



**Improving swimming pool management  
understanding of Health and Safety legislation  
through attendance at the RLSS UK National Pool  
Management Qualification (NPMQ)**

Di Standley  
Chief Executive

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## Introduction



- What is the NPMQ?
- Why we developed it
- Summary of the survey results
- Course breakdown
- Delivery and learning



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## What is the NPMQ?



### **The NPMQ is focussed purely on**

- Raising the standards of Health & Safety in Managing Swimming Pools

### **The NPMQ comprehensively covers**

- The legal aspects of Pool Management

### **The NPMQ ensures that candidates are**

- Fully aware of their responsibilities and their employers responsibilities with regards to Health & Safety legislation

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## What is the NPMQ?



### **The qualification has been designed**

- To reflect the gaps in the research that we conducted with the Leisure Industry in 2008.
- To reduce the significant knowledge gaps between Senior Management and Junior Management with regards to Health & Safety management and more importantly application.
- To give candidates that attend the knowledge and the tools in order to apply this knowledge in a practical way.

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## Survey results



- The survey results clearly identified some concerning knowledge gaps in both understanding, and complying with, Law, Regulations and Guidance.
- The worrying factor is that the custodians of those policies, i.e. management staff, are either unclear on the content of the organisations' policy or simply do not have sufficient knowledge or training to be able to apply the systems and procedures their organisation has set out.

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## Survey results - Summary



A lot of basics in place;

- However some of the basic “hygiene” factors not happening consistently
- Difference in views between the Senior and Junior Managers
- Gaps in training identified – particularly by the Duty Managers themselves
- Non compliance with legal obligations
- Small but not insignificant numbers of drownings each year

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## Course breakdown



### **The NPMQ has been written**

- To specifically answer the challenges found in the survey results
- In a legally orientated manner that ensures candidate understanding of health and safety responsibility
- In a format that ensures the information can be readily used in a practical way back at the candidates' facility
- To ensure aspiring, new and experienced Manager's will benefit

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## Course breakdown

### **Foundation Element**

#### E-Learning & E-Assessment

- Introduction to the Law
- Introduction to the Manager's understanding of lifeguards and their qualification
- Introduction to the Manager's understanding of records, maintenance and management of Ongoing Training & Competency Assessment for Pool Lifeguards
- Introduction to pool management in relation to relevant guidance, risk assessment, normal operating procedures and emergency action plans



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## Course breakdown



### Element 1

#### The Principles of Risk Management

- Employee's and employer's legal responsibilities with regards to risk assessment
- Understanding, development, implementation and review of risk assessments demonstrated through a pool E-Environment within the context of the legal framework
- Employee's and employer's legal responsibilities with regards to Pool Safety Operating Procedures (NOP and EAP)
- Understanding, development, implementation and review of Pool Safety Operating Procedures within the context of the legal framework

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## Course breakdown



### Element 2

#### Managing the Team

- Employee's and employer's legal responsibilities with regards to initial and ongoing training including:
  - recruitment
  - probation
  - induction
  - training programmes
  - ongoing monitoring of standards
  - rota management
- Understanding, development, implementation and review of induction procedures within the context of the legal framework

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## Course breakdown



### **Element 3**

#### Understanding the Law

- Employee's and employer's legal responsibilities with regards to the law in the leisure industry
- Overview of the Health & Safety legislation in the UK
- Overview of other regulations and guidance relevant to the leisure industry
- Overview of Gross Negligence Manslaughter
- Overview of Corporate Manslaughter and Corporate Homicide Act 2007

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## Course breakdown



### **Element 4**

#### Serious Incident Management

- Employee's and employer's legal responsibilities with regards to serious incident management
- Understanding, development, implementation and review of serious incident management systems within the context of the legal framework
- Overview of post incident management
- Overview of the legal aspects with regards to investigation management

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## Delivery and learning



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## Delivery and learning



### Toolbox



- Functional management tool designed to be used back at the leisure facility
- Containing sample documents and templates and training tools that relate to the course content and complies with legal obligations



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