

To be eligible, all non-Active SG pools must have the required pool specifications for the respective stages of SwimSafer.

Stage	Pool	Specifications
Stage 1:	Teaching pool	15m length; 2 lane space; 1m depth
Stage 1:	Competition pool	10m length, 1 lane space (pool side), at least 1.4m depth
Stage 2:	Teaching pool	25m length; 2 lane space; 1m depth
Stage 2:	Competition pool	25m length; 2 lane space (pool side), at least 1.4m depth
Stage 3:	Competition pool	25m length; 2 lane space; at least 1.2m depth
Stage 4:	Competition pool	50m length; 3 lane space; at least 1.4m depth
Stage 5:	Competition pool	50m length; 3 lane space; at least 1.8m depth
Stage 6:	Competition pool	50m length; 3 lane space; at least 1.8m depth

SAQ reserves the right to terminate any assessment if pool specifications are not compliant with the requirements established above.

### **6.3 Participants**

Strictly, no combining of swim schools will be permitted. Participants must belong to the swim school operating out of the designated pool facility in the application.

### **6.4 Allowable Permutations**

All assessments at non-Active SG pools shall be conducted in accordance with the allowable permutations of stages as stipulated in paragraph 5.6 above.

### **6.5 Equipment**

It is the responsibility of each approved swim school/venue to ensure that they have the necessary equipment for the assessment. A list of the required equipment will be provided to the designated coordinator upon confirmation of assessment.

### **6.6 Payment**

Payment for assessments must be made at least two (2) weeks prior to the designated assessment day and shall be made in one single payment. Strictly no additional assessments, changes of participants' stages or additional participants can be made after payment is completed.

### **6.7 Results, Appeals, Certificates & Medical Conditions**

For results, appeals, certificates and medical conditions, please refer to clauses 3.5, 3.6, 3.7 and 3.8 respectively.

## **7 Assessors**

### **7.1 Code of Conduct & Responsibilities**

All assessors shall abide by the Assessor's Code of Conduct at all times and shall carry out his/her duties in accordance with the roles and responsibilities of a CAMS assessor.

### **7.2 Registration for Assessments**

All assessors shall register for assessments on the CAMS Platform. Registration for assessments can be made as soon as the assessment is available, up to the

assessment registration closing date (three weeks before designated assessment date).

An assessor will be appointed, and a confirmation will be sent to the confirmed assessor at least 2 weeks before the designated assessment date.

Strictly no cancellation or rescheduling of assessments by assessors will be allowed once confirmed. All assessors are encouraged to ensure their availability for a particular assessment before registering for the assessment. After confirmation, if an assessor is unable to attend the scheduled assessment, he/she shall immediately notify SAQ's designated coordinator.

### **7.3 Submission of Results**

Results of the practical assessment shall be submitted on the CAMS Platform. All assessors shall submit the results of each individual participant within forty-eight (48) hours of the respective assessment.

### **7.4 Assessor Late/No-Show for Assessments**

Assessors who are late, or fail to turn up for their appointed assessment will be required to submit explanations for their lateness/absence. Failure to provide valid reasons will result in disciplinary actions, including but not limited to, the debarment of assessor status.

## **8 Enquiries**

All enquiries on SwimSafer CAMS shall be directed to the email address below. Depending on the nature of the enquiry, kindly allow the SwimSafer team up to five (5) working days to provide a response.

Email: [SwimSafer.enquiries@sqaquatics.org.sg](mailto:SwimSafer.enquiries@sqaquatics.org.sg)

## **9. Disclaimer**

SportSG and SAQ reserves the right to amend the terms and conditions in this CAMS Handbook from time to time, as may be necessary. Any revised version of the CAMS Handbook as a result of such amendments will be made public available on the website.

## ANNEX A – Guidance for Inclement Weather

The following table provides a reference to assessors for guidance on the conduct of assessments during inclement weather.

