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Institute of Qualified Lifeguards **IQL UK LTD**



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The Royal Life Saving Society UK



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# Improving Lifeguard Performance

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IQL – Programme Manager



# Content

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- Ongoing Lifeguard Training and Competency Assessment (T&CA) – what are the challenges?
- Lifeguard Performance Assessment
- Lifeguard Motivation / Development

# Ongoing Lifeguard T&CA

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## The Challenges

- Same for all
- 100% attendance for all staff carrying out lifeguard duties
- Trainer Assessor resources

# Ongoing Lifeguard T&CA

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- TA action plan – new course
- Remove all options to attend
- All ongoing T&CA must be part of normal working hours
- Part time staff have set monthly contract as minimum to include ongoing T&CA
- All ongoing T&CA allocated - plan for year
- Link with A/L form

# Ongoing Lifeguard T&CA

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- Create Qualification and T&CA Standard
  - Qualification
  - Frequency of ongoing T&CA
  - Action to take if not deemed competent
  - Part of normal working hours
  - Who it applies to
  - Planned absence
  - Unexpected absence
  - New staff & returning to work
  - Systems to check ongoing T&CA

# Ongoing Lifeguard T&CA

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- Incident training is vital
- Individual T&CA records
- Achievable
- Not just worse case scenario
- All staff carrying out lifeguard duties – Duty Managers etc
- Link with IV process

Consider

- Joining in!

# Ongoing T&CA

2hrs	Lifeguard theory (20 min)	Basic Life Support (20 min)	First aid & bandaging (20 min)	Pool 1 hour (15 min incidents)
<b>Session 1</b>	Role of the lifeguard Hazard identification / categories.  Risk assessment & accident prevention including slips, trips and falls.  Scanning / zones + 10:20 system  <b>PSOP update</b>	Management of heart attacks / cardiac arrest  Adult Basic Life Support (BLS) & pocket mask  2 rescuer BLS (showing smooth change over & communication)	Management of bleeding & bandages  Importance of hygiene & use of gloves  Management & treatment of shock  Identification and management of anaphylactic shock	Entries and exits: •Slide in •Step in •Straddle in  Feet / head first surface dive Casualty on the bottom, extended arm tow and assisted lift  Accident prevention / proactive & reactive incidents

# Lifeguard Performance Assessment

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- Produce performance assessment with LG team.
- Use to identify further training needs
- Complete on regular basis
- Report back to General Manager
- **MUST** be used as a positive training tool

# Lifeguard Performance Assessment

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## Include

- Uniform
- Equipment
- Alert
- Zone – do they know their zone
- Location
- Identification of hazards
- Feedback

# Lifeguard Performance Assessment

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Is s/he wearing the correct uniform?
Are they in the correct location?
Has s/he completed the half hour head count sheet?
Is s/he wearing any dangerous jewellery, chains or hoop earrings?
Does s/he have a whistle?
Is s/he standing straight / sitting upright? I.e. No leaning or slouching.

# Lifeguard Performance Assessment

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Is s/he wearing a torpedo buoy?
Does s/he look alert?
Is s/he following the 10:20 system
Was the lifeguard change over / rotation correct
Does the lifeguard know their zone boundaries when asked?
Are there any hazards that have not been identified by the lifeguard?

# Lifeguard Performance Assessment

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- Spot competency tests
- Spot incidents



# Lifeguard Motivation

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- Length on poolside
- Rotation
- Positive reinforcement
- NVQ / ISRM qualifications
- IQL / ISRM Lifeguard Triathlon
- IQL / ISRM National Pool Lifeguard Championships

# Summary

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- 100% attendance / Incident training
- Lifeguard performance assessment
- Motivation / Development
  
- IQL Approved Training Centre Scheme -  
Link in with the Internal Verification  
process

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Any Questions?