

# PAS 520:2015

Safeguarding 0 to 4 year old children within the teaching of swimming, including any associated professional photography – Code of practice



### **Publishing and copyright information**

The BSI copyright notice displayed in this document indicates when the document was last issued.

© The British Standards Institution 2015. Published by BSI Standards Limited 2015.

**ISBN** 978 0 580 87299 0

**ICS** 03.180; 37.040.01; 97.220.10

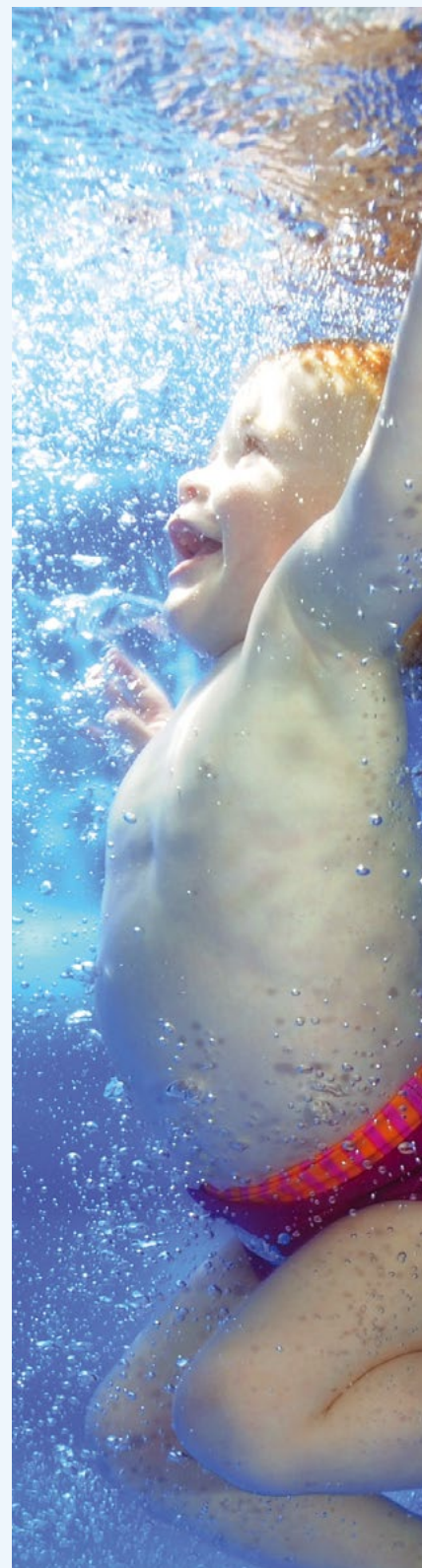
*No copying without BSI permission except as permitted by copyright law.*

### **Publication history**

First published September 2015

# Contents

Foreword .....	ii
Introduction .....	iv
<b>1 Scope .....</b>	<b>1</b>
<b>2 Normative references .....</b>	<b>1</b>
<b>3 Abbreviations, terms and definitions .....</b>	<b>2</b>
<b>4 Specialist baby and toddler swimming school management culture .....</b>	<b>4</b>
<b>5 Swimming pool safety operating procedures .....</b>	<b>5</b>
<b>6 Normal operating procedures .....</b>	<b>6</b>
<b>7 Safeguarding .....</b>	<b>11</b>
<b>8 Emergency action plans .....</b>	<b>12</b>
<b>9 Management of underwater photography .....</b>	<b>14</b>
<b>10 Products – Infant swimming wear .....</b>	<b>16</b>
<b>11 Equipment .....</b>	<b>17</b>
<b>12 Documented systems, policies, practices and procedures .....</b>	<b>18</b>
<b>13 Customer relationships .....</b>	<b>20</b>
<b>14 Staff management and development .....</b>	<b>21</b>
<b>15 Swimming school business service development and planning .....</b>	<b>23</b>
<b>Annexes</b>	
Annex A (informative) Glossary of terms .....	24
Annex B (normative) Terms and conditions .....	25
Annex C (informative) Addresses of relevant organizations .....	26
Bibliography .....	30
Further reading .....	31



# Foreword

This PAS was sponsored by Water Babies, The Amateur Swimming Association (ASA) and Splash About International Ltd. Its development was facilitated by BSI Standards Limited and it was published under licence from The British Standards Institution. This PAS came into effect on 31 September 2015.