Category	Scenario	Effective Assessment Time	Assessment May Be Permitted To Continue With The Following Number of Participants					
			Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
1. Lightning Alert Triggered Before Assessment	Lightning alert is lifted 15 minutes after the scheduled assessment start time.	60 minutes	≤ 15 pax	≤ 10 pax	≤ 10 pax	≤ 5 pax	≤ 5 pax	≤ 5 pax
	Lightning alert is lifted 30 minutes after the scheduled assessment start time.	45 minutes	≤ 10 pax	≤ 5 pax	≤ 10 pax	≤ 5 pax	Rain-off assessment.	
	Lightning alert is lifted beyond 30 minutes after the scheduled assessment start time.	less than 45 minutes	Rain-off assessment for all stages.					
2. Lightning Alert Triggered During Assessment	Lightning alert triggered 10 minutes into the assessment and continues for <u>30</u> minutes.	at least 45 minutes	≤ 10 pax	≤ 5 pax	≤ 10 pax	≤ 5 pax	Rain-off assessment.	
	Lightning alert triggered 20 minutes into the assessment and continues for <u>30</u> minutes.							
	Lightning alert triggered 30 minutes into the assessment and continues for <u>30</u> minutes.							
	Lightning alert triggered beyond 30 minutes into the assessment.		Rain-off assessment for all stages.					

## ANNEX B – Allowable Permutations for Assessment

The maximum number of participants per group per stage is as follows:

- Stage 1 – one group max. 20 participants
- Stage 2 – one group max. 15 participants
- Stage 3 – one group max. 15 participants
- Stage 4 – one group max. 10 participants
- Stage 5 – one group max. 10 participants
- Stage 6 – one group max. 10 participants

Allowable Permutations per Assessment Slot	Number of Groups per Stage per Assessment Slot					
	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Stage 1 Permutations	1		2			
	1			2		
	1		1	1		
	1		1		1	
	1		1			1
Stage 2 Permutations		1	2			
		1		2		
		1	1	1		
		1	1		1	
		1	1			1
		1		1	1	
		1		1		1
Stage 3 Permutations			2	1		
			1	2		
			1	1	1	
			1	1		1
Stage 4 Permutations				2	1	
				2		1
Stage 5 and 6 Permutations	Strictly no combination of Stage 5 and Stage 6 groups in one assessment slot.					

## ANNEX C – General Reminders for Assessment

### 1. Pre-Assessment

- Ensure that you have received an email confirmation of the assessment (approximately 3 weeks before the assessment date).
- Ensure parental consent form is submitted before the assessment. Link to the parental consent form is provided in the email confirmation of the assessment. Keep a screenshot of your submission for registration on assessment day.
- Participants are encouraged to complete the Online Theory Quiz before the Practical Assessment, which is available on the CAMS Platform.
- Submit to SAQ at least three (3) weeks before the assessment, any pre-existing medical conditions for review (including memo from doctor detailing the medical condition).

### 2. Assessment Day

- Remember to check your assessment confirmation on the correct time and venue of the assessment.
- Remember to bring any additional items required for the assessment (eg. Tshirt, shorts, long pants etc). If unsure, please check with your coach.
- Registration:
  - Registration for assessment opens 30 minutes before the scheduled assessment time
  - Register the participant's attendance and show the screenshot of the parental consent form
  - Swimming caps will be handed to the participant based on their stages:
    - i. Stage 1: Yellow
    - ii. Stage 2: Orange
    - iii. Stage 3: Green
    - iv. Stage 4: Blue
    - v. Stage 5: Purple
    - vi. Stage 6: Black
  - Participants to proceed to the holding area
  - Parents/Guardians to proceed to the designated parents/guardians holding area
  - Participants will not be allowed to register once the safety briefing by the assessor has started.

- Parents and coaches shall refrain from talking to or engaging the assessor whilst the assessment is in progress.

### **3. Post-Assessment**

- Results will be available forty-eight (48) hours after the practical assessment
- Parents/Coaches/Club Admins can also view the results on the CAMS Platform
- If not completed yet, please ensure the participant has completed the Online Theory Quiz within seven (7) days of the Practical Assessment.
- Certificates will be available only when the participant has completed both the Online Theory Quiz and the Practical Assessment.
- For any assistance or enquiries, please contact:  
[swimsafer.enquiries@sgaquatics.org.sg](mailto:swimsafer.enquiries@sgaquatics.org.sg)

## ANNEX D – Disciplinary Action Framework

### 1. Reporting Procedures:

Any observed violations or breaches of the SwimSafer 2.0 Code of Conduct, assessment procedures, safety guidelines, or relevant regulations must be promptly reported to SAQ ([swimsafer.enquiries@sgaquatics.org.sg](mailto:swimsafer.enquiries@sgaquatics.org.sg)) or relevant authorities for investigation.

