

Title	Operate professionally and promote safe, enjoyable experiences in an aquatic facility		
Level	3	Credits	15

Purpose	People credited with this standard are able to: operate professionally; demonstrate knowledge of supervision techniques; and promote safe and enjoyable experiences, in an aquatic facility.
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Classification	Recreation and Sport > Recreation and Sport - Aquatics
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Available grade	Achieved
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Guidance Information

- All learning and assessment within this unit standard must be carried out in accordance with the following, as relevant to their role:

 - relevant legislation including Health and Safety at Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Accident Compensation Act 2001, Health and Safety at Work (Hazardous Substances) Regulations 2017, Hazardous Substances and New Organisms Act 1996, The Children’s Act 2014, and subsequent amendments;
 - industry codes and good practice guidelines, including: Recreation Aotearoa *Aquatic Facility Guidelines*, Recreation Aotearoa *PoolSafe Quality Management Scheme* available from (available at nzrecreation.org.nz);
 - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs) or Normal Operating Procedures (NOPs), and requirements for the use of personal protective equipment (PPE).
- Definitions**

Aquatic facility refers to the pool or pools; water-based fun equipment and play areas; their fixtures and surrounds; changing rooms, spas, saunas where they exist.

Environmental conditions refer to either the physical internal or external surroundings in an aquatic facility and may include weather conditions, sound and temperature.

Organisational policies and procedures refer to the operations manual or documented normal operating procedures at an aquatic facility that set out the way in which the facility will operate on a day-to-day basis.

Professional practice refers to the safe application and demonstration of skills, attributes, attitudes, and behaviours consistent with recreation industry legislation, standards and codes and in accordance with an organisation’s vision, values, policies and procedures.

Outcomes and performance criteria

Outcome 1

Operate professionally in an aquatic facility.

Performance criteria

- 1.1 Demonstrate professional practice in terms of role specific skills and responsibilities.
- Range may include but is not limited to – managing personal wellness, personal presentation, time management, body language, public image, role modelling, level of authority.
- 1.2 Contribute to team tasks and communicate in a manner that is constructive, fits with team dynamics and shows respect for other team members.
- 1.3 Apply safe work practices in accordance with role and workplace requirements.
- Range may include but is not limited to – PPE, equipment, cleaning, maintenance, staff, client and facility safety and security, manual handling, working in a confined space, pool water quality and testing, hazardous substances storage and use.
- 1.4 Follow procedures for evacuation in an emergency.
- Range may include real or simulated emergency.
- 1.5 Use self-reflection on own behaviours, practices and values to guide professional practice.

Outcome 2

Demonstrate knowledge of supervision techniques in an aquatic facility.

Performance criteria

- 2.1 Explain supervision techniques relevant to own role in terms of the impact on the safety of participants in an aquatic facility.
- 2.2 Explain signs that show people are in difficulty in the water in terms of recognition, action and response.
- Range must include struggling swimmers, hazardous behaviour, unusual behaviour.

Outcome 3

Promote safe and enjoyable experiences in an aquatic facility.

Performance criteria

- 3.1 Apply customer interaction techniques to gain information, promote safe behaviour, deal with conflict and respond to diversity of customers.
- 3.2 Promote aquatic programmes and activities to encourage participation and safety.
- 3.3 Monitor environmental conditions to contribute to the provision of a safe and enjoyable aquatic experience.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 March 2017	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Skills Active Aotearoa Limited info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.