

# Procedure for Certification



## **1.0 Purpose**

To describe a procedure for receiving application, pre-requisite for candidate, assessment & examination, issuance of certificate, re-certification & renewal and use of certification process.

## **2.0 Scope**

This is applicable all certification scheme provided by DRASSA.

## **3.0 Responsibility**

- 3.1 Operation Manager is responsible for ensuring implementation of this procedure throughout the certification scheme process.
- 3.2 Decision Maker is responsible for making decision for granting certificate, re-certificate and renewal of certificate.
- 3.3 Administration Executive is responsible for receiving application, reviewing application to ensure applicant meets the requirement and providing information to Examiner. Also, he is responsible for maintaining all records of applicant, certification, examination and other relevant to comply with requirement of ISO/IEC 17024:2012 certification process.
- 3.4 Examiner is responsible for conducting examination, preparation, and submission of examination reports to Operation Manager and Decision Maker for making decision.

## **4.0 Description of activity**

### **4.1 Receiving application and pre-requisition for candidate**

- 4.1.1 Administration Executive receives the application from the application (candidate and or certified person) for certification or re-certification and or renewal purpose. All application receive along with following documents or candidate are requested to provide following documents.

- Passport copy with visa residence page/Emirates ID card/Labor Card
- Colored photograph (not older than six months),
- Proof of training (if relevant),
- Evidence of working experience (if any)

- 4.1.2 Along with documents following criteria are checked as pre- requisite prior to training and certification.

#### **LIFEGUARD ASSESSMENT CRITERIA AND PRE-REQUISITES**

- Lifeguard candidate aspiring to be certified as per Dubai Municipality standards needs to go through a qualifying examination.
- To be eligible for assessment the candidate must fulfil the under-mentioned prerequisites
- Candidate may enrol for assessment independently or be registered for assessment through any of the organization with necessary qualification data
- Candidate may submit application for each Pool lifeguard or Beach lifeguard separately, but the applicant for beach lifeguard must have completed first pool lifeguard certification requirement either from DRASSA or from any other accredited EIAC certification Body.

**PRIOR TO ENROLLMENT THE CANDIDATE NEEDS TO PROVIDE ADEQUATE PROOF OF THE**

**FOLLOWING FOR THE POOL LIFEGUARD OR BEACH LIFEGUARD:**

- **MUST BE 16 YEARS OF AGE**
- A. Must be able to swim continuously in a strong manner for:
  - Shallow water Lifeguard: 50m nonstop in a comfortable manner in under 1.5m depth.
  - Pool Lifeguard: 100m nonstop in a comfortable manner in over 1.5m depth
  - Beach/ Water front Lifeguard: 200m nonstop in a comfortable manner for a Beach/Waterfront Lifeguard.
- B. Perform a surface dive and recover a 4-kg weight at a depth of:
  - 1.5m for a Shallow Water Lifeguard, where shallow water means that the depth is maximum 1.5m.
  - 3m, or to the deepest depth of the facility in which they will be lifeguarding for a Pool Lifeguard, where Pools means that the depth is more than 1.5m
  - 5m for Beach/Waterfront Lifeguard.
- C. Tread water for at least:
  - 5 minutes for Pool lifeguards.
  - 10 minutes for Beach lifeguards.
- D. CPR Administration.
  - 2 persons administration CPR skills as a team.
- E. Masks and fins
  - Proper use of masks and fins for in water search and rescue including recovery of causality.

4.1.4 All candidate who meets the requirement, are asked to sign following.

- Substance abuse policy
- Code of ethics
- Candidate Agreement (through their signature of the examination application and its attached terms and conditions)

Above documents will be submitted to examiner at the time of examination.

**SUBSTANCE ABUSE POLICY**

- It is the policy of Dubai Municipality that lifeguards shall not use prescribed or over-the counter substances that would impair their ability to perform their duties safely. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may have an effect on the human body of being a narcotic, depressant, stimulant, or hallucinogen.
- An exception to this rule is that a lifeguard may use such a substance or drug if a licensed medical practitioner who is familiar with the lifeguard medical history and all assigned duties, and who has advised

the lifeguard the prescribed substance prescribes it will not adversely affect his ability to carry on his duties safely.