### 2. Investigation Process:

Upon receiving a report of misconduct, SAQ or designated authorities will initiate an investigation to gather relevant evidence and information regarding the alleged violation.

### 3. Suspension Pending Investigation:

If deemed necessary and appropriate based on the severity of the alleged misconduct, individuals may be suspended from their duties or partaking in SwimSafer assessments pending the outcome of the investigation to ensure the safety and integrity of the SwimSafer CAMS program.

### 4. Disciplinary Action:

Following a thorough investigation and evaluation of the evidence, disciplinary action will be determined based on the severity of the violation and may include:

- Verbal or written warnings
- Suspension for a specified period
- Termination
- Legal consequences as per applicable laws and regulations

### 5. Appeal Process:

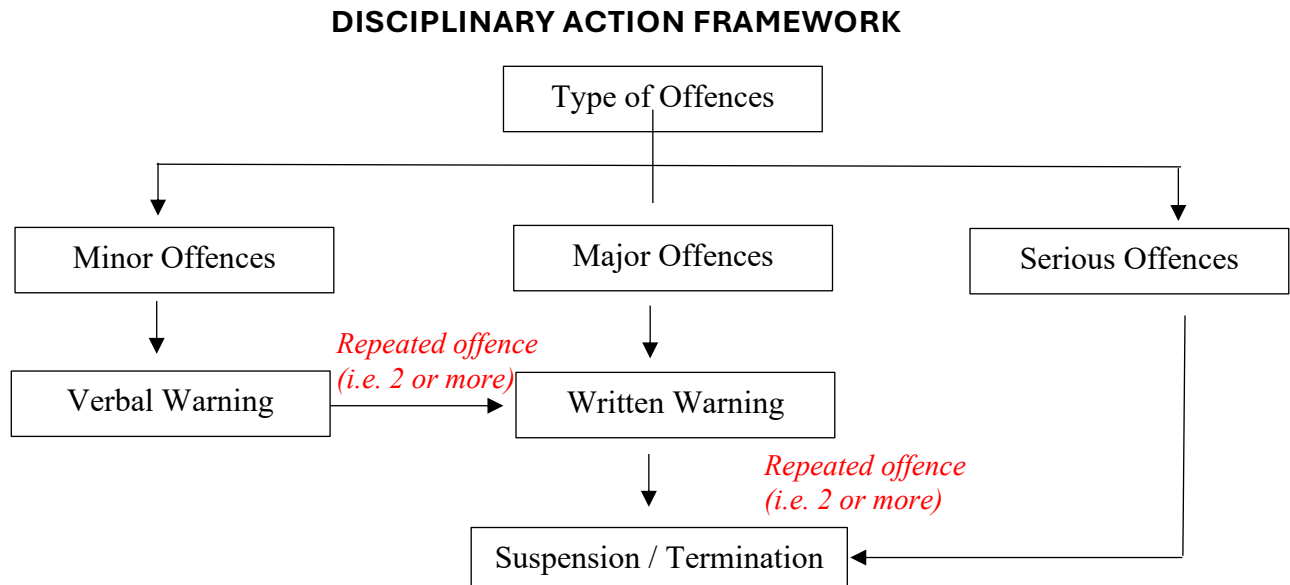
Individuals subjected to disciplinary action have the right to appeal the decision within a specified timeframe. An impartial Board of Appeals will be convened to review the case and consider any new evidence or arguments presented by the appellant.

### 6. Reporting Obligations:

All coaches and assessors have a duty to report any instances of misconduct, safety breaches, or non-compliance with the SwimSafer 2.0 Code of Conduct to SAQ ([swimsafer.enquiries@sgaquatics.org.sg](mailto:swimsafer.enquiries@sgaquatics.org.sg)) or relevant authorities for investigation and appropriate action.

## 7. Acknowledgment:

By participating in SwimSafer CAMS, all individuals acknowledge their understanding of, and agreement to abide by, the SwimSafer 2.0 Code of Conduct (including its related applicable guidelines and procedures for CAMS).