Acknowledgement is given to the technical author Steve Franks, from Water Babies, and Jon Glenn (ASA) and Bernadette Spofforth (Splash About International Ltd) who constituted the technical drafting panel.

In addition, acknowledgement is given to the following organizations/individuals that were involved in the development of this PAS as members of the steering group:

- The Amateur Swimming Association (ASA)
- The British Society of Underwater Photographers
- Chartered Institute for the Management of Sport and Physical Activity (CIMSPA)
- Marriott Hotels
- NSPCC/Child Protection in Sport Unit (CPSU)
- Perkins Slade
- Royal Life Saving Society UK
- The Royal Society for the Prevention of Accidents
- Splash About International Ltd
- Swimming Nature
- ukactive
- Water Babies

Acknowledgement is also given to the members of a wider review panel who were consulted in the development of this PAS.

The British Standards Institution retains ownership and copyright of this PAS. BSI Standards Limited as the publisher of the PAS reserves the right to withdraw or amend this PAS on receipt of authoritative advice that it is appropriate to do so. This PAS will be reviewed at intervals not exceeding two years, and any amendments arising from the review will be published as an amended PAS and publicized in *Update Standards*.

This PAS is not to be regarded as a British Standard. It will be withdrawn upon publication of its content in, or as, a British Standard.

The PAS process enables a code of practice to be rapidly developed in order to fulfil an immediate need in industry. A PAS can be considered for further development as a British Standard, or constitute part of the UK input into the development of a European or International Standard.

## Use of this document

As a code of practice, this PAS takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this PAS is expected to be able to justify any course of action that deviates from its recommendations.

## Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.



### Presentational conventions

The provisions of this PAS are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

*Commentary, explanation and general informative material is presented in italic type, and does not constitute a normative element.*

The word “should” is used to express recommendations of this standard. The word “may” is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word “can” is used to express possibility, e.g. a consequence of an action or an event.

Notes are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations.

### Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

**Compliance with a PAS cannot confer immunity from legal obligations.**



# Introduction

There is a clearly defined need to promote the underpinning skills, knowledge and competencies required to ensure that the management of swimming schools who specialize in teaching babies and toddlers to swim (0–4 years specifically), are complying in full with current good industry practice and standards. At the same time, it is important that the management of such schools adopt adequate safeguarding measures that address health and safety, poor practice and minimizing the risk of abuse specific to recognized teaching pre-fundamental aged children.

Additionally, those specialist swimming schools that engage in the photography of pre-fundamental aged children as part of their service offering and/or programme might also seek to comply with industry good practice in terms of the technical competencies required of those managing the photo shoot, including accredited qualifications for photographers and approved codes of practice for the installation and use of portable equipment in and around an aquatic environment.





## 1 Scope

This PAS gives recommendations for all providers of the teaching, and/or associated photography, of 0 – 4 year old children at the pre-fundamental stages of swimming.

It covers all aspects of operating, managing and development of a commercial swimming business or programme in this specialist area and clearly addresses the safeguarding of the end user.

This PAS does not cover the safeguarding of children over the age of 4 years of age. Nor does it cover photography that is separate to the teaching of swimming, or the safety/suitability of buoyancy/toy equipment other than that which is used for the teaching and/or photography of children aged 0 – 4 years.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

### Standards publications

BS EN 13138-1, *Buoyant aids for swimming instruction — Safety requirements and test methods for buoyant aids to be worn*

BS EN 13138-2, *Buoyant aids for swimming instruction — Safety requirements and test methods for buoyant aids to be held*

BS EN 13138-3, *Buoyant aids for swimming instruction — Safety requirements and test methods for swim seats to be worn*

BS EN 13451-1, *Swimming pool equipment — General safety requirements and test methods*

BS EN 15288-2, *Swimming pools — Safety requirements for design*

### Other publications

[N1] HSG179, *Managing health and safety in swimming pools*

[N2] STA policy, *Baby swimming policy*

[N3] ASA policy, *Wavepower 2012/15*

[N4] Pool Water Treatment Advisory Group, *Swimming pool water treatment and quality standards for pools and spas*

## 3 Abbreviations, terms and definitions

### 3.1 Abbreviations

For the purposes of this PAS, the following abbreviations apply.