## **DISCIPLINARY POLICY**

LSC Committee is responsible for establishing and implementing standards of conduct, such as ethical standards and policies and procedures for disciplinary action. Grounds for revocation of certification status shall include, but not be limited to, the following:

1. Period of certification exceeded without renewal
2. Evidence of falsification of any information on any documents submitted to certifying authority or its agents
3. Evidence of non-compliance with LSC Substance Abuse Policy
4. Evidence of culpability in an accident during certification period
5. Evidence of non-compliance with medical requirements
6. Evidence of non-compliance with the Code of Ethics

The complaints procedures have been designed to ensure that only valid and actionable complaints are investigated and considered. These procedures also ensure that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.

## **CODE OF ETHICS:**

Certified lifeguard must comply with Code of Ethics during their certification, as set forth

below:

As a certified lifeguard, I will perform my work in a manner:

1. Free of bias with regard to religion, ethnicity, gender, age, national origin, and disability
2. Place the safety and welfare of public, workers associated with facility operation above all other considerations
3. Protect nearby general public property and the environment
4. Make my management aware if I have safety concerns relating to the life guarding operations that I am performing or witnessed any violation that might affect the safety of the swimmers.
5. Not violating safety-related regulations, warnings, or instructions set forth by DM, recognized safety standards.
6. Not misrepresenting or deceiving others concerning my experience or the capabilities of myself or the area I am working in.
7. Not misrepresent or misuse my certification card or the organization logo, both of which are the property of the certifying authority; and I understand that I must return the card to the issuing authority immediately if required to do so.
8. Not performing additional duties while assigned the duty of swimmer protection

Candidates are required to sign a code of ethics form issued by PHSD, DRASSA shall keep the signed document in the candidate file.

## 4.2 **Assessment & Examination**

- 4.2.1 Examiner receives all application prior to examination. Application are verified for the compliance to certification scheme and local regulation (Dubai Municipality). If any non-compliance, it will be verified with Administration Executive.
- 4.2.2 Candidate are informed about the examination. Candidate sign the attendance for the examination. All examination paper are kept confidential
- 4.2.3 Examination paper for written exam are received in sealed envelop to the examiner. The same is handed over by Administration executive at the time of examination and examination are conducted as following:

### **WRITTEN/ORAL EXAMINATIONS:**

70% required to Pass Duration: 1.30 hr.

The lifeguard written or oral examination consist of a

- A. Core examination (pertaining to general lifeguard duties) 70% Minimum score required
- B. the passing score is 70% and shall be 28 and above no. of correct answers required out of 40 questions.
- C. Specialty category(s) (pertaining to shallow water, pool or beach lifeguard duties- whichever is applicable) 70% Minimum score required
- D. Written exam for beach lifeguard will be administered separately

All candidates are required to take the Core Examination, regardless of the Specialty(s) in which they wish to be certified.

The lifeguard specialty examinations can be divided into three main groups:

- ☐ Shallow water lifeguard ☐ Pool lifeguard ☐ Beach / Waterfront Lifeguard

The core and specialty theory examination may be administered separately or combined on one exam.

Exams shall be official exams from the certification agency. Exams shall be in multiple choice formats. The exam may be administered orally only if the material and/or the exams are not available in the language the candidate can understand or if the candidate cannot read or write.

### **PRACTICAL EXAMINATIONS - 100% required to pass**

In addition to the skills in which each candidate will be examined on, final scenario/s shall be administered to assess the competence level of the lifeguard candidate. The scenario/s may include:

- A. In-water rescue
- B. Water exit/extrications
- C. Pool/beach side rescue
- D. The use of spine board
- E. Out of water first aid/BLS for adult, child and infants
- F. The use of AED and Emergency Oxygen kit use (as a highly recommended skill).
- G. Practical examination for pool and beach will be administered separately.

**Minimum education requirements: none.**

4.2.4 All examination material, results, conclusion (pass or fail) and any other documents required for making decision for certification is collected and handed over to Administrative Executive in closed enveloped.

4.2.5 Administrative executive verifies all documents to ensure all required material is available. If any missing document will sought from the examiner. Once everything is completed, examination material will be handed over to Decision Maker for further Decision.

