



Improving Lifeguard Performance

Presented by Alex Blackwell
Programme Manager - Pool



lifesavers
Institute of Qualified Lifeguards **IQL UK LTD**



Content

- Qualification
- Induction
- Ongoing Lifeguard Training and Competency Assessment (T&CA) – the challenges?
- Lifeguard Performance Assessment
- Lifeguard Motivation - key factors





National Pool Lifeguard Qualification

- Approved training Centre
- IQL Master Programme
- Full and thorough induction



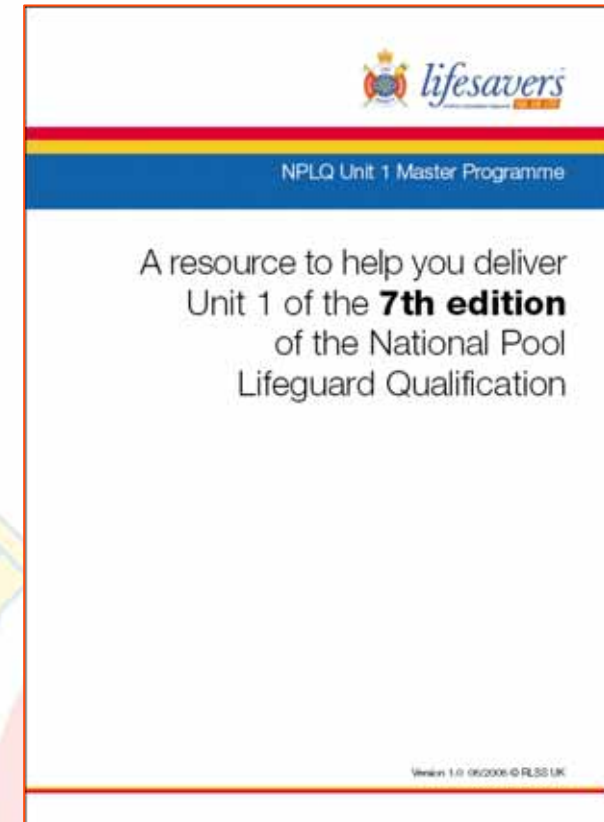


IQL Master Programme

1. Induction
2. Course Layout
3. Course Overview
4. Course Aims and Objectives
5. Lesson Plans

Slides to deliver content

Benefits





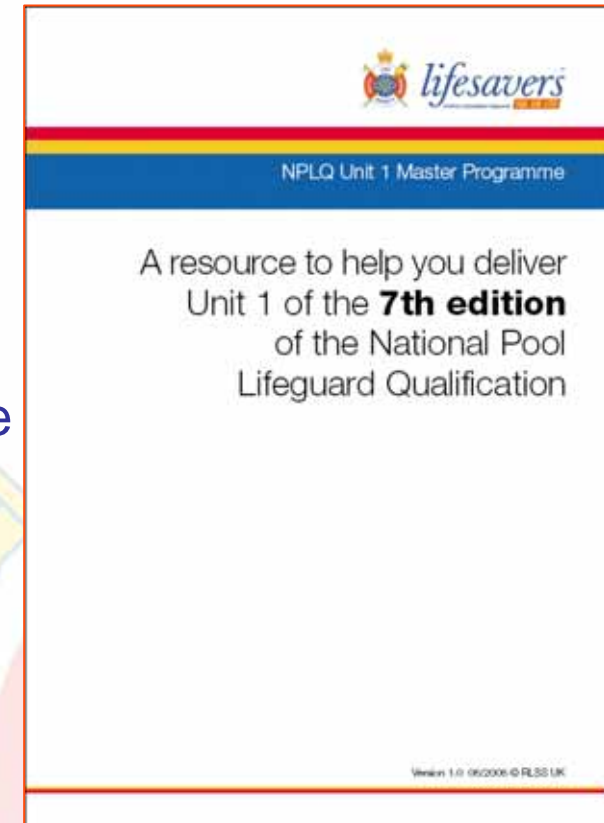
IQL Master Programme

Flexible course structure

4 day Unit 1 Course

5 day Unit 1 & Unit 2 Course

10 session Unit 1 & Unit 2 Course



lifesavers
Institute of Qualified Lifeguards **IQL UK LTD**

IQL Master Programme

3 – COURSE OVERVIEW

Operational Practice Wet & Dry	First Aid	Basic Life Support & S.C.I.M	Aquatic Rescue Skills & S.C.I.M
1) • Attendance requirements. • Role of the lifeguard. • Attributes of a lifeguard. • Principles of swimming pool supervision. • Principles of scanning. • 10:20 system. • Zoning. 11	2) • Principles of first aid. • First aid regulations. • Contents of first aid box. • History & symptoms, signs. • Primary assessment. • Management and causes of unconsciousness. • Turning casualty from front to back. 14	3) • Chain of survival. • Priorities of casualty management. • Managing vomiting. • Principles of airway management. • Recovery position. 6	4) • Physical fitness and ability test. • Land based rescue. • Reaching and throwing rescue. • Slide in, step in, straddle with/without torpedo buoy. • Safe diving where appropriate. • Wading rescue. • Feet head first surface dive and submerged casualty. • Swimming techniques & strokes. 6



IQL Master Programme

Operational Practice Wet & Dry	First Aid	Basic Life Support & S.C.I.M	Aquatic Rescue Skills & S.C.I.M
