TVET

TECHNICAL &
VOCATIONAL
EDUCATION &
TRAINING

National Competency Standard
for
Lifeguard
(National Certificate 3 in Lifeguard)

Competency Standard for

LIFEGUARD

NATIONAL CERTIFICATE 3

No.	modules/units	credits	Learning hours.
1	Observe personal, work-place hygiene practices	2	20
2	Practice health, safety and security practices	2	20
3	Provide effective customer care	2	20
4	Practice effective workplace communication	2	10
5	Perform computer operations	2	20
6	Provide first aid	2	30
7	Administer oxygen in an emergency situation	10	80
8	Provide emergency care	2	20
9	Perform basic water rescues	10	40
10	Supervise clients at an aquatic facility or environment	2	20
11	Perform advanced water rescues	2	20
	TOTAL	**40**	**400**
	Contact hours (approx.) =200		

UNIT TITLE	**Observe personal and workplace hygiene practices**				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard. This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.				
CODE	TOU02S1U02V2	**LEVEL**	3	**CREDIT**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements 2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoid while on the job 2.3 Hygiene standards of workplace maintained in line with enterprise procedures
3. Identify and avoid hygiene risks	3.1 Hygiene risks understood and avoided in line with general standards and guidelines 3.2 Legislations on hygiene understood and properly followed

Range Statement

Procedures included

- Grooming and personal presentation
- Personal hygiene

Tools, equipment and materials required may include:
Nil

ASSESSMENT GUIDE

Form of assessment

- Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- Any written or oral examinations may include questions related to hygiene, illness and personal grooming standard.

Assessment context
Assessment may be done in workplace or a simulated work environment.

Critical aspects

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Maintaining adequate level of all aspects of personal hygiene and cleanliness
- Following cleaning procedures for effective cleaning of work areas
- Immediately reporting any symptoms of illness
- Undertaking routine medical checkups
- This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions
- Theoretical assessment of this unit must be carried our in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Working knowledge of English language - Knowledge of national hygiene regulation regarding personal grooming standard and presentation - General knowledge of common terminologies used in hygiene including personal hygiene - Knowledge on general symptoms of different types of diseases - Detailed knowledge and importance of illness and injury reporting procedures	- Interpersonal skills - Ability to follow procedures and instructions - Competent to work according to relevant hygiene regulations and procedures - Competent to work to meet requirements for personnel hygiene and hygienic practices - Communication skills - Interpersonal skills

UNIT TITLE	Follow health, safety and security procedures				
DESCRIPTOR	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
CODE	TOU02S1U03V2	**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task
5. Secure work premised	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures
6. Follow first aid procedures	5.2 Emergency and first aid procedures understood and followed.

Range Statement

Procedures included:

- Guidelines for safe handling of heavy objects

- Emergency procedures

- Fire safety procedures

- Security and safety guidelines

- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures

Tools, equipment and materials required may include:

- Relevant procedure manuals

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.
- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.
- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

Assessment must reflects and events processes that occur over a period of time

- Theoretical assessment of this unit must be carried our in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

Resources required for assessment

The following should be made available:

- A workplace or simulated workplace

- Situations requiring safe working practices

- Instructions on safe working practice

- Hazardous chemicals and/or dangerous goods information

- Common food services equipment with there usage guideline

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge on safe practices - Communication procedures - Relevant workplace procedures and guidelines	- Undertake safe manual handling jobs - Competent to follow safety regulations - Competent to work safely with workplace equipments, materials and colleagues

UNIT TITLE	**Provide effective customer care**				
DESCRIPTOR	This unit addresses the importance of caring for customers in the hospitality industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
CODE	TOU02S1U04V2	**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed correctly 2.5 Personal limitation identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from customers properly recorded

Range Statement

Procedures included:

- Greeting procedure

- Complaint and comment handling procedure

- Incidence reporting procedures

- General knowledge of property

- Standard operating procedures for service deliveries

- Non-verbal and verbal communication

- Dress and accessories

- Gestures and mannerisms

- Voice tonality and volume

- Culturally specific communication customs and practices

- Cultural and social differences

Includes but are not limited to:

- Modes of greeting, fare welling and conversation

- Body language/ use of body gestures

- Formality of language

Interpersonal skills:

- Interactive communication

- Good working attitude

- Sincerity

- Pleasant disposition

- Effective communication skills

- Customer needs

Customer with limitation may include:

- Those with a disability

- Those with special cultural or language needs

- Unaccompanied children

- Parents with young children

- Pregnant women

- Single women

Tools, equipment and materials required may include:
- Relevant procedure manuals
- Availability of telephone, fax machine, internet, etc.
- Availability of data on projects and services; tariff and rates, promotional activities in place etc.