- *Examples of minor offences may include assessor turning up late or not submitting results in a timely manner, etc.*
- *Examples of major offences may include assessors conducting assessments that compromises safety, individuals circumventing established CAMS procedures, etc.*
- *Examples of serious offences may include major safety lapses, fraudulent behaviour, inappropriate behaviour causing discomfort to participants (eg. safe sport issues), etc.*

## ANNEX E - Frequently Asked Questions

### Assessment Centres

1. **Can I request for an assessment slot at the centralised assessment centres outside of the operating hours for CAMS?**
  - No. The operating hours for CAMS at the centralised assessment centres are fixed and requests for separate individual assessments outside these hours will not be permitted.
  
2. **My child takes SwimSafer lessons at another Active SG pool and is not familiar with the venues at the 5 centralised assessment centres. Can his/her assessment be conducted at the same Active SG pool as his/her lessons?**
  - No, SwimSafer is designed to prepare participants to be water safe in any environment. We encourage you to speak with your coach to ensure your child's readiness for the assessment.

### Practical Assessments

3. **I did not tag my child/myself to my coach or club on the CAMS Platform. Will I still be able to register for an assessment?**
  - You will need to ensure that you are tagged to your coach on the CAMS Platform before you can register for an assessment. It is not mandatory for you to tag yourself to a club in order to register. However, do note that if you do not tag yourself to your club, your club administrator will not be able to administer any assessments on your behalf.
  
4. **What should I do if I am unable to find my coach on the CAMS Platform to tag myself to?**
  - Only SwimSafer certified instructors are able to have access to the CAMS Platform as a coach. Please check with your coach to ensure he/she has registered themselves onto the CAMS Platform.
  
5. **I have completed payment for an assessment, and would like to cancel. Can I get a refund?**
  - No refunds will be provided once you have registered for an assessment. If you are unable to attend your scheduled assessment, you should reschedule your assessment before the registration closing deadline of three (3) weeks before the scheduled assessment date. After the registration closing deadline, no rescheduling of assessments will be permitted. Please confirm your availability for the assessment before making payment.

- 6. What happens if my child is sick on the day of the assessment?**
- If your child is unable to attend on the practical assessment due to medical reasons, you may submit the medical certificate on the CAMS Platform when the results are available and your child is deemed as absent. Once verified by SAQ, you will be able to re-book another assessment slot at no additional cost.
- 7. Can I change my child's assessment stage after payment?**
- For parents who registers the assessment for their children, there is an additional validation that is required by the coach, who will verify that you are registering for the correct assessment stage. Once validated by the coach and you have completed payment, you will not be able to change your child's assessment stage.
- 8. How do I rebook a slot after a rain-off?**
- In the event of a rain-off, SAQ will cancel the assessment in the system as a rain-off. Thereafter, you may proceed to rebook the assessment for another day, time and venue. You will not be permitted to change assessment stage for the rescheduled assessment.
- 9. What if my child's rebooked assessment is also cancelled due to rain?**
- A second rain-off will require another rescheduling. Refunds are not provided for assessments cancelled due to weather. Refer to the Inclement Weather Policy in paragraph 3.2.5.
- 10. May I know the assessment results on the spot?**
- Results of the practical assessment will not be released during or immediately after the assessment. Results will be made available on the CAMS Platform within 48 hours of the practical assessment.
- 11. Why was my child not given a re-attempt for a particular criteria or why was my child not given the same number of re-attempts as another child?**
- Re-attempts for any criteria is not guaranteed. In permitting the re-attempt(s), the assessor shall evaluate several factors, including but not limited to:
    - o The time available to complete all sequences of the assessment in the designated assessment slot.
    - o The ability of the participants in an assessment group and the number of participants that requires re-attempts
    - o If the participant had already not completed another criteria in the assessment in an earlier sequence.
    - o Impact on assessment timing due to inclement weather.
    - o Safety and the condition of the participant during the assessment to perform a re-attempt.

\*Kindly refer to clause 3.5 of the CAMS Handbook.