17) • Supervision of specialist activities:- <ul style="list-style-type: none"> - Diving and jumping. - Lane swimming. - Water polo. - Sub aqua. - Canoeing - Teaching of Swimming • Structure of PSOP. • Structure & content of NOP. • Programmed and other regulated activities. 47	18) • Management of fractures. <ul style="list-style-type: none"> • Lower body fractures including <ul style="list-style-type: none"> - Upper leg - Lower leg - Knee - Ankle - Foot • Ligament & muscle injuries – RICE. • Cramp. • Eye & dental injuries. 49	19) BLS –Pool <ul style="list-style-type: none"> • Submerged casualty. • Assisted lift unconscious casualty. • Turning casualty from front to back. • Recovery position. • Conscious casualty -20m swim & 20 tow, stirrup lift out & treatment for heart attack. • 20m swim & 10m tow with unconscious casualty, assisted lift, turn from front to back, primary assessment into adult or child BLS. 52	20) • Team leadership. <ul style="list-style-type: none"> • Safe approach of casualty within standing depth. • Head splint. • Stabilise casualty with effect in communication with team members. • When/why stabilised in the water. • Horizontal lift. 53



IQL Master Programme



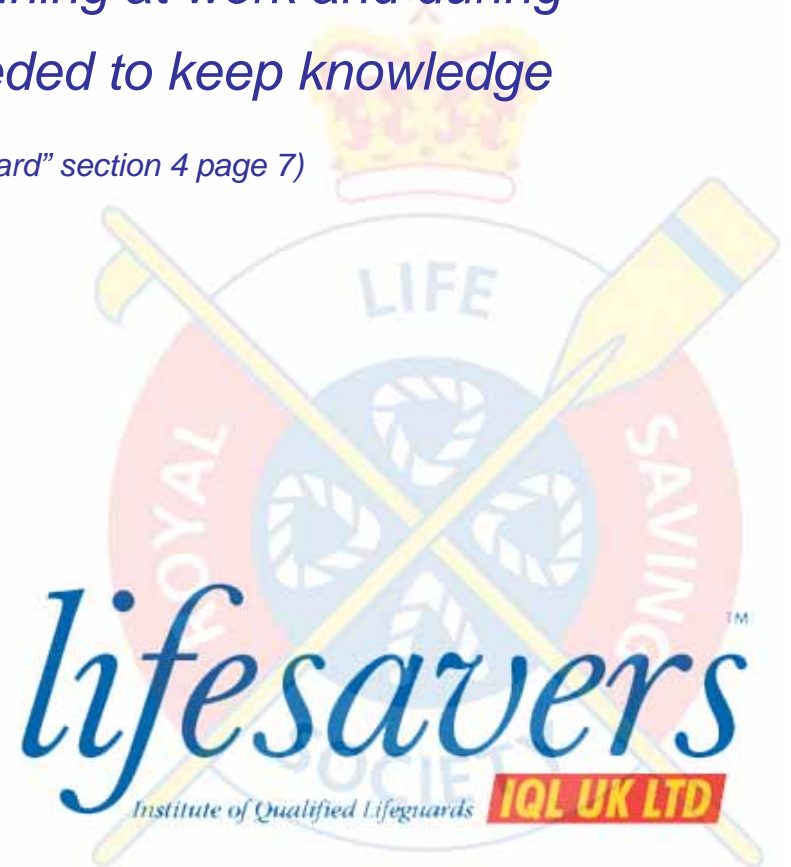
NPLQ UNIT 1 MASTER PROGRAMME			
LESSON PLAN	1	TRAINER'S NAME	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
DATE	NEW / RENEWAL	VENUE	
TIME	NO. IN CLASS	DURATION:	WET / DRY
		1 hour	Dry
EQUIPMENT			
TOPIC	TEACHING POINTS	METHOD / EQUIPMENT	
Attendance requirements	<ul style="list-style-type: none"> Minimum of 31 hours of training followed by an independent assessment for Unit 1 of the NPLQ Minimum of 7 hours of training and continuous assessment for Unit 2 of the NPLQ 		
Role of the lifeguard	<ul style="list-style-type: none"> To act as part of a team Be proactive To watch pool and its users To identify emergencies quickly and acts accordingly To supervise specialist activities To give immediate first aid To communicate with bathers and team members To follow pool rules and procedures Be courteous to customers and staff members 		