EAP	emergency action plan
NOP	normal operating procedure
PSOP	pool safety operating procedures
PWTAG	pool water treatment advisory group
RIDDOR	reporting of injuries, diseases and dangerous occurrence regulations

### 3.2 Terms and definitions

For the purposes of this PAS, the following terms and definitions apply. Refer to Annex A for a further glossary of terms.

#### 3.2.1 abuse

action that intentionally harms or injures another person

*NOTE Types of abuse include physical, sexual, substance, elder or psychological.*

#### 3.2.2 code of conduct (for safeguarding)

standards of behaviour required of an individual to protect and promote the welfare of children of all ages

*NOTE Includes working practices and whistleblowing.*

#### 3.2.3 competency

qualified individual having sufficient skills or knowledge and or experience to adequately undertake a specific job function

#### 3.2.4 double nappy system

system whereby two nappies are worn by the baby/toddler to prevent faecal accidents in the pool water from occurring

*NOTE The double nappy system consists of a disposable or reusable paper swim nappy underneath an additional neoprene swim nappy at all times whilst swimming. Neoprene, or equivalent nappy cover, is an industry standard and currently provides the most appropriate levels available in order to prevent contamination of swimming pool environments.*

#### 3.2.5 drowning

respiratory impairment from being in or under liquid, leading to asphyxia, unconsciousness and eventual death

#### 3.2.6 duty of care

moral or legal obligation to ensure the safety or well-being of an individual

#### 3.2.7 emergency action plan (EAP)

document that provides specific instruction to staff on how to deal with emergencies on a site specific basis

#### 3.2.8 forced submersion

when a child is deliberately forced under the water without one of the following:

- a) prior training;
- b) confirmation from the teacher that, in their view, the child is prepared;
- c) the consent of the parent/guardian

#### 3.2.9 hazard

something that has the potential to cause injury or harm

#### 3.2.10 intentional submersion

when a child is deliberately swum underwater following a period of specialist training, by a specialist trained baby swimming teacher and with the acceptance of the child and consent of the parent/guardian

#### 3.2.11 national governing body

independent, self-appointed organization that governs its sport and associated activities through the common consent of its sport and its members

#### 3.2.12 near miss

unplanned event that did not result in injury, illness or damage, but had the potential to do so



**3.2.13 normal operating procedure (NOP)**

document that provides specific instruction on the daily operational routines on a site specific basis

**3.2.14 pool safety operating procedure (PSOP)**

document that includes the normal operating procedures (NOP) and emergency action plan (EAP)

**3.2.15 pre-fundamental**

children aged 0 – 4 years

*NOTE The term 'pre-fundamental' typically refers to children aged 0-5 years.*

**3.2.16 pseudomonas aeruginosa**

microorganism often found in hot tubs and, on occasions, in swimming pool water

*NOTE 1 See Annex A for other potential pool contaminants.*

*NOTE 2 It enters the pool environment through an infected individual and is the main cause of eye and ear infections.*

**3.2.17 reportable accident**

separate, identifiable, unintended incident, which causes physical injury

*NOTE See RIDDOR [1].*

**3.2.18 risk assessment**

process of evaluating risk to the health and safety of employees, children and members of the public from workplace/local hazards

*NOTE A hazard can be anything, ranging from work materials through to work methods and a risk is the chance, high or low, that someone may be harmed by a hazard.*

**3.2.19 safe systems of work**

formally documented procedure resulting from a systematic analysis of a task in order to identify all relevant hazards and defines the safe method to eliminate or minimize the risk

**3.2.20 safeguarding**

prevention or response to child safety concerns that might arise as a result of the behaviour of adults (including parents/guardians, carers, swimming school or venue staff and volunteers or members of the public) or other young people

**3.2.21 swimming/hydrotherapy pool**

excavated or suspended structure that contains water for the purpose of recreational swimming, swimming teaching, rehabilitation and/or water related activities

**3.2.22 swimming/hydrotherapy pool disinfection**

swimming and/or hydrotherapy pool water disinfection means the removal, deactivation or killing of pathogenic microorganisms

*NOTE This process can be achieved by means of chemical disinfectants.*

**3.2.23 swimming school**

organization whose core business is the delivery of learn to swim classes and related activity

**3.2.24 swimming teaching programme**

swimming classes are the process of learning to swim, through a number of progressive stages or curriculum