ASSESSMENT GUIDE

Form of assessment
Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context
Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)
It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

- Assessment requires evidence that the candidate:

- Complied with industry practices and procedures
- Used interactive communication with others
- Complied with occupational, health and safety practices
- Promoted public relation among others
- Complied with service manual standards
- Demonstrated familiarity with company facilities, products and services
- Applied company rules and standards
- Applied telephone ethics
- Applied correct procedure in using telephone, fax machine, internet
- Handled customer complaints
- Depict effective communication skills

Assessment conditions
Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
• Knowledge of the property and its services.	• Inter personal skills • Communication skills • Telephone handling skills

UNIT TITLE	Practice effective workplace communication				
DESCRIPTOR	This unit addresses the need for effective communication in the hospitality industry. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition it also highlights the need for cleaning telephone equipment.				
CODE	TOU02S1U05V2	**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate non-verbal communication used 1.4. Appropriate lines of communication followed
2. Participate in workplace meetings and discussions	2.1 Meetings and discussions attended on time 2.2 Procedures to expressing opinions and following instructions clearly followed 2.3 Questions asked and responded to effectively 2.4 Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work related documentation	3.1 Conditions of employment understood correctly 3.2 Relevant information accessed from appropriate sources 3.3 Relevant data on workplace forms and other documents filled correctly 3.4 Instructions and guidelines understood and followed properly 3.5 Reporting requirements completed properly
4. Handle telephone	4.1 Procedures for taking messages and making outgoing calls followed correctly 4.2 Incoming calls answered correctly 4.3 Calls put on hold and transferred properly 4.4 Outgoing calls made efficiently 4.5 Communication in both English and Dhivehi

| | demonstrated correctly |
| | |

Range Statement

Procedures included:

- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
- General knowledge of English and Divehi grammar - General knowledge of common telephone equipment - General knowledge on effective communication - Kitchen terminology and jargon	- Undertake effective customer relation communications - Competent in communicating basic with customers - Fluency in English and Dhivehi language usage

UNIT TITLE	**Perform Computer Operations**				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes and values needed to perform computer operations that include inputting, accessing, producing and transferring data using the appropriate hardware and software.				
CODE	TOU03S01U06V2	**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Input data into computer	1.1. Data entered into the computer using appropriate program/application in accordance with company procedures 1.2. Accuracy of information checked and information saved in accordance with standard operating procedures 1.3. Input data stored in storage media according to requirements
2. Access information using computer	2.1 Correct program/application selected based on job requirements 2.2 Program/application containing the information required accessed according to company procedures 2.3 Desktop icons correctly selected, opened and closed for navigation purposes
3. Produce/output data using computer system	3.1 Entered/stored data processed using appropriate software commands 3.2 Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 3.3 Files and data transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures

Range Statement

This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage. Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:

- Storage device
- Different software and hardware
- Personal computers system
- Laptop computer
- Printers
- Scanner
- Keyboard
- Mouse
- Disk drive /CDs, DVDs, compressed storage device

ASSESSMENT GUIDE

Forms of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment may be conducted out of the workplace preferably in a computer classroom

Critical aspects (for assessment)

Assessment must show that the candidate:

- Selected and used hardware components correctly and according to the task requirement
- Identified and explain the functions of both hardware and software used, their general features and capabilities
- Produced accurate and complete data in accordance with the requirements
- Used appropriate devices and procedures to transfer files/data accurately

Assessment conditions

Assessment may be conducted out of the work environment and may include assignments and projects. Consequently, this unit may be assessed variably depending on the requirements for other units, based on certification levels applicable.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Basic ergonomics of keyboard and computer use - Main types of computers and basic features of different operating systems - Main parts of a computer - Storage devices and basic categories of memory - Relevant software - General security and computer Viruses	- Reading skills required to interpret work instruction - Communication skills - Keyboard skills

UNIT TITLE	Provide first aid				
DESCRIPTOR	This unit deals with the skills and knowledge required for the provision of essential first aid in recognizing and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required. It is assumed the person providing first aid is working under supervision and/or according to established workplace first aid policies and procedures.				
CODE	TOU05S1U02V1	**Level**	2	**Credit**	6

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA	
1. Assess the situation	1.1.	physical hazards and risks to personal and others' health and safety identified
	1.2.	Immediate risks to self and casualty's health and safety minimized by controlling hazards in accordance with occupational health and safety requirements
	1.3.	The situation assessed and decides on actions required, promptly
	1.4.	Assistance sought from appropriate others, as required and at the appropriate time
2. Apply basic first aid techniques	2.1.	Casualty's physical condition assessed by visible vital signs
	2.2.	First aid provided to stabilise the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognised first aid procedures
	2.3.	Available first aid equipment used as appropriate.
3. Monitor the situation	3.1.	back-up services appropriate to the situation identified and notified promptly
	3.2.	Information about the patient's condition conveyed accurately and clearly to emergency services personnel or health professionals

| 4. Prepare required documentation | 4.1. Documented emergency situations according to enterprise procedures |
| | 4.2. Reports which are clear, accurate provided within required time frames |

RANGE STATEMENT

This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. First aid treatment is that defined in Common Law as emergency assistance provided to a second party in the immediate absence of medical or paramedical care.

Established first aid principles include:

- Checking and maintaining the casualty's airway, breathing and circulation
- Checking the site for danger to self, casualty and others and minimising the danger.