The Challenge

Employers are legally bound to provide training to make sure every member of staff is competent. This means regular in-service training at work and during normal working hours is needed to keep knowledge and skills up to date ("The Lifeguard" section 4 page 7)





The Challenge

- Same for all
- 100% attendance for all staff carrying out lifeguard duties
- Part of normal working hours
- Trainer Assessor resources





Action Plan

- TA action plan – new course
- Do you have options to attend?
- All ongoing T&CA must be part of normal working hours
- Part time staff have set monthly contract as minimum to include ongoing T&CA
- All ongoing T&CA allocated - plan for year
- Link with A/L form





Review Lifeguard Rota

- Any changes however small
- Look at times when there may be too many / too few lifeguards
- Highlight times where lifeguards may be on poolside too long
- Be thorough - review holiday and term time
- Use any spare hours to re-allocate ongoing T&CA as part of normal working hours





Consider Creating Qualification and T & CA Standard

- Qualification
- Frequency of ongoing T&CA (monthly?)
- Action to take if not deemed competent
- Part of normal working hours
- Who it applies to
- Planned absence
- Unexpected absence
- New staff & returning to work
- Systems to check ongoing T&CA



lifesavers
Institute of Qualified Lifeguards **IQL UK LTD**





Ongoing Lifeguard T& CA

Managing Health and Safety in Swimming Pools – 162

- A fitness programme to include timed swims and towing and rescue methods
- Simulated incident training, working in a team, based on site-specific EAP
- A dive to the bottom of the deepest part of the pool to recover a simulated casualty (manikin)
- The use of poolside rescue equipment
- Revisions to the PSOP due to changed circumstances
- Refresher training in supervision and scanning techniques



Consider Joining In!



