

UNIT CODE	SISCAQU019
UNIT TITLE	Supervise patron safety in aquatic locations
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to supervise the safety of patrons in indoor or outdoor, built or natural swimming venues.</p> <p>This unit applies to aquatic venues used by members of the public including those operated by commercial, not-for-profit, community and government organisations.</p> <p>It has particular application to pool lifeguards but can apply to other workers required to supervise aquatic venues and activities. They use discretion and judgement to manage risk, problems and emergencies when they arise, guided by established organisational procedures.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Aquatics
UNIT SECTOR	Community Recreation
ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine supervision requirements.	1.1 Identify supervision requirements and techniques specific to the venue, activity and equipment. 1.2 Identify current environmental hazards and adapt supervision to account for these. 1.3 Provide clear information about safety rules to staff and activity leaders to promote compliance and safety.

2. Monitor and maintain safety of patrons.	<p>2.1 Use scanning and patrolling strategies to monitor patron activity and behaviour in venue areas and in the water.</p> <p>2.2 Monitor parent or carer supervision of children according to organisational supervision and risk management procedures.</p> <p>2.3 Monitor activity of patrons at risk and those with special needs, according to organisational supervision and risk management procedures.</p> <p>2.4 Identify hazardous patron behaviours that pose a risk to the individual and other patrons.</p> <p>2.5 Inform patrons of unsafe behaviour and clearly, courteously and constructively provide information about safety rules to support compliance and safety.</p>
3. Identify and report emergency situations.	<p>3.1 Identify emergency situations and assess promptly to convey essential response actions.</p> <p>3.2 Report promptly to appropriate personnel according to organisational emergency response procedures.</p>
FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> ■ interpret detailed familiar organisational procedures for venue supervision, risk management of patron safety and emergency response.
Oral communication skills to:	<ul style="list-style-type: none"> ■ use clear and unambiguous verbal and non-verbal communications to make intent known.
Problem-solving skills to:	<ul style="list-style-type: none"> ■ resolve diverse and unexpected safety incidents promptly and decisively.
UNIT MAPPING INFORMATION	Supersedes and is not equivalent to SISCAQU006 Supervise clients in aquatic locations
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for SISCAQU019 Supervise patron safety in aquatic locations
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PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ communicate with aquatic venue patrons in a positive and constructive way to resolve the following situations: <ul style="list-style-type: none"> ○ unsafe patron behaviour ○ breaches of safety rules by patrons ○ difficulty of at-risk persons with special needs ■ participate in one discussion with an aquatic activity leader to clarify safety rules for the activity ■ according to simulated activities or case studies: <ul style="list-style-type: none"> ○ identify and assess one emergency situation ○ report details and convey essential response actions to venue manager.
KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ organisational procedures for aquatic venue supervision, risk management of patron safety, and emergency response ■ role responsibilities, boundaries, and reporting lines for: <ul style="list-style-type: none"> ○ those supervising patron safety, particularly pool lifeguards ○ other supervising activity leaders including swim teachers, aqua exercise instructors and coaches ■ supervision techniques and scanning strategies used in aquatic venues, and advantages of each: <ul style="list-style-type: none"> ○ dividing venue into zones ○ using vantage points ○ positioning supervisor for clear view of activity ○ rotating position of supervisor, and typical rotational timeframes ○ maintaining attention and vigilance ○ patrolling different venue areas ■ environmental and site hazards and ways to adapt supervision when these are present, including: <ul style="list-style-type: none"> ○ unfavourable weather conditions for outdoor areas ○ reflective glare ○ unclear and turbulent water ○ busy sites with multiple noisy activities ○ quiet sites involving monotonous supervision ■ typical aquatic venue safety rules applicable to different types of activities, and rationale for rules ■ hazardous patron behaviour, associated risks, indicative signs, and corrective responses including: <ul style="list-style-type: none"> ○ swimming in unsafe areas ○ swimming and participating in activities beyond their ability ○ swimming while affected by alcohol and drugs ○ misusing equipment ○ diving into shallow water ○ endangering the safety of others ○ inadequate supervision of young children by parents or carers ■ types of in-and-out of the water risks associated with patrons who have special needs, and ways that risks can be managed through supervision and communication: <ul style="list-style-type: none"> ○ non-swimmers ○ weak swimmers ○ unhealthy and unfit swimmers

	<ul style="list-style-type: none"> ◦ individuals with disability ◦ young children ◦ older persons ◦ patrons from diverse cultural backgrounds <ul style="list-style-type: none"> ■ signs and signals of critical incidents and patron emergencies, including those for: <ul style="list-style-type: none"> ◦ patrons experiencing difficulty in the water: uncontrolled swimming, active and passive distress behaviours ◦ injuries ◦ medical events ■ importance of promptly reporting emergencies, and: <ul style="list-style-type: none"> ◦ organisational reporting lines ◦ communication methods used to inform: phone, radio ◦ relevant information conveyed ■ assertive and constructive verbal communication techniques used to: <ul style="list-style-type: none"> ◦ direct patrons to comply with rules and safety practices ◦ negotiate calm conflict resolutions.
ASSESSMENT CONDITIONS	<p>Skills can be demonstrated in:</p> <ul style="list-style-type: none"> ■ an aquatic workplace, or ■ a simulated industry environment set up for the purposes of skills assessment. <p>Assessment must ensure use of:</p> <ul style="list-style-type: none"> ■ interaction with aquatic venue patrons and activity leaders; these can be: <ul style="list-style-type: none"> ◦ patrons and activity leaders in a workplace, or ◦ individuals who participate in simulations used for the purpose of skills assessment ■ communication equipment for emergency response ■ organisational procedures for aquatic venue supervision, risk management of patron safety, and emergency response. <p>Assessors must:</p> <ul style="list-style-type: none"> ■ satisfy the Standards for Registered Training Organisations requirements for assessors, and ■ have a collective period of at least two years' experience working in a patron safety supervision role, where they have applied the skills and knowledge covered in this unit of competency; the two years' experience can incorporate full and part time experience.
LINKS	Companion Volume Implementation Guide