

STAmark Policies and Procedures

To gain Swim Star Swim School status, a swim school must successfully achieve STAmark accreditation – this accreditation demonstrates that the swim school has met all of STA’s quality criterion in relation to the following key areas of their business:



Mandatory units	
Managing Health and Safety	These questions will look at your policies, including, health & safety and protection.
Pool Safety Operating Procedures (PSOP)	It may help to have a copy of your PSOP in front of you as you will be asked to refer to it.
Normal Operating Procedures (NOP)	It may help to have a copy of your NOP in front of you as you will be asked to refer to it.
Emergency Action Plan (EAP)	It may help to have a copy of your EAP in front of you as you will be asked to refer to it.
Documented Systems and Procedures	For assistance with this section, you may wish to refer to the following websites: STA Policies GDPR HSE GOV
Customer Care	STA has a customer care policy which you may refer to when creating your own: Customer Care Policy
Staffing and Managing Development	STA’s Code of Practice may help with some questions from this section which can be found via your STA Online Account
Teaching/Lesson/Swimming Programme	If you use the STA’s ILSP, you will automatically be able to answer yes to most of the questions in this section.
Site Specific Environmental Protocols	In this section you will be asked about hygiene, standards and pool tests.

Additional Units

Business Development & Marketing	This section offers guidance on areas of business development and marketing and does not count toward your overall STAmark result.
Pool Safety Management	The Assessment will cover key areas of consideration, to ensure your pool is safe to use.
Baby Safe Operations	The assessment covers key health & safety, operational and procedural factors, to be considered when running your own Baby & Pre-School swimming lessons.

The STAmark also includes an internal audit checklist to ensure your business has the correct documentation and policies in place. The pass mark for each section is 90%. If you fail to meet the criteria, you will be required to retake the section before you can move on. For further information visit [STAmark](#) or contact sales@sta.co.uk.