lifesavers
Institute of Qualified Lifeguards **IQL UK LTD**

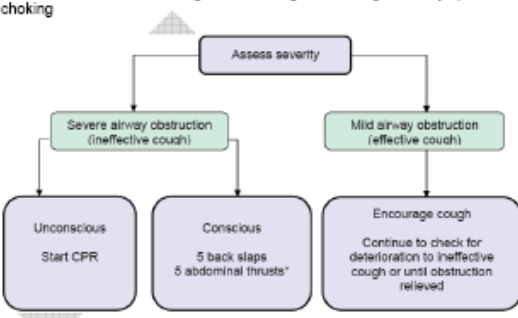

Ongoing T& CA

2 hours contact time	Operational Practice (20 min)	First Aid / Basic Life Support & S.C.I.M (40 min)		Aquatic Rescue Skills & S.C.I.M (1 hour)
(1) Jan July	<ul style="list-style-type: none"> Role of the lifeguard. Principles of scanning. 10:20 system. Zoning. PSOP Update 	<ul style="list-style-type: none"> Primary assessment. Management of heart attacks. Management and causes of unconsciousness. Turning casualty from front to back. 	<ul style="list-style-type: none"> Priorities of casualty management. Adult BLS (sudden collapse & drowning casualty). Managing vomiting. Recovery position. 	<ul style="list-style-type: none"> Reaching and throwing rescue. Slide in, step in, straddle with / without torpedo buoy. Safe diving where appropriate. Wading rescue. Proactive and reactive incidents (20 min) Escape from front & rear grasp. • Hip support tow. • Under arm support tow. • Under shoulder support tow. Stirrup lift. Multiple rescues / casualties with/without torpedo buoy. Fitness, skills and team work (20 min)
(2) Feb Aug	<ul style="list-style-type: none"> Risk assessment. Hazard types. Supervision, education and accident prevention. PSOP Update 	<ul style="list-style-type: none"> Management & causes of shock. Secondary assessment. Fainting & head injuries. 	<ul style="list-style-type: none"> Adult BLS (sudden collapse & drowning casualty). Child BLS. Pocket mask & child BLS. Adult, child and infant choking. 	



Ongoing T& CA

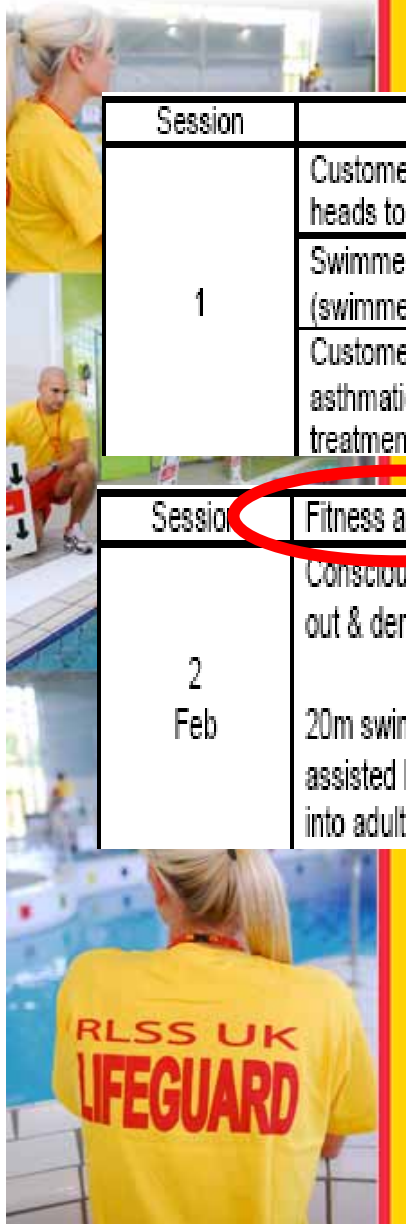


<p>Child BLS.</p>	<p>Sudden collapse and drowning casualty</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Check for danger Check casualty for a response</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Alert colleagues</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Open airway</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Assess for breathing – absent / not normal</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Ensure an ambulance is called</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Give 5 rescue breaths</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Give 30 chest compressions Give 2 rescue breaths</div> <div style="border: 1px solid black; padding: 5px;">Continue 30 chest compressions followed by 2 rescue breaths</div>	<p>Adult, child and infant choking – refresh lifeguards on signs and symptoms of choking</p> <div style="text-align: center;">  </div> <p>*Abdominal thrusts are dangerous in infants. Instead, give 5 chest thrusts</p> <div style="text-align: center;">  </div>
<p>Pocket mask & BLS.</p>	<p>Escape from rear grasp:</p> <p>If grasped around neck:</p> <ul style="list-style-type: none"> • Take a deep breath, tuck your chin onto your chest • Grasp their elbow and wrist on the upper arm • Push up the elbow, pull down on wrist of the same arm. Act quickly and vigorously • Push casualty's arm over their head • Duck under the arm and elbow • Escape behind and away from casualty • Take up defensive 'stand off' position <p>If grasped round waist from behind:</p> <ul style="list-style-type: none"> • Take hold of a finger or thumb on each of casualty's hands • Exert pressure against joint, lever hands apart • Push the elbows and hands outwards, forcing casualty's arms apart • Release hold, swim away • Take up defensive 'stand off' position • Reassess 	