**3.2.25 third party share agreement**

agreement between the owner of a swimming or hydrotherapy pool and the person hiring the facilities

**3.2.26 toddler**

child between the ages of 1 – 3 years

**3.2.27 underwater photographer**

trained competent individual who has undergone specific specialist training in the photography of babies and pre-fundamental aged children learning to swim

**3.2.28 underwater photography**

process of taking photographs while underwater

**3.2.29 vocational awarding body**

body issuing qualifications (certificates, diplomas or titles) formally recognizes the learning outcomes (knowledge, skills and/or competencies) of an individual, following an assessment and validation process

## 4 Specialist baby and toddler swimming school management culture

### 4.1 Organizational and management culture

**4.1.1** The swimming school should have a defined set of processes in place for how it communicates with its staff, customers and key stakeholders.

**4.1.2** The business plan and objectives of the swimming school should be documented and understood by all those employed by the swimming school.

**NOTE** Attention is drawn to the Companies Act 2006 [2].

**4.1.3** There should be an organizational structure in place that details the roles and responsibilities of all staff, including the owners of the business, stakeholders and trustees.

**4.1.4** Furthermore, the swimming school should have:

- a) a set of procedures (which may include relevant performance indicators) in place for each of its different services;

**NOTE** For example; swimming lessons, products and photography.

- b) a documented set of core values that is understood by its staff, customers and key stakeholders;
- c) a formal structure in place for receiving and actioning feedback from staff, customers and stakeholders.

### 4.2 Health and safety policy

The swimming school should have a health and safety policy<sup>1)</sup> which is reviewed, at minimum on an annual basis.

### 4.3 Risk assessments

All swimming schools should undertake risks assessments to assess risk in the workplace to the health and safety of employees, children and members of the public from workplace/local hazards.

**NOTE** For swimming schools who have a duty under health and safety law to assess risk in the workplace, further guidance can be found in the HSE publication *Risk assessment; A brief guide to controlling risks in the workplace* [3] and *Managing for health and safety (HSG65)* [4].

<sup>1)</sup> Attention is drawn to writing a health and safety policy on the HSE website: <http://www.hse.gov.uk/>

### 4.4 Third party hire/Share agreements

Any third party hire agreements between the swimming school and pool operator and/or landlord should clearly define areas of responsibility, including safeguarding arrangements, and wherever possible ensure that all parties comply in full with their legal obligations and duty of care.

**NOTE** This does not constitute an exhaustive list of terms and swimming schools may want to undertake their own due diligence to identify all suitable agreement terms.

### 4.5 Insurance

The swimming school should maintain appropriate levels of insurance to protect all areas of its service activity, including cover for coaches, teachers and instructors. Consideration should also be given to volunteers who, in the event of an injury, could claim employees' rights .

**NOTE 1** Swimming schools are encouraged to consult with a specialist broker but recommended cover is public liability and professional indemnity protection, for a limit of indemnity per occurrence, of £10 m.

**NOTE 2** Swimming schools with employees are required by law to have Employers Liability protection. The accepted limit of indemnity is £10 m.

**NOTE 3** Swimming schools that are an incorporated entity (a limited company) are subject to the same laws that govern all UK companies. If they are in breach of them or a third party makes a claim as a consequence of the management of the company, individuals could be held personally liable. That being the case a management liability (or Directors and Officers Indemnity) policy is recommended. The recommended limit of indemnity is £5 m.

**NOTE 4** Attention is drawn to the Statutes of Limitations (under UK law) [5] where strict time limits apply for making a personal injury claim. The Statute of Limitations for injury to children starts at the 18th birthday. In practice this means if an injury occurred to a child, under the age of 18, he/she has until the age of 21 to initiate proceedings.

## 5 Swimming pool safety operating procedures

**5.1** The swimming school should have documented pool safety operating procedures (PSOP). The PSOP should consist of the normal operating plan (NOP) (see Clause 6) and the emergency action plan (EAP) (see Clause 8).

**5.2** Where the swimming school is not the landlord/pool operator, the swimming school should ensure that its PSOP (NOP and EAP) is aligned with the landlord/pool operator's PSOP and should hold confirmation of agreement signed by both parties.

**5.3** The daily operation of the swimming school should be carried out in accordance with the NOP. In an emergency, the action to be taken by staff should be carried out in accordance with the EAP.

