



Australian Government

Department of Education, Employment and Workplace Relations

SISCAQU306A Supervise clients at an aquatic facility or environment

Release: 2

SISCAQU306A Supervise clients at an aquatic facility or environment

Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to supervise clients at an aquatic recreation facility or environment to minimise risk.

Application of the Unit

This unit applies to those working in aquatic settings or environments such as swimming pools and aquatic recreation facilities and may include pool lifeguards, aquatic operators and swimming teachers.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the Evidence Guide.

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| <p>1. Identify potential hazardous behaviours and situations.</p> | <p>1.1. Access the organisation's risk management plan.</p> <p>1.2. Identify <i>hazardous behaviour and activities</i> for <i>clients</i> utilising the <i>aquatic facility or environment</i>.</p> <p>1.3. Identify <i>clients at risk</i> or those who have specific needs.</p> <p>1.4. Identify <i>environmental hazards</i> for clients utilising the aquatic facility or environment</p> <p>1.5. Promote compliance with safety rules of aquatic facility to clients</p> <p>1.6. Identify supervision requirements according to <i>relevant legislation, industry codes</i> and <i>organisational policies and procedures</i> and select supervision techniques appropriate to the nature of the facility or environment.</p> |
| <p>2. Maintain a safe aquatic facility or environment.</p> | <p>2.1. Monitor client behaviour and activities according to relevant legislation and organisational policies and procedures.</p> <p>2.2. Identify behaviour and activities posing a risk to the individual or other facility users.</p> <p>2.3. Inform clients of unacceptable behaviour or actions according to organisational policies and procedures.</p> <p>2.4. Take action to remove clients who persist in unsafe behaviour, according to organisational policies and procedures.</p> |
| <p>3. Assess possible emergency or rescue situations.</p> | <p>3.1. Identify <i>signs of possible casualty or difficulty</i>.</p> <p>3.2. Assess situation to determine appropriate <i>response</i> to <i>emergency</i> according to <i>accepted best practice principles of aquatic rescues</i>, relevant legislation and organisational policies and procedures.</p> <p>3.3. Communicate emergency situation to appropriate personnel according to organisational policies and procedures.</p> <p>3.4. Report and record incidents according to</p> |

organisational policies and procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- problem-solving skills to:
 - identify factors leading to unsafe situations
 - determine appropriate course of action to minimise risks to clients
- communication skills to:
 - promote compliance with safety rules and regulations
 - inform clients of unacceptable behaviour or actions and deal with potential conflict
 - respond to and report aquatic emergencies
- planning and organisational skills to devise an appropriate response after assessing an emergency situation
- language and literacy skills to:
 - access and interpret the organisation's risk management plan
 - document emergency incidents
- first aid and emergency response skills appropriate to the location to enable initial response to emergencies and personal health care.

Required knowledge

- legislation and organisational policies and procedures that enable:
 - identification and fulfilment of supervision requirements
 - monitoring of client behaviour and activities
 - reporting and recording of incidents and emergency situations
- industry standards that enable the provision of a safe environment for client activities and appropriate response to emergencies
- potential dangers or hazards commonly encountered in aquatic environments and how to ensure safe conduct and supervision of client activities
- first aid, emergency and rescue procedures appropriate to the conditions to ensure risk minimisation
- characteristics and needs of individuals who may be at risk to enable effective supervision and response
- signs and symptoms of physical injury to enable prompt response in an emergency
- hazardous behaviour and activities that pose risks to clients and how to identify and deal with them quickly and safely
- conflict resolution techniques to deal with difficult or aggressive clients.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identifies behaviours and actions that pose a risk to the range of clients commonly encountered in aquatic facilities or environments
- determines and actions appropriate responses according to the organisation's risk management plan and own level of responsibility
- monitors and supervises client activity discreetly and takes prompt action within own level of responsibility to maintain a safe aquatic facility or environment at all times
- uses effective communication techniques to monitor and manage the behaviour of clients and to document incidents
- identifies the common signs and signals of a person experiencing difficulties in the water and determines and actions the most appropriate response.

Context of and specific resources for assessment

Assessment must ensure:

- participation in supervisory duties on multiple occasions to demonstrate consistency of performance
- access to an aquatic facility or environment
- access to a range of participants
- access to organisational policies and procedures appropriate to risk management
- access to appropriate personnel
- access to incident reporting documentation
- access to first aid facilities and equipment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral or written questioning to assess knowledge of signs indicating client difficulty especially as regards high risk clients
- observation of candidate responding to unacceptable behaviour and actions by clients in an aquatic environment

- third-party reports from a supervisor detailing performance
- portfolio containing completed incident reports.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SISCAQU202A Perform basic water rescues
- SISXRSK301A Undertake risk analysis of activities

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Hazardous behaviour and activities may include:

- misusing equipment
- swimming in unsafe areas
- behaving with disregard for the safety of others or self
- chewing gum while swimming
- diving into shallow water
- consuming alcohol or illegal drugs.

Clients may include:

- participants
- care-givers
- members
- volunteers
- facility owners
- spectators
- staff.

Aquatic facility and environments may include:

- pools and spas
- pool surrounds
- play equipment
- shower and changing areas
- lakes, rivers and dams
- beaches.

Clients at risk may include:

- drug or alcohol affected
- overweight
- elderly
- people with a disability
- weak or non-swimmers
- injured swimmers
- new facility users
- young children.

Environmental hazards may include:

- weather conditions
- reflective glare
- water clarity or turbidity
- rips
- shallow water.

Relevant legislation may include:

- occupational health and safety

- Industry codes*** may include:
- duty of care regulations
 - working with children regulations
 - dangerous goods act and regulations
 - environment legislation
 - anti-discrimination legislation.
 - guidelines or code of conduct policies developed by peak bodies responsible for lifesaving:
 - Royal Life Saving Society Australia
 - Surf Life Saving Australia and relevant state or territory surf life saving organisation.
- Organisational policies and procedures*** may include:
- occupational health and safety
 - use and care of equipment
 - communication protocols
 - safety, rescue and emergency procedures
 - incident reporting
 - risk management
 - behaviour management.
- Signs of possible casualty or difficulty*** may include:
- lack of movement
 - arm waving
 - calling for help.
- Response*** may include:
- type of rescue
 - required assistance
 - available assistance
 - required emergency services.
- Emergency*** may include:
- envenomation by aquatic animals
 - spinal injury
 - drowning
 - heart attack
 - severe bleeding
 - multiple victims.
- Accepted best practice principles of aquatic rescues*** may include:
- accepted preventative practice adopted throughout the aquatic industry to minimise safety hazards or risks
 - Royal Life Saving Society Australia guidelines and code of conduct policies
 - the culture of lifesaving.

Unit Sector(s)

Community Recreation

Competency Field

Aquatics