Ongoing T& CA

Session	Proactive element	Reactive element	Incident reference
1	Customers play fighting in boisterous manner (clash of heads to occur if not managed)	Casualty suffers chest pain and requires rescuing (in or out of the water) then they go unconscious.	1/1
	Swimmer hyperventilates then swims under water (swimmer becomes unconscious if not managed)	Casualty panics and requires reach rescue close to side of pool.	1/2
	Customer feels wheezy and tells lifeguard they are asthmatic (develops to unconscious casualty if treatment not appropriate)	Evacuation alarm is activated for the building – two customers do not want to leave the pool.	1/3
Session	Fitness and skills	Fitness and team work	Fitness reference
2 Feb	Conscious casualty -20m swim & 20 tow, stirrup lift out & demonstrate treatment for heart attack. 20m swim & 10m tow with unconscious casualty, assisted lift, turn from front to back, primary assessment into adult or child BLS.	Torpedo buoy or extended arm tow relay. 1. Sprint relay 2. Sprint relay aiming to beat previous time	F/1



Individual Ongoing Training and Competency Assessment record

Lifeguard Surname _____ First Name _____

NPLQ Expiry Date _____ Copy of NPLQ certificate on file

Session	TA Number	Trainers Name (Print)	TA Signature Confirming Competence	Date	Incident / fitness reference
1	3			/ Jan / 20	
2	3			/ Feb / 20	F/1
3	3			/ Mar / 20	
4	3			/ Apr / 20	F/3
5	3			/ May / 20	
6	3			/ Jun / 20	F/5
1	3			/ Jul / 20	
2	3			/ Aug / 20	F/2
3	3			/ Sep / 20	
4	3			/ Oct / 20	F/4
5	3			/ Nov / 20	
6	3			/ Dec / 20	F/6

TA signature confirms lifeguards have met the required level of competence **BY THE END OF THE SESSION:-**

1. The lifeguard has demonstrated the techniques programmed for the month to a level of competence that would enable them to pass the NPLQ.
2. The lifeguard has demonstrated their fitness ability to the required level of competence to pass the fitness elements of the NPLQ (timed swims) – 2,4 & 6.
3. Through group questioning and incident training the lifeguard has demonstrated a level of competence and understanding in the site specific NOP and EAP.



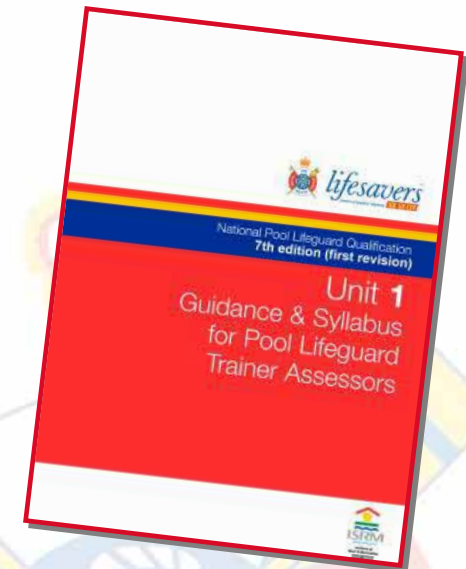


NPLQ - Renewal Candidates

Taken from Unit 1 Guidance & Syllabus for Pool Lifeguard Trainer Assessors (red stripe)

Provide written evidence of having completed a minimum 20 hours lifesaving, CPR, first aid training and competency assessment in conjunction with the undertaking of lifeguard duties within the period of validity of the qualification.

