

Title	Maintain customer engagement, service and safety in an aquatic environment		
Level	4	Credits	15

Purpose	<p>This unit standard is designed for people working in an aquatic environment who have responsibility for delivering services and outcomes. They may have staff reporting to them but this is not a requirement of the standard.</p> <p>People credited with this unit standard are able to: maintain customer engagement and service; and maintain customer safety through the review and application of health and safety legislation, policies and procedures, in an aquatic environment.</p>
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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

- 1 All learning and assessment within this unit standard must be carried out in accordance with the following, as relevant to role:
 - relevant legislation including Health and Safety at Work Act 2015, Privacy Act 2020, Human Rights Act 1993, Health and Safety at Work (Hazardous Substances) Regulations 2017, Hazardous Substances and New Organisms Act 1996, Accident Compensation Act 2001, The Children’s Act 2014, and any subsequent amendments;
 - industry codes and good practice guidelines including Recreation Aotearoa *Aquatic Facility Guidelines*, available via 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).

- 2 Definitions

Aquatic environment refers to pool or pools; water-based fun equipment and play areas; their fixtures and surrounds; and attached facilities where they exist, any community, recreational or aquatic facility where participants take part in aquatic activities.

Hazard refers to anything that can cause harm to a person, including things that can negatively affect someone’s health.

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.

Risks refer to the likelihood of certain consequences (death, injury, or illness) occurring when a person is exposed to a hazard.

Outcomes and performance criteria

Outcome 1

Maintain customer engagement and service in an aquatic environment.

Performance criteria

- 1.1 Ensure customer comfort is monitored in terms of space allocation, efficient operation, privacy, and usage, and meets aquatic environment considerations and limitations.
- 1.2 Follow procedures for the cleaning and repair of equipment and maintenance supplies and services.
- 1.3 Review an aquatic facility's vision, values, goals and expectations to identify potential for improvements in customer engagement.
- 1.4 Participate in the analysis of customer visitation patterns, target groups, products and services, and trends, and use the findings to recommend improvements to programme schedules and daily operations.
- 1.5 Engage with customers to identify their needs and recreation goals.

Range customer needs and recreation goals may include but are not limited to – cultural appropriateness, improving fitness, learning to swim, water safety, enjoyment, movement in the water, rehabilitation.

- 1.6 Apply product and service knowledge to promote and encourage continued engagement with aquatic facility programmes and activities.
- 1.7 Respond to customer complaints and feedback, and make recommendations for improvements to programmes, activities, code of conduct and daily operations.
- 1.8 Manage customer situations to provide a safe and secure aquatic environment.

Range situations may include but are not limited to – conflict situations; distractions; demanding or aggressive customers; overly-friendly customers, customers with additional needs.
manage may include but is not limited to – referral to a supervisor or other more senior staff member.

Outcome 2

Maintain customer safety in an aquatic environment through the review and application of health and safety legislation, policies and procedures.

Performance criteria

2.1 Identify workplace responsibilities arising out of health and safety legislation.

2.2 Carry out hazard identification, risk management, and accident and incident reporting procedures to meet the requirements of a health and safety plan for an aquatic environment.

2.3 Respond to health and safety issues that arise during a shift.

Range may include but is not limited to – personnel to customer ratio, booking requirements, privacy, harassment, inappropriate behaviour, damage, accidents.

2.4 Identify possible emergencies within an aquatic environment and describe the facility's emergency response procedures to deal with them.

Range two emergency situations, which may include but are not limited to – injury, fire, earthquake.

2.5 Analyse an aquatic environment emergency situation and make recommendations which minimise the likely effects of and/or the likely recurrence of the emergency situation.

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	28 June 2018	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.