Physical and personal hazards may include:

- Workplace hazards such as fire, floods, violent persons
- Environmental hazards such as electrical faults, chemical spills, fires, slippery surfaces, floods, wild animals, fumes,
- Proximity of other people
- Hazards associated with the casualty management processes

Risks may include:

- Worksite equipment, machinery and substances
- Bodily fluids
- Risk of further injury to the casualty
- Risks associated with the proximity of other workers and bystanders

First aid management will need to account for:

- Location and nature of the work environment
- Environmental conditions and situations, such as electricity, biological risks, weather and terrain, motor vehicle accidents,

- The level of knowledge, skills, training and experience of the person administering first aid
- Familiarity with particular injuries
- Legal issues that affect the provision of first aid in different industry sectors
- The characteristics of the site where the injury occurs
- The nature of the injury and its cause
- Infection control procedures
- Availability of first aid equipment, medications and kits or other suitable alternative aids
- Proximity and availability of trained paramedical and medical/health professional assistance
- The patient's cardio-vascular condition as indicated by vitals signs such as body temperature, pulse rate and breathing rates
- Unresolved dangers such as fire, chemical contamination or fume toxicity of the area where the injury occurs

Vital signs include:

- Breathing
- Circulation
- Consciousness.

Injuries may include:

- Abdominal trauma
- Allergic reactions
- Bleeding
- Chemical contamination
- Choking
- Cold injuries
- Cardio-vascular failure
- Dislocations and fractures
- Drowning
- Poisoning and toxic substances
- Medical conditions including epilepsy, diabetes, asthma
- Eye injuries
- Head injuries
- Minor skin injuries
- Neck and spinal injuries

- Needle stick injuries
- Puncture wounds and cuts
- Crush injuries
- Shock
- Smoke inhalation
- Sprains and strains
- Substance abuse
- Unconsciousness
- Infections
- Inhalation of toxic fumes and airborne dusts
- Bone and joint injuries
- Eye injuries
- Burns and scalds, thermal, chemical, friction and electrical

Injuries may involve:

- Unconsciousness
- Confusion
- Tremors
- Rigidity
- Numbness
- Inability to move body parts
- Pain
- Delirium
- External bleeding
- Internal bleeding
- Heat exhaustion
- Hypothermia
- Pre-existing illness

Appropriate others from whom assistance may be sought may include:

- Emergency services personnel
- Health professionals
- Colleagues

- Customers
- Passers by

Assistance may include, as appropriate to emergency situations:

- Maintaining site safety and minimizing the risk of further injury or injury to others
- Making the casualty comfortable and ensuring maximum safety
- Assessment of injury situations
- Providing first aid including managing bleeding through the application of tourniquets, pressure and dressings
- Giving CPR and mouth-to-mouth resuscitation
- Giving reassurance and comfort
- Raising the alarm with emergency services or health professionals
- Removing debris

Tools, equipment and material used in this unit may include:

- First aid kit
- Pressure and other bandages
- Thermometers
- Eyewash
- Pocket face masks
- Rubber gloves
- Dressings
- Flags and flares
- Fire extinguishers
- Communication equipment such as mobile phones

Forms of assessment
Assessment methods must be chosen to ensure that application of accepted first aid techniques can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- Practical demonstration of the use of commonly-used equipment and first aid supplies
- Explanation about management of a variety of common simulated injury situations

- Questions to test knowledge of injury situations, types of injury and management of injury situations
- Review of portfolios of evidence and third party reports of performance of first aid by the candidate

Assessment context
This unit may be assessed in a simulated environment
Critical aspects (for assessment)

Assessment must ensure:

- Use of real first aid equipment

- Ability to assess situations requiring first aid and to decide on a plan of action including seeking help
- Ability to apply established first aid principles including:
  - Checking and maintaining the casualty's airway, breathing and circulation
  - Checking the site for danger to self, casualty and others and minimising the danger

Assessment conditions

Assessment must ensure:

- Use of real first aid equipment
- Use of dummies

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	**Underpinning Skills**
- Basic anatomy and physiology - Resuscitation - Bleeding control - Care of the unconscious - Airway management - Basic infection control principles and procedures	- Assertiveness skills - Communication skills - Decision making - Report preparation - Provide first aid - Provide various types of treatments - Demonstrate the four step process

• Legal requirements • Duty of care • Reporting requirements.	

UNIT TITLE	Provide emergency care				
DESCRIPTOR	This unit deals with the skills and knowledge required for providing emergency care				
CODE		Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1.Identify need for emergency care	1.1 Initial assessment is made of extent and nature of emergency care required. 1.2 Initial assessment is communicated to appropriate personnel in accordance with organization's policies and procedures.
2.Ensure personal safety of carer and casualty	2.1 Hygiene is maintained for protection of self and casualty. 2.2 Hazards to the carer are identified and appropriate action taken to safeguard against injury
3. Reassure casualty	3.1 A calm, caring and reassuring manner is adopted in interaction with the casualty and others at the scene. 3.2 Casualty is made comfortable using available resources.
4. Assess casualty and implement emergency care procedures	4.1 Casualty assessed for DRABC. 4.2 Vital signs are continually monitored, recorded and any changes considered in planning treatment and reported as

	appropriate.
	4.3 Treatment appropriate to the casualty's injuries is provided in line with approved first aid techniques and standards.
	4.4 First aid equipment is operated in accordance with manufacturer's procedures and instructions, and organisational standards, policies, procedures and protocols.
	4.5 Casualty's condition is monitored and reported in accordance with organisation's policies and procedures and treatment modified as necessary.
	4.6 Treatment is maintained until qualified medical help takes over.