**5.4** The swimming school should only use pool environments, irrespective of whether they are traditional swimming pools and/or hydrotherapy pools in hospitals or schools, that are subject to an appropriate risk assessment where control measures are put in place to prevent harm.

**5.5** The swimming school should check that when facility alterations are made, new equipment is installed or in the event of a major incident, the risk assessment is reviewed and revised, and appropriate changes made to the PSOP.

**NOTE** A major incident is defined as occurrences that are reportable under RIDDOR [1].

**5.6** The swimming school should have systems in place to inform, train, assess and record all staff with the provisions of the PSOP. All staff should be provided with clear instructions, information, adequate training and be assessed as competent to work in accordance with provisions of the PSOP. All instructions, training and assessments should be recorded.

**5.7** Once the staff member has read, understood, been trained in and assessed as competent in the PSOP, the staff member should record the information by signing and dating a PSOP competence record sheet.

**5.8** All swim school operators should have someone in their business who holds a current Pool Plant Operators certificate therefore raising levels of competence, education and understanding of how pools operate and issues concerning cross contamination.

**5.9** Arrangements should be agreed and communicated with parents/guardians regarding collection/drop off of children, changing rooms before/after and supervision outside immediate teaching activities.

**5.10** Where a swimming pool is an ancillary part of a larger complex (e.g. hotel pool, hospital pool, leisure centre, health and fitness club, school) the swimming school should designate and document a member of staff to be responsible for the safe operation of the swimming school.

**NOTE** For more specific advice on training, see HSE leaflet *Health and safety training: A brief guide (INDG345)* [6].

## 6 Normal operating procedures

### 6.1 General

**6.1.1** The swimming school should have a documented site-specific NOP for the operation of the swimming school within a swimming pool.

**6.1.2** As a minimum the NOP should include information and procedures on:

- a) details of the pool (see 6.2);
- b) potential risk factors (see 6.3);
- c) dealing with the public (see 6.4);
- d) safe systems of work (see 6.5);
- e) detailed work instructions (see 6.6);
- f) use and maintenance of alarm systems, emergency exits and pool safety equipment (see 6.7);
- g) equipment maintenance (see 6.8);
- h) use of mobile phone and/or audio visual equipment (see 6.9);
- i) conditions of hire or service level agreements (see 6.10);
- j) organization chart (see 6.11);
- k) swimming classes (see 6.12);
- l) cleanliness and hygiene (see 6.13);
- m) water testing, quality and temperature (see 6.14).

### 6.2 Swimming pool details

**NOTE 1** Further information can be found on the guidance of swimming pool design and managing design problems in HSE's publication, HSG179 [N1].

**NOTE 2** PWTAG's Swimming Pool water treatment and quality standards for pools and spas [N4] provides guidance on the design process and design issues.

#### 6.2.1 Physical design specification

A physical design specification should include as a minimum:

- a) pool dimensions and depths;
- b) features and equipment;
- c) a plan of the building;
- d) emergency alarms and emergency exit routes;
- e) access routes.

#### 6.2.2 Swimming pool features

**6.2.2.1** The safe systems of work for operating key pool features should be determined in accordance with a risk assessment (see 4.3).

**6.2.2.2** The safe systems of work for key pool features should be documented and staff should be informed, trained and assessed as competent to operate. Key pool features that should be assessed include:

- a) moveable floors; and
- b) pool covers.

### 6.3 Potential risk factors

The swimming school should identify and document in accordance with a risk assessment (see 4.3) the main hazards and outline users that are at risk of those hazards.

All documented procedures should be stored in a secure location, although accessible to all staff likely to require access.

### 6.4 Dealing with the public

Policies outlining good practice when dealing with the public should be detailed in the NOP and include at a minimum:

- a) arrangements for communicating safety messages to customers;
- b) poolside rules;
- c) controlling access and admission;
- d) customer care and complaints;
- e) staff uniform.

### 6.5 Safe systems of work/staff

#### 6.5.1 General

Provision of safety staff and systems should be determined in accordance with a risk assessment (see 4.3) that covers:

- a) number of staff required to provide safety cover for each specific class;
- b) lifeguarding/lifesaving qualifications required by staff providing safety cover (see 14.5);



- c) roles and responsibilities of staff, in particular