- Ongoing T&CA records can be used for the above
- Consider linking Internal Verification with your own ongoing T&CA standard



lifesavers
Institute of Qualified Lifeguards **IQL UK LTD**



Lifeguard Performance Assessment

Consider producing KPI with Lifeguard team

- Complete on regular basis
- Report back to General Manager
- MUST be used as a positive training tool
- Use to identify further training needs





Lifeguard Performance Assessment

Areas to consider:-

- Uniform
- Equipment – do they have a whistle?
- Are they alert?
- Zone – do they know their zone?
- Location
- Identification of hazards
- Feedback





Lifeguard Performance Assessment



- Spot competency tests
- Spot incidents
- Use the whole team





Lifeguard Motivation

- Length on poolside

No one on duty at the poolside for a long time can be expected to remain alert. RLSS UK recommends that you spend no longer than 60 minutes at the poolside and in exceptional circumstances, no longer than 90 minutes in the pool hall itself (“The Lifeguard” section four page 3)

- Rotation – how often?
- Positive reinforcement





Lifeguard Motivation

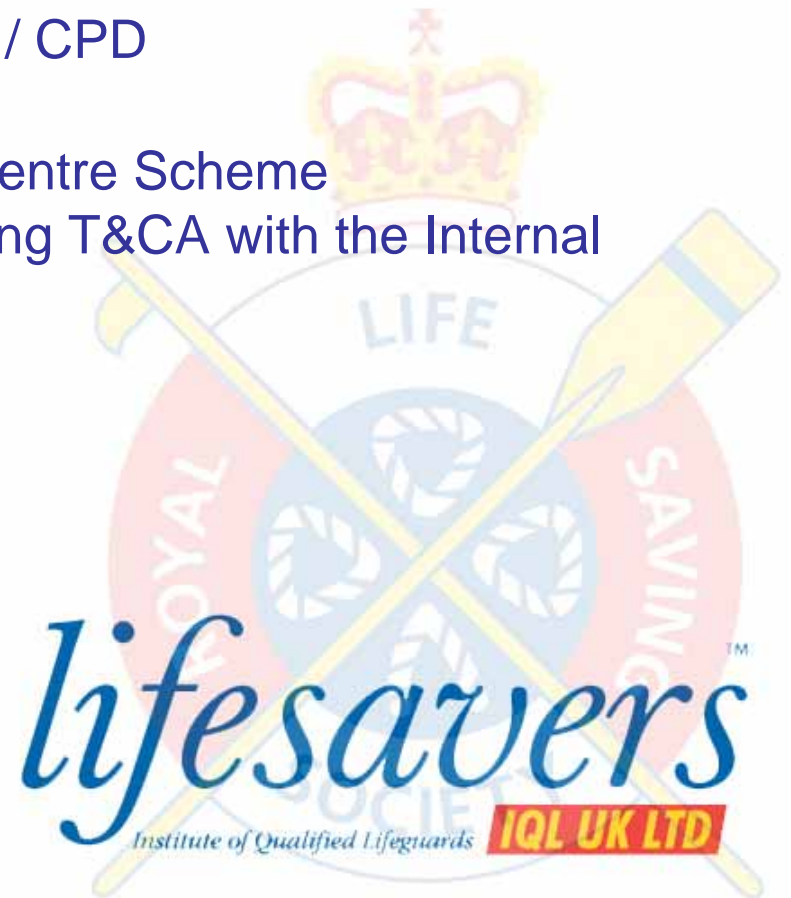
- Clear career development path
- CPD
- Qualification - suggestions
 - RLSS UK Unit 1 Trainer Assessor
 - ISRM Unit 2 Trainer Assessor
 - Pool Plant Operators – Foundation Certificate
 - Level 2: Certificate in Sport and Recreation Operations
 - Level 3: Certificate in Supervisory Management in Sport and Recreation
- Lifeguard Triathlon
- National Pool Lifeguard Championships





Summary

- 100% attendance Ongoing T&CA
- Lifeguard performance assessment
- Motivation – Career path / CPD
- IQL Approved Training Centre Scheme
- Consider Linking Ongoing T&CA with the Internal Verification process





Remember

- Effective management, supervision and motivation of the lifeguard team is the key to good lifeguard performance
- Focus on the Duty Manager team not just the Lifeguard team
- In many cases poor lifeguard performance is down to manager's poor performance