5. Work cooperatively with personnel from other organisations	5.1 Clear and comprehensive reports are provided to personnel involved in ongoing casualty care. 5.2 Members of other emergency services are assisted in their tasks in accordance with organisation's standards and personal level of responsibility and competence.
6.Recover and restore first aid equipment	6.1 First aid equipment is recovered, cleaned, inspected/tested, stored, restocked and resupplied and medical waste disposed of safely according to organisation's polices and procedures. 6.2 First aid equipment faults are rectified and/or reported in accordance with organisation's policies and procedures.
7.Complete documentation	7.1 Documentation is completed and processed in line with legislative, regulatory and organisation's requirements.

RANGE STATEMENT

Conditions under which this competency may be required include:	• operating during any rescue or response situation including specialist rescue • hazardous environmental conditions—adverse weather • after dark operations • difficult terrain • debris • traffic • time pressures • varying time frames—short term • sudden impacts • protracted response operations • limited access to equipment necessitating the use of improvised techniques
Equipment may include:	• first aid kit • personal protective equipment • stretchers including improvised
Details of incident obtained from:	• casualty • visual assessment of scene

- others at scene

Maintaining personal safety may include:	• washing hands • using gloves
Caring manner may include:	• personal introduction and identification consistent with other priorities • showing empathy • communication with casualty • voice tone and volume • reassurance and gentle treatment all in a culturally appropriate manner
Hazards may include:	• bodily fluids • traffic • environmental hazards • downed wires • bystanders • drugs • sharps
First aid techniques and standards may include:	• State and Territory regulations
Others may include:	• family • friends at scene
Appropriate action may include:	• protecting scene • isolating scene • relocating casualty
Reporting as appropriate may include:	• team leader • supervisor • medical personnel • paramedical personnel • emergency medical technician
Treatment includes:	• applying resuscitation techniques • controlling bleeding • managing fractures • managing soft tissue injuries • dressing burns and scalds
Qualified health	• specialist personnel

care personnel may include:	• medical personnel
Organisation's standards, policies, procedures and protocols may include:	• legislation relevant to the provision of emergency care • legislation relevant to the organisation • operational Standard Operating Procedures • operational performance standards
Reporting casualty's condition may include:	• need for confidentiality • status on arrival • treatment provided • history • observations made • changes in conditions • timeframes
Documentation may include:	• written reports • casualty details • approved forms • verbal report • personal notes
Moving casualty may include:	• individually or with assistance • observing decency in regard to culture • a range of manual handling techniques and lifts and carries
Processing documentation may include:	• providing reports to authorised personnel • filing reports • diary entries • logs

Forms of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competency in this unit must be established through the practical demonstration of first aid skills, maintaining universal precautions and safety awareness. Accurate documentation and a caring approach to injured persons during first aid activities are critical. **Consistency in performance** Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Context of and specific resources for assessment

Context of assessment

Exercise or simulation, or a series of tasks are required to demonstrate competence in this unit. This may involve setting scenarios to be completed either individually or as a member of a team. Written or verbal questions may be used as supporting evidence.

Specific resources for assessment

Access to first aid equipment used in general operations is essential.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Skills	**Underpinning Knowledge**
• Communicating verbally with casualties and others • completing forms • following procedures • providing verbal reports to paramedical personnel • remaining calm under time pressures and in difficult situations • working with others in a team situation • writing reports	• Occupational Health and Safety guidelines for lifting and carrying • systems of the body: • respiratory • skeletal • digestive • circulatory • nervous • urinary • skin • causes and management of unconsciousness • priorities for life support in emergencies including the DRABC (danger, response, airway, breathing ventilation and circulation assessments) model • Health Department guidelines for personal hygiene • applying resuscitation techniques • controlling bleeding • casualty assessment • principles of initial casualty management • management of fractures and soft tissue injuries • management of burns • personal level of responsibility • limitations

	• competency

UNIT TITLE	Administer oxygen in an emergency situation				
DESCRIPTOR	This unit deals with the skills and knowledge required for administering oxygen in an emergency situation				
CODE		**Level**	3	**Credit**	10

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Assess casualty and develop management plan	1.1 Assessment of casualty is undertaken including vital signs, details of incident, medical/casualty history, physical appearance and other signs and symptoms. 1.2 Management plan is developed taking into account available equipment, condition of patient and special requirements of certain conditions. 1.3 Where possible casualty is assisted to a comfortable position suitable for implementation of management plan. 1.4 Casualty is encouraged and reassured as necessary to facilitate effective treatment. 1.5 Medical aid is arranged as soon as possible consistent with maintaining casualty safety.
2. Check equipment	2.1 Pre -use check of safety and potential effectiveness of equipment is undertaken in accordance with operating procedures. 2.2 Minor faults are diagnosed and repairs are carried out in accordance with organisation procedures to restore equipment to working order. 2.3 Faults and defects are reported /recorded according to organisational procedures.
3. Maintain unobstructed airway	3.1 Airway is cleared and maintained using non-

	intervention techniques where possible. 3.2 Appropriate steps are taken to reduce risk to self or others of contamination by the casualty's body fluids. 3.3 Where carried, suction apparatus is safely inserted into pharynx and suction initiated using approved techniques to avoid injuring casualty.
4. Resuscitate casualty	4.1 Where appropriate face masks and other **barriers** are used according to the standards
5. Use oxygen to provide therapy	5.1 Where indicated, oxygen therapy is used in the ventilation of casualty.
6. Recover and restore equipment	6.1 Equipment is cleaned, and discarded or disinfected, restocked and/or replenished and stored safely according to organisation procedures.

