

Title	Lead a pool lifeguard team and supervise lifeguard operations in an aquatic environment		
Level	4	Credits	22

Purpose	People credited with this standard are able to: lead a pool lifeguard team; coordinate plans for lifeguard shifts; supervise staff to ensure duties are carried out in line with the shift plan; complete post-shift requirements; and evaluate own performance as a leader of a pool lifeguard team, in an aquatic environment.
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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 their 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: [Aquatic Facility Guidelines](#), Sport New Zealand and New Zealand Recreation Association (NZRA); [Guideline 2 – Managing an Emergency](#), 2025, Australia New Zealand Committee on Resuscitation (ANZCOR); [Poolsafe Quality Management Scheme](#), Recreation Aotearoa; and any subsequent versions.
 - 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.

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.

3 Assessment

The candidate must be assessed while undertaking a senior pool lifeguard role. Evidence must be gathered over a period of time that enables reflection, evaluation and ongoing development within the role.

Outcomes and performance criteria

Outcome 1

Lead a pool lifeguard team in an aquatic environment.

Performance criteria

- 1.1 Communicate expectations, objectives, information and responsibilities to team members.
- 1.2 Role model professional behaviour and teamwork in accordance with industry good practice.
- 1.3 Promote a positive team culture to foster a safe and inclusive work environment.
- 1.4 Encourage participation by team members.

Range includes but is not limited to participation in – problem solving, health and safety management, wellbeing.
- 1.5 Apply communication strategies to engage in courageous conversations with team members.

Outcome 2

Coordinate plans for lifeguard shifts in an aquatic environment.

Performance criteria

- 2.1 Review relevant documentation, including bookings, rosters, handover reports, hazard register, to identify lifeguard shift and equipment requirements.
- 2.2 Plan a lifeguard shift in accordance with team capability and capacity, and scheduled activities.

Range includes but is not limited to – supervision levels and positions, opening and closing procedures, rotations, breaks, cleaning duties, ratios.
- 2.3 Brief staff prior to shift.

Range includes but is not limited to – supervision levels and positions, opening and closing procedures, rotations, breaks, cleaning duties, ratios.

Outcome 3

Supervise staff to ensure duties are carried out in line with the shift plan in an aquatic environment.

Performance criteria

- 3.1 Supervise staff to ensure shift plan requirements are met.
- 3.2 Monitor the implementation of the shift plan including revising plans for pool supervision in response to circumstances.
 - Range circumstances may include but are not limited to – changes to customer ratios, rostered breaks, anticipated requirements, unplanned incidents (e.g. fire alarm, non-major emergencies).
- 3.3 Ensure staff implement facility guidelines and procedures for high-risk users in accordance with organisation expectations.
 - Range high-risk users may include but are not limited to – children, elderly, people with special needs.
- 3.4 Brief customer groups regarding facility safety procedures.
- 3.5 Maintain positive public relations and promote the facility, and products and services to customers.
- 3.6 Apply conflict resolution strategies to issues that arise during the shift with customers, contractors, or the facility.

Outcome 4

Complete post-shift requirements in an aquatic environment.

Performance criteria

- 4.1 Deliver shift handover information and report any issues.
- 4.2 Debrief with staff following any incidents or emergencies that occurred during the shift.
- 4.3 Review shift pool supervision plans, pool operations, staff performance, and recommend any improvements required.
- 4.4 Implement and communicate new or changing best practice guidelines to lifeguards.

Outcome 5

Evaluate own performance as a leader of a pool lifeguard team.

Performance criteria

- 5.1 Reflect on own performance and leadership of a team during shifts to identify strategies for improving leadership practice.

Planned review date	31 December 2030
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	1 November 2018	31 December 2023
Review	2	28 October 2021	31 December 2027
Review	3	25 September 2025	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 Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.