- 12. I disagree with the assessment result. Can I speak directly to the assessor?**
- No. Assessors do not discuss results directly with parents, coaches or participants. Please refer to your coach or file an official appeal via the CAMS platform within 72 hours of result release. Refer to paragraph 3.8.
- 13. I completed both the assessment and quiz but cannot find my certificate.**
- Your certificates are available in your profile in the CAMS Platform under “My Certificates”. Please ensure both components were completed under the same participant profile. For technical assistance, please contact [swimsafer.enquiries@sqaquatics.org.sg](mailto:swimsafer.enquiries@sqaquatics.org.sg).

### **Online Theory Quiz**

- 14. My child did not pass the Online Theory Quiz on the first try, what should I do?**
- The Online Theory Quiz is available once registration for the practical assessment is completed. There is no limit on the number of tries that a participant may have for the Online Theory Quiz so long as it is completed within seven (7) days after the practical assessment date.
- 15. What happens if I pass the practical assessment but fail to complete the online theory quiz in time?**
- You must complete the quiz within 7 days of the practical assessment or by the one-month extension deadline (if granted). Failure to do so will void your practical result. Refer to Clause 4.2.
- 16. Can the online theory quiz be taken before the practical assessment?**
- Yes. Participants are encouraged to complete the online theory quiz before the practical assessment, but certificates will only be available once the online theory quiz and practical assessment are both completed.
- 17. I have obtained the one-time extension for the Online Theory Quiz, but will not be able to complete the quiz by the extended deadline. Can I obtain another extension?**
- No, if you do not complete the Online Theory Quiz by the extended deadline, you will not be permitted another extension and the results of the practical assessment will be voided. We encourage you to ensure that you provided yourself sufficient time to complete the quiz before the stipulated deadline.

### **Large Group Testing**

- 18. We have five (5) swim schools combining for large group testing, will this be allowed?**
- No, large group testing is capped at a maximum of four swim schools. Coaches or swim schools with smaller numbers should apply for assessments through the CAMS assessment slots.

- 19. Can my large group testing be conducted at other Active SG pools?**
- Currently, all large group testing will only be conducted at one of the five designated centralised assessment centres. You are encouraged to reach out to SAQ early to confirm your assessment date, time and venue for large group testing.
- 20. I am able to find more assessors, can I conduct more assessments during each assessment timeslot?**
- No, pool space at the centralised assessment centres are fixed and the allowable permutations have been established to support a smooth and efficient assessment within the allocated time and pool space. More assessors do not allow for more assessments.

### **Assessments at Non-Active SG Pools**

- 21. My non-Active SG pool has been permitted to conduct SwimSafer assessments for the resident swim school or facility members, can I invite other swim schools to join the assessment?**
- Approval for assessments at non-Active SG pools is meant for the resident swim school or facility members. You will not be permitted to invite other swim schools to join the assessment at your facility.
- 22. I am unsure if I have all the necessary equipment for the assessment, what should I do?**
- Upon confirmation of your assessment booking, SAQ will provide to you a list of standardise assessment equipment, including the links on where you can purchase the equipment. It is your responsibility to ensure that you have all the necessary equipment ready before the assessment day.

### **Assessors**

- 23. I have applied/registered for an assessment as an assessor, does this mean I am confirmed for the assessment?**
- No, after registering SAQ will appoint an assessor at least 2 weeks before the scheduled assessment. If appointed, you will receive a confirmation email. If you are not appointed, you will receive a notification from SAQ informing you of the outcome.

### **Others**

- 24. Is there a minimum age to participate in the SwimSafer assessment?**
- The recommended minimum age to participate in SwimSafer is six (6) years old.

**25. What comes after Stage 6?**

- Participants are encouraged to continue their swimming journey with SwimFurther. SwimFurther a continuation pathway in the SwimSingapore framework which encourages participants to swim further distances beyond the 100m achieved during SwimSafer Stage 6. For more information on SwimFurther or the SwimSingapore Framework, please visit: <https://www.sgaquatics.org.sg/swim-singapore/>.

**26. How do I retrieve my certificates for past assessments?**

- Once the migration onto CAMS Platform is completed, you will be able to retrieve certificates for past assessments on the platform. In the meantime, if you have any technical difficulties or require assistance on retrieving past certificates, you may contact [swimsafer.enquiries@sgaquatics.org.sg](mailto:swimsafer.enquiries@sgaquatics.org.sg).