RANGE STATEMENT

Pre-use check may include:	• checking existence of suitable prominent warnings about precautions to be observed • checking for damage • to replenish and/or restore
Regulatory requirements may include:	• relevant State and Territory regulatory bodies
Reporting/recording faults and damage may include:	• verbal • filling out and processing standard form
Inserted into pharynx :	• no further than the back teeth
Barriers may include:	• facemasks • unidirectional valves • bidirectional valves

- filters

Pre-use check may include:	• checking existence of suitable prominent warnings about precautions to be observed • checking for damage • to replenish and/or restore
Regulatory requirements may include:	• relevant State and Territory regulatory bodies
Reporting/recording faults and damage may include:	• verbal • filling out and processing standard form
Inserted into pharynx :	• no further than the back teeth
Barriers may include:	• facemasks • unidirectional valves • bidirectional valves • filters
Pre-use check may include:	• checking existence of suitable prominent warnings about precautions to be observed • checking for damage • to replenish and/or restore
Regulatory requirements may include:	• relevant State and Territory regulatory bodies
Reporting/recording faults and damage may include:	• verbal • filling out and processing standard form
Inserted into pharynx :	• no further than the back teeth
Barriers may include:	• facemasks • unidirectional valves • bidirectional valves • filters
Pre-use check may include:	• checking existence of suitable prominent warnings about precautions to be observed • checking for damage • to replenish and/or restore
Regulatory requirements may include:	• relevant State and Territory regulatory bodies

Forms of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Use of oxygen equipment in accordance with relevant standards and guidelines. **Consistency in performance** Evidence will need to be gathered over time across a range of variables.
Context of and specific resources for assessment	**Context of assessment** On the job or in a simulated work environment **Specific resources for assessment** • determining oxygen pressure and volume content of cylinders • reading oxygen content gauges • use of resuscitation equipment

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Skills	**Underpinning Knowledge**
• determining oxygen pressure and volume content of cylinders • reading oxygen content gauges • use of resuscitation equipment	• air passages • causes of hypoxia and hypoxic hypoxia • correct use of oxygen cylinders and devices • disease and chronic airways lesions (COAD/CAL) • estimation of duration of oxygen supply • importance of oxygen to the body • indicators of obstructed breathing • lower airways diseases • management of COAD/CAL casualties • possible causes of hypoventilation • precautions for safe storage and handling of oxygen cylinders • principles of operation and troubleshooting • respiratory system- lungs • resuscitation and kits - specifications

	• significance of respiratory noises • signs and symptoms of chronic obstructed airways • techniques for maintenance of unobstructed airway • the mechanism of respiration

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UNIT TITLE	Perform basic water rescues				
DESCRIPTOR	This unit deals with the skills and knowledge required for performing basic water rescues				
CODE		**Level**	3	**Credit**	10

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Identify and evaluate aquatic emergencies	1.1. Recognise the signs and signals of a person in difficulty. 1.2. Assess situation to determine appropriate response to aquatic emergency , according to accepted best practice principles of aquatic rescues , relevant legislation and organisational policies and procedures . 1.3. Identify and assess immediate hazards and risks to self and others .
2. Apply the principles of a basic water rescue.	2.1. Determine the type of rescue required and promptly formulate a rescue plan according to relevant legislation and organisational policies and procedures. 2.2. Access equipment as required. 2.3. Perform basic water rescue according to accepted best practice principles of aquatic rescues. 2.4. Monitor the condition of the casualty and plan course of action. 2.5. Provide appropriate treatment according to industry standards and organisational policies and procedures.
3. Record and report the incident	3.1. Record details of the incident and the action taken using appropriate forms, according to organisational policies and procedures.

	3.2. Notify appropriate personnel and statutory authorities of the incident.

RANGE STATEMENT

Signs and signals may include:
- call for help
- vertical body position
- minimal or non-supportive leg action
- vigorous arm movements
- submerged or unconscious person.

Response may include:
- type of rescue
- number of people in difficulty
- assistance
- leaving existing role to assist
- promptly organising a suitable replacement
- contacting emergency services.

Aquatic emergency may include:
- envenomation by aquatic animals
- sudden unconsciousness
- spinal injury
- drowning
- heart attack
- severe bleeding
- epileptic seizure
- severe asthma attack.

Accepted best practice principles of aquatic rescues may include:
- accepted preventative practice adopted throughout the aquatic industry to minimise safety hazards or risks to the casualty, bystanders and rescuer
- guidelines and codes of conduct

- national, state and territory or local government regulations and guidelines
- the culture of lifesaving
- current and past good practice demonstrated by self or peers in the same or similar situati

Relevant legislation may include:
- occupational health and safety legislation
- duty of care regulations
- working with children requirements.

Organisational policies and procedures may include:
- occupational health and safety
- use and care of lifesaving equipment
- communication protocols
- safety, rescue and emergency procedures
- incident reporting.

Hazards may include:
- slippery surfaces around pools
- deep or shallow water
- currents
- strong wind
- risk taking behaviour.

Risks may include:
- imminent drowning
- injury
- hypothermia
- cramps
- choking
- submersion or injury of rescuer.

Others may include:
- bystanders
- staff
- other facility users
- parents
- emergency services.

Rescue plan may include:
- self-preservation
- available assistance
- selection of rescue aids
- number of people in difficulty
- priorities of rescue
- type of rescue.