#### 4.3 Decision of Certification

4.3.1 Decision Maker receives the material and verified following;

All candidates are required to pass both Written/Oral and Practical Examinations to be certified. The Practical Examination specialties shall correspond to the Written/Oral Exam Specialties; this can be in any order.

To be eligible for lifeguard certification, candidates must:

- a) Be at least 16 years of age
- b) Valid first aid training and BLS (Health Care Provider CPR) – DCAS approved either trainer or training center or training program
- c) Have valid Occupational Health Card from Local Health Authority In the place he/she intend to work (if candidate is residence of UAE)
- d) Pass Written/Oral Examinations assessment on the intended specialty
- e) Pass Practical Examination(s)
- f) Comply with PHSD Code of Ethics
- g) Comply with PHSD Substance Abuse Policy

4.3.2 After review of documents, decision of granting certificate will be documented. Either applicant pass the certified for qualifying the certified candidate or either applicant will be notify the decision. Both decision either pass or fail will be communicated to application within 7 working days. Operation Manager with admin will communicate the decision.

#### 4.4 Certificate (Preparation and Issuance)

4.4.1 Certificate is prepared for the candidate pass the criteria which included following;

1. The name of the certified person.
2. Certified person photo.
3. A unique identification.
4. The name of the CB.
5. A reference to the certification scheme, standard or other relevant documents, including issue date
6. The scope of the certification including, if applicable, validity conditions.
7. Location name where examination was conducted specifying pool and beach location.
8. The effective date of certification and date of expiry.
9. Issue date mentioned on certificate and ID card will show the effective date on when decision on certification was taken.

All the certificates are valid for two years from the date of issue. Certification will be expired if recertification will be not conducted before the expiry of the certificate.

Along with certificate, laminated ID card will be issued mentioned all above details.

- 4.4.2 Once certificate is prepared, name spelling will be reviewed and checked against passport or EID by the decision maker.
- 4.4.3 Certificate and Card will be issued to applicant by application showing his or her identity proof or dispatched to applicant based on request. Proof of handing over the certificate and card issued to applicant will be maintained by Administrative Executive

#### 4.5 Re-Certification

- 4.5.1 Lifeguard certificate shall not have more than two year validity.
- 4.5.2 For recertification, candidates must complete all recertification requirements any time within two month prior their certification's expiry date. This includes:
  - a) Passing the Recertification Written/Oral and practical Examination(s)
  - b) Continuing to meet medical requirements by the local health authority
  - c) Compliance with LSC Substance Abuse Policy
  - d) Compliance with the Code of Ethics
- 4.5.3 Candidate can go for examination without taking full course if they apply for at least two month before initial period of certification expire.
- 4.5.4 No matter how many hours the lifeguard candidates can prove his related experience during their period of certification, he/she needs to take both theory and practical exam in order to renew their certificate.
- 4.5.5 All candidates are allowed two attempts to pass their recertification theory and practical assessment exams before their certification expires.
- 4.5.6 Candidates who are unsuccessful after two attempts must undertake the full course.
- 4.5.7 Regardless of the date of the examination within that 2 month period, the new two year certification period begins from the date not later than the expiry date of the candidate's initial certification.

#### 4.6 Re-qualification

- 4.6.1 Is needed once a certificate period has lapsed.
- 4.6.2 There is no grace period after their certification expires.
- 4.6.3 Candidates whose certification has lapsed must take full course followed by theory and practical exams to be certified again.

#### 4.7 **Surveillance for certified persons**

- 4.7.1 DRASSA shall perform a periodic monitoring of its certified person's performance between certification and recertification to ensure continued compliance with the certification scheme.
- 4.7.2 The certified person's to be surveilled and the method of surveillance will be determined by the certification manger and frequency of surveillance shall be done at least once every 2 years (certification period). DRASSA will cordinate with the certified persons and his mangement to schedule the surveillance date and time.
- 4.7.3 The surveillance may include on-site observation, review of examinations reports & feedback from worplace

on site assessment may include but not limited to the following:

- 1- Continue to meet the prerequisites as per the speciality (shallow water/pool/beach) requirement.
- 2- Successfully complete one practical skill test as per the speciality (shallow water/pool/beach).

4.7.4 In case the certified persons failed to meet the requirement, a period of 30 days notice will be then given to rectify any non-compliance.