



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SISCAQU416A Coordinate lifeguard service at an aquatic facility**

**Release: 2**

## **SISCAQU416A Coordinate lifeguard service at an aquatic facility**

### **Modification History**

Not Applicable

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to coordinate the supervision of patrons at an aquatic recreation facility or environment.

### **Application of the Unit**

This unit applies to those who work as program, swim school or recreation coordinators in various aquatic environments, such as council or commercially operated aquatic and leisure centres, and who are responsible for supervising the activities of staff.

### **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

#### ELEMENT

#### 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.

1. Identify supervision requirements.

1.1. Identify and document the use of the ***aquatic facility or environment***.

1.2. Conduct research and consultation to establish the ***supervision requirements*** of the aquatic facility or environment according to ***organisational policies and procedures***.

1.3. Allocate appropriate resources to meet supervision requirements of the aquatic facility or environment according to organisational policies and procedures.

2. Implement supervision requirements.

2.1. Train appropriate staff to implement supervision requirements according to ***relevant legislation*** and organisational policies and procedures.

2.2. Identify and communicate staff roles and responsibilities according to organisational policies and procedures.

2.3. Advise staff of factors that contribute to problems in the aquatic facility or environment.

2.4. Monitor staff performance in carrying out supervision requirements according to relevant legislation and organisational policies and procedures.

2.5. Evaluate staff performance and provide constructive feedback according to organisational policies and procedures.

2.6. Carry out regular inspection of the aquatic facility or environment to minimise ***risk to clients***, according to relevant legislation and organisational policies and procedures.

2.7. Take action to address possible risks according to organisational policies and procedures.

3. Manage emergency situations.

3.1. Communicate ***emergency*** procedures to staff according to organisational policies and procedures.

**ELEMENT****PERFORMANCE CRITERIA**

- |                                           |                                                                                                                                                             |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 3.2. Conduct emergency drills according to organisational policies and procedures.                                                                          |
|                                           | 3.3. Assess and manage the emergency according to organisational policies and procedures.                                                                   |
|                                           | 3.4. Utilise <b>emergency services</b> according to organisational policies and procedures.                                                                 |
|                                           | 3.5. Report and record incidents according to the emergency action plan for the aquatic facility or environment and organisational policies and procedures. |
| 4. Review and adapt lifeguard operations. | 4.1. Seek feedback on effectiveness of lifeguard service from staff and clients according to organisational policies and procedures.                        |
|                                           | 4.2. Review and amend lifeguard <b>operations</b> in response to feedback according to organisational policies and procedures.                              |
|                                           | 4.3. Review own performance and identify potential improvements.                                                                                            |

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - inform staff of roles and responsibilities
  - consult stakeholders to determine supervision requirements
  - train staff to implement supervision requirements
  - provide feedback to assist staff in meeting or improving performance standards
- problem-solving skills to:
  - determine appropriate emergency responses
  - allocate resources and staff to implement supervision requirements
  - seek feedback on lifeguard service and make appropriate changes
- planning and organisational skills to:
  - allocate and coordinate staff roles and responsibilities to meet the supervision requirements of the aquatic facility or environment
  - carry out regular inspections to identify and respond to risk
  - coordinate responses to minor and major aquatic emergencies
- language and literacy skills to document levels of patronage at the aquatic facility and to document emergency incidents
- first aid and emergency response skills appropriate to the location to enable initial assessment of and response to emergencies

### Required knowledge

- legislation and organisational policies and procedures 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 to enable safe conduct of client activities
- facility or environment hazards to enable these to be monitored through supervision
- factors affecting the classification of emergencies including nature and size, likely development and availability of support to enable an appropriate response
- supervision techniques in an aquatic environment to enable effective supervision
- communications equipment to enable prompt response to emergencies
- first aid, emergency and rescue procedures appropriate to the conditions to ensure risk minimisation

## 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:

- determines the supervisory needs of the aquatic facility or environment and allocates resources to ensure safety of patrons
- monitors and modifies use of resources to maintain safety of aquatic facility or environment and patrons
- coordinates staff training, in line with identified staff roles and responsibilities, and follows operational procedures to minimise and respond to risk in the aquatic facility or environment
- assesses, manages and reports on emergency situations.

#### Context of and specific resources for assessment

Assessment must ensure:

- coordination of a lifeguard service at an aquatic facility or environment on multiple occasions to demonstrate competency and consistency of performance
- access to an aquatic facility or environment, such as a swimming pool or confined natural shallow water venue
- access to appropriate personnel and staff
- access to incident reporting documentation.

#### 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 factors affecting the supervision requirements of the aquatic facility or environment
- observation of candidate's management of emergency situations
- third-party reports from a supervisor detailing candidate's performance
- portfolio containing completed incident reports and research into measures of use of aquatic facility or environment.

Holistic assessment with other units relevant to the

industry sector, workplace and job role is recommended, for example:

- 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.

***Aquatic facility or environment*** may include:

- pools and spas
- lakes
- rivers
- water slides
- dams.

***Supervision requirements*** may include:

- opening and closing procedures
- rostering lifeguards
- allocating duties and responsibilities
- cleaning and maintenance.

***Organisational policies and procedures*** may include:

- occupational health and safety
- communication protocols
- safety, rescue and emergency procedures
- incident reporting
- risk management procedures
- staff training
- local call-out procedures.

***Relevant legislation*** may include:

- occupational health and safety
- health act
- duty of care
- working with children
- local government regulations
- environment legislation
- anti-discrimination legislation.

***Risks*** may include:

- misuse of equipment
- swimming in unsafe areas
- behaving with disregard for the safety of others.

***Clients*** may include:

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

**Emergency** may include:

- water incident
- hazardous release
- medical condition.

**Emergency services** may include:

- police search and rescue
- state emergency service
- ambulance service
- fire services.

**Operations** may include:

- staffing levels
- availability of resources
- supervision ratios.

## **Unit Sector(s)**

Community Recreation

## **Competency Field**

Aquatics