Equipment may include:
- flotation devices
- ropes
- reaching poles
- pool safety equipment.

Basic water rescue must include:
- non-swimming rescues:

- reach rescue
- rope throw rescue
- throw a flotation aid

- swimming rescues:

- accompanied rescue
- wade rescue
- non-contact tow
- contact tow
- water search procedures
- vice grip and extended arm roll-over techniques
- defensive techniques including blocking, blocking with an aid, reverses

- escape techniques including escape from front and rear grasps.

Treatment may include:
- danger, response, airway, breathing, circulation routine
- expired air resuscitation
- cardiopulmonary resuscitation
- injury, illness or shock related treatment.

Industry standards may include:
- first aid techniques and standards.

Signs and signals may include:
- call for help
- vertical body position
- minimal or non-supportive leg action
- vigorous arm movements
- submerged or unconscious person.

Response may include:
- type of rescue
- number of people in difficulty
- assistance
- leaving existing role to assist
- promptly organising a suitable replacement
- contacting emergency services.

Aquatic emergency may include:
- envenomation by aquatic animals
- sudden unconsciousness
- spinal injury
- drowning
- heart attack
- severe bleeding
- epileptic seizure
- severe asthma attack.

Forms of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identifies the common signs and signals of a person experiencing difficulties in the water and promptly determines possible contributing factors and formulates a suitable rescue plan
- performs all basic water rescue techniques in the water while maintaining own safety
- monitors condition of affected person, applies appropriate treatment
- recognises issues that arise during rescues and makes appropriate adjustments to ensure safety of self and others, according to organisational policies and procedures and relevant legislation
- accurately reports incidents and notifies other relevant personnel according to organisational policies and procedures.

Context of   Assessment must ensure performance of all swimming and non-swimming basic rescues and

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and specific performance of cardiopulmonary resuscitation.
resources
for Assessment must also ensure access to:
assessment

- an aquatic environment appropriate to the candidate's current or intended work role, such as a swimming pool or confined natural shallow water venue
- suitable participants to enable demonstration of water rescue techniques
- CPR mannequins
- equipment such as flotation devices, first aid facilities and equipment, ropes and reaching poles.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Skills	**Underpinning Knowledge**
- problem-solving skills to: - identify factors leading to aquatic emergencies - assess and evaluate emergencies and determine the appropriate rescue technique for the situation and location - communication skills to: - alert others to the situation - delegate tasks during aquatic emergencies - provide reassurance to casualties and bystanders - planning and organisational skills to: - allocate relevant equipment under pressure to aid in rescue - devise a rescue plan after	- legislation, organisational policies and procedures and industry standards to enable: - the safe conduct of water rescues - accurate completion of incident documentation - use and location of equipment types to effect prompt rescues - swimming and non-swimming rescue methods to enable appropriate responses to aquatic emergencies - characteristics and features of water environments, such as pools or canyons, and safe rescue techniques appropriate to the conditions and location - communication systems used during rescues to inform managers, other employees and emergency services of progress - potential dangers in a range of aquatic environments and how to respond to them - cardiopulmonary resuscitation techniques to provide an initial response to emergencies.

assessing the situation • monitoring and observational skills to identify aquatic emergencies requiring basic water rescues • swimming, defensive swimming and towing skills to perform basic swimming rescues • fitness and strength level to perform basic non-swimming water rescues • cardiopulmonary resuscitation techniques to provide an initial response to emergencies.	

UNIT TITLE	Supervise clients at an aquatic facility or environment				
DESCRIPTOR	This unit deals with the skills and knowledge required for performing basic water rescues				
CODE		**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Identify potential hazardous behaviours and situations.	1.1. Access the organisation's risk management plan. 1.2. Identify hazardous behaviour and activities for clients utilising the aquatic facility or environment . 1.3. Identify clients at risk or those who have specific needs. 1.4. Identify environmental hazards for clients utilising the aquatic facility or environment 1.5. Promote compliance with safety rules of aquatic facility to clients 1.6. Identify supervision requirements according to relevant legislation , industry codes and organisational policies and procedures and select supervision techniques appropriate to the nature of the facility or environment.
2. Maintain a safe aquatic facility or environment.	2.1. Monitor client behaviour and activities according to relevant legislation and organisational policies and procedures. 2.2. Identify behaviour and activities posing a risk to the individual or other facility users. 2.3. Inform clients of unacceptable behaviour or actions according to organisational policies and procedures. 2.4. Take action to remove clients who persist in unsafe behaviour, according to organisational policies and

	procedures.
3. Assess possible emergency or rescue situations.	3.1. Identify signs of possible casualty or difficulty . 3.2. Assess situation to determine appropriate response to emergency according to accepted best practice principles of aquatic rescues , relevant legislation and organisational policies and procedures. 3.3. Communicate emergency situation to appropriate personnel according to organisational policies and procedures. 3.4. Report and record incidents according to organisational policies and procedures

RANGE STATEMENT

Hazardous behaviour and activities may include:
- misusing equipment
- swimming in unsafe areas
- behaving with disregard for the safety of others or self
- chewing gum while swimming
- diving into shallow water
- consuming alcohol or illegal drugs.

Clients may include:
- participants
- care-givers
- members
- volunteers
- facility owners
- spectators
- staff.

Aquatic facility and environments may include:
- pools and spas
- pool surrounds
- play equipment

- shower and changing areas
- lakes, rivers and dams
- beaches.

Clients at risk may include:

- drug or alcohol affected
- overweight
- elderly
- people with a disability
- weak or non-swimmers
- injured swimmers
- new facility users
- young children.

Environmental hazards may include:

- weather conditions
- reflective glare
- water clarity or turbidity
- rips
- shallow water.

Relevant legislation may include:

- occupational health and safety
- duty of care regulations
- working with children regulations
- dangerous goods act and regulations
- environment legislation
- anti-discrimination legislation.

Industry codes may include:

- guidelines or code of conduct policies developed by peak bodies responsible for lifesaving

- Relevant state or territory surf life saving organisation.

Organisational policies and procedures may include:

- occupational health and safety
- use and care of equipment
- communication protocols
- safety, rescue and emergency procedures
- incident reporting
- risk management
- behaviour management.

Signs of possible casualty or difficulty may include:

- lack of movement
- arm waving
- calling for help.

Response may include:

- type of rescue
- required assistance
- available assistance
- required emergency services.

Emergency may include:	• envenomation by aquatic animals • spinal injury • drowning • heart attack • severe bleeding • multiple victims.
Accepted best practice principles of aquatic rescues may include:	• accepted preventative practice adopted throughout the aquatic industry to minimise safety hazards or risks • the culture of lifesaving.
Hazardous behaviour and activities may include:	• misusing equipment • swimming in unsafe areas • behaving with disregard for the safety of others or self • chewing gum while swimming • diving into shallow water • consuming alcohol or illegal drugs.
Clients may include:	• participants • care-givers • members • volunteers • facility owners • spectators • staff.
Aquatic facility and environments may include:	• pools and spas • pool surrounds • play equipment • shower and changing areas • lakes, rivers and dams • beaches.
Clients at risk may include:	• drug or alcohol affected • overweight • elderly • people with a disability • weak or non-swimmers • injured swimmers • new facility users • young children.
Environmental hazards may include:	• weather conditions • reflective glare • water clarity or turbidity • rips

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- shallow water.

Forms of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • identifies behaviours and actions that pose a risk to the range of clients commonly encountered in aquatic facilities or environments • determines and actions appropriate responses according to the organisation's risk management plan and own level of responsibility • monitors and supervises client activity discreetly and takes prompt action within own level of responsibility to maintain a safe aquatic facility or environment at all times • uses effective communication techniques to monitor and manage the behaviour of clients and to document incidents • identifies the common signs and signals of a person experiencing difficulties in the water and determines and actions the most appropriate response.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Skills	**Underpinning Knowledge**
• problem-solving skills to: • identify factors leading to unsafe situations • determine appropriate course of action to minimise risks to clients • communication skills to: • promote compliance with safety rules and regulations • inform clients of unacceptable behaviour or actions and deal with potential conflict • respond to and report	• legislation and organisational policies and procedures that enable: • identification and fulfilment of supervision requirements • monitoring of client behaviour and activities • reporting and recording of incidents and emergency situations • industry standards that enable the provision of a safe environment for client activities and appropriate response to emergencies • potential dangers or hazards commonly encountered in aquatic environments and how to ensure safe conduct and supervision of client activities • first aid, emergency and rescue procedures

aquatic emergencies • planning and organisational skills to devise an appropriate response after assessing an emergency situation • language and literacy skills to: • access and interpret the organisation's risk management plan • document emergency incidents • first aid and emergency response skills appropriate to the location to enable initial response to emergencies and personal health care.	appropriate to the conditions to ensure risk minimisation • characteristics and needs of individuals who may be at risk to enable effective supervision and response • signs and symptoms of physical injury to enable prompt response in an emergency • hazardous behaviour and activities that pose risks to clients and how to identify and deal with them quickly and safely • conflict resolution techniques to deal with difficult or aggressive clients.

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UNIT TITLE	Perform advanced water rescues				
DESCRIPTOR	This unit deals with the skills and knowledge required for performing advanced water resues				
CODE		**Level**	3	**Credit**	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Identify and evaluate major aquatic emergencies.	1.1. Recognise **factors which contribute to major aquatic emergencies** . 1.2. Recognise the **signs and signals** of the **aquatic emergency** . 1.3. Communicate initial assessment to **appropriate personnel** according to **accepted best practice principles of aquatic rescues** , **relevant legislation** and **organisational policies and procedures** . 1.4. Identify an appropriate **emergency response** for the situation and the people involved. 1.5. Promote compliance with safety rules of aquatic facility to clients.
2. Respond to the emergency.	2.1. Activate emergency systems according to organisational policies and procedures. 2.2. Implement **strategies for group control** according to relevant legislation and organisational policies and procedures. 2.3. Assess the factors impacting on the **advanced water rescue** and formulate a **rescue plan** . 2.4. Determine **involvement of others** according to the nature of the emergency, relevant legislation and organisational policies and procedures.

	2.5. Determine the type of rescue required and **rescue equipment** needed.
	2.6. Identify hazards and appropriate action taken to prevent further injury to the casualty.
	2.7. Perform an advanced water rescue in accordance with accepted best practice principles of aquatic rescues.
3. Assess the casualty.	3.1. Observe and assess the condition of the casualty.
	3.2. Assess vital signs and symptoms of shock according to accepted first aid procedures.
	3.3. Provide appropriate treatment according to accepted **first aid techniques and standards** .
4.Organise further emergency care as required.	4.1. Contact emergency services as soon as possible.
	4.2. Provide accurate information to emergency services to obtain the required assistance.
	4.3. Monitor casualty or arrange further treatment until emergency response team assumes responsibility
5.Record and report the incident.	5.1. Complete required documentation according to relevant legislation and organisational policies and procedures.
	5.2. Notify other personnel and statutory authorities of the incident as required.

RANGE STATEMENT

Factors which contribute to major aquatic emergencies may include:	- swimming ability - deep water - shallow water - river currents - surf - strong wind

	• risk-taking behaviour.
Signs and signals may include:	• calling for help • vertical body position • diagonal body position • minimal or non-supportive leg action • vigorous arm movements • head tilted up and back, face turned to safety or help • submerged.
Aquatic emergency may include:	• envenomation by aquatic animals • sudden unconsciousness • spinal injury • drowning • heart attack • severe bleeding • epileptic seizures • severe asthma attacks.
Appropriate personnel may include:	• other rescuers • staff.
Accepted best practice principles of aquatic rescues may include:	• accepted preventative practice adopted throughout the aquatic industry to minimise safety hazards or risks to casualty, bystanders and rescuer • the culture of lifesaving • current and past good practice demonstrated by self or peers in the same or similar situati
Relevant legislation may include:	• work health and safety/occupational health and safety • duty of care • working with children.
Organisational policies and procedures may include:	• work health and safety/occupational health and safety • use and care of life saving equipment • communication protocols • safety, rescue and emergency procedures • incident reporting.
Emergency response may include:	• rescue equipment required • personnel involved • group control • risk management for self and others.
Strategies for group control may include:	• removing facility users from danger • giving clear direction to other staff • dealing effectively with caregivers or friends of person in difficulty.

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Factors may include:	• number of casualties
	• rescue equipment
	• number and location of other staff.

Advanced water rescue may include:	• spine-board
	• spinal immobilisation collar
	• oxygen supplemented resuscitation
	• oxygen therapy.

Rescue plan may include:	• self-preservation
	• awareness of personal capabilities
	• available assistance
	• selection of rescue aids
	• nature of the area
	• priorities of rescue.

| **Involvement of others** may include: | • bystanders |
| | • trained or untrained staff. |

Rescue equipment may include:	• reaching aids
	• ropes
	• floatation aids
	• flippers
	• rescue tube
	• spine-board
	• spinal immobilisation collar
	• rescue board
	• oxygen resuscitation equipment.

| **First aid techniques and standards** may include: | • danger, response, airway, breathing, circulation routine |

Factors which contribute to major aquatic emergencies may include:	• swimming ability
	• deep water
	• shallow water
	• river currents
	• surf
	• strong wind
	• risk-taking behaviour.

Signs and signals may include:	• calling for help
	• vertical body position
	• diagonal body position
	• minimal or non-supportive leg action
	• vigorous arm movements
	• head tilted up and back, face turned to safety or help

- submerged.

Forms of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • identify the signs and signals of a person experiencing difficulties in the water and determine possible contributing factors to enable prompt assessment and formulation of a suitable rescue plan • determine appropriate rescue types and participate as part of a team in rescues in the water that involve more than one casualty • demonstrate the use of spine-boards, spinal immobilisation collars, oxygen supplemented resuscitation and oxygen therapy on sufficient occasions to demonstrate competency and consistency of performance • monitor, accurately assess, treat casualties and communicate effectively with emergency services • report incidents accurately and notify other personnel according to relevant legislation and organisational policies and procedures.
Context of and specific resources for assessment	Assessment must ensure access to: • an aquatic environment appropriate to the candidate's current or intended work role, such as a swimming pool or confined natural shallow water venue, to enable rescues to be demonstrated in the water • suitable participants to enable demonstration of advanced water rescue techniques • rescue and resuscitation equipment.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Skills	**Underpinning Knowledge**
• communication skills to: • assert group control • reassure casualties and bystanders • provide clear and accurate information to emergency authorities	• legislation and organisational policies and procedures that enable the safe and appropriate conduct of all activities • factors contributing to aquatic emergencies to enable prompt and accurate assessment of emergency situations • accepted best practice principles of aquatic rescues to enable prompt and appropriate responses to major aquatic emergencies

- literacy skills to accurately complete incident documentation
- problem-solving skills to promptly assess aquatic emergencies and formulate appropriate rescue plans
- teamwork skills to:

- organise staff and bystanders
- delegate tasks to enable effective rescues

- ability to retrieve an object from the deepest water within the aquatic environment, no greater than 3 metres; if depth is greater than 3 metres assistance may be used, e.g. fins
- ability to complete a 25 metre swim and 25 metre tow with assisted landing in less than 1 minute and 45 seconds
- fitness and strength level which may be demonstrated by:

- swimming 200 metres in less than 6 minutes, or

- ability to complete a 25 metre swim and a 25 metre tow with assisted landing in less than 1 minute and 45 seconds

- signs and signals of people in difficulty to enable prompt recognition of emergency situations
- first aid techniques and standards to enable provision of safe and effective response and treatment of casualties
- types and characteristics of water rescue equipment used in advanced water rescue to enable safe and effective use
- roles of lifeguards and other personnel during major aquatic emergencies to enable effective emergency responses.