

Unit C28 Maintain the safety of swimming pool users

Introduction

Summary

Swimming pool customers have every right to expect a clean, hygienic and, above all, safe environment in which to enjoy themselves. This unit covers making sure the pool meets all the requirements for hygiene and water quality, supervising swimmers in the pool and dealing with emergencies when they occur.

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-5) describes the three things you have to do. These are:

- C28.1** Prepare and maintain a safe swimming pool environment
- C28.2** Supervise swimming activities
- C28.3** Carry out pool emergency procedures

The third part (page 6) describes the knowledge and understanding you must have.

Target Group

The unit is intended mainly for lifeguards working in a swimming pool.

Linked Units

This unit links closely with unit C22 and C35.

Place in the NVQ/SVQ Framework

This unit is an option in the Operational Services level 2 NVQ/SVQ.

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Communication 2.1a, 2.1b, 2.2, 2.3
Application of Number 1.1, 1.2, 1.3
Working with Others 2.1, 2.2, 2.3
Problem Solving 2.1, 2.2, 2.3

and the following SQA Core Skills:

Communication Intermediate 1
Numeracy Access 3
Working with Others Intermediate 1
Problem Solving Intermediate 1

Unit C28 Maintain the safety of swimming pool users

What We Mean By Some of the Words Used in this unit

Emergency action plan	<i>the written plan which has been developed by the facility to deal with any emergencies which may occur</i>
Normal operating procedures	<i>the procedures which have been developed by the facility to cover normal (non-emergency) working</i>
Responsible Colleague	<i>the person with overall responsibility for the swimming pool and its environment - usually the line manager or supervisor</i>
Rules, regulations and bye laws	<i>the sections of legislation and regulations which impact on the role of the lifeguard and the operation of the pool to include:</i> <ul style="list-style-type: none">• <i>Health and Safety at Work Act 1974</i>• <i>Health and Safety Regulations (First Aid)1981</i>• <i>The Reporting of Incidents, Diseases and Other Dangerous Occurrences Regulations 1995</i>• <i>Fire Prevention Act 1971</i>• <i>Control of Substances Hazardous to Health</i>• <i>Health and Safety (Safety Signs and Signals) Regulations 1996</i>• <i>Health and Safety Commission Publication "Safety in Swimming Pools</i>

Unit C28 Maintain the safety of swimming pool users

C28.1

Prepare and maintain a safe swimming pool environment

The National Standard

What you must do

To meet the national standard, you must:

1. carry out water quality and other safety checks of the **environment** complying with organisational and legal requirements
2. cause as little disruption to normal activities as possible
3. identify and assess any hazards
4. deal with any hazards quickly following organisational and legal requirements
5. make sure public notices are clearly visible and up-to-date
6. store and maintain **emergency equipment** correctly
7. complete any required records

What you must cover

From your work you must show that you have prepared and maintained three of the following types of:

a environment

- 1 conventional pools
- 2 free form pools
- 3 water features
- 4 play equipment
- 5 surrounds

and stored and maintained all of the following types of:

b emergency equipment

- 1 stretchers
- 2 rescue aids
- 3 first aid equipment
- 4 communications equipment

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Unit C28 Maintain the safety of swimming pool users

C28.2

Supervise swimming activities

The National Standard

What you must do

To meet the national standard, you must:

- 1 observe your **customers** carefully and continuously in the **environment** you are supervising
- 2 give your **customers** any information and help that they need
- 3 encourage your **customers** to behave safely
- 4 identify any inadequate staffing levels and report them to the responsible person
- 5 identify and deal with any potential **hazards** promptly and in line with organisational and legal requirements
- 6 **communicate** effectively with your **customers** and colleagues
- 7 follow the normal operating procedures at all times

What you must cover

From your work you must show that you have supervised at least three of the following types of:

a environment

- 1 conventional pools
- 2 free form pools
- 3 water features
- 4 play equipment
- 5 surrounds

all of the following types of:

b customer

- 1 adults
- 2 children
- 3 customers with particular needs

identified at least three of the following types of:

c hazard

- 1 unsafe customer behaviour
- 2 unacceptable customer behaviour
- 3 failure of equipment
- 4 poor water quality
- 5 physical hazards

and used at least two of the following types of ways to:

c communicate

- 1 speaking
- 2 hand signals
- 3 whistles

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Unit C28 Maintain the safety of swimming pool users

C28.3

Carry out pool emergency procedures

The National Standard

What you must do

To meet the national standard, you must:

- 1 promptly identify and assess the **emergency**
- 2 raise the alarm and follow the emergency action plan
- 3 take **action** appropriate to the **emergency**
- 4 call for qualified assistance that is appropriate to the **emergency**
- 5 give comfort and reassurance to the **casualty** and other customers
- 6 help to return the pool to normal operating procedures as quickly as possible
- 7 provide clear information on the **emergency** and the events leading up to it
- 8 identify and report any problems with the emergency action plan to the responsible colleague

What you must cover

From your work you must show that you have dealt with three of the following types of:

a emergency

- 1 drowning
- 2 customers in difficulties
- 3 injured customers
- 4 unconscious casualties
- 5 multiple casualties

take all of the following types of:

b action

- 1 stopping activity near the casualty
- 2 rescuing the casualty from the side of the pool
- 3 rescuing the casualty by entering the water
- 4 dealing with other customers

and deal with at least one of the following types of:

c casualty

- 1 adults
- 2 children
- 3 customers with particular needs

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Unit C28 Maintain the safety of swimming pool users

What you must know and understand

To be competent in this unit, you must know and understand the following

For C28.1 Prepare and maintain a safe swimming pool environment

- K1 the types of hazards which may occur and how to look for them and provide the proper response
- K2 the rules regulations and bye-laws covering the pool including Health and Safety at Work Act, Health and Safety Commission "Safety in Swimming Pools";
- K3 the types of emergency equipment required, where it is kept and how it is properly maintained
- K4 the checks required for each type of pool environment specified in range
- K5 which records need to be kept and how to complete them

For C28.2 Supervise swimming activities

- K6 the types of advice and assistance which each of the different types of customer may require and the most appropriate way of providing it
- K7 the normal operating procedures for the pool
- K8 how to identify when staffing levels are inappropriate and what to do about it
- K9 the types of hazards which may occur and how to look for them and provide the proper response
- K10 principles of water safety, accident prevention;
- K11 the role of the lifeguard;
- K12 how the pool is zoned for effective supervision;
- K13 the effect of the pool environment on safety

For C28.3 Carry out pool emergency procedures

- K14 the Emergency Action Plan for the pool and facility
- K15 the differences in dealing with all the different kinds of customers
- K16 how to identify and assess the nature of the emergency situation
- K17 the right course of action to meet the needs of each kind of emergency situation
- K18 the importance of responding calmly and promptly and providing reassurance to all those involved
- K19 the nature and type of qualified assistance required for each of the types of emergency situation
- K20 the importance of identifying the possible cause of the emergency
- K21 the importance of reporting any difficulties which occurred in implementing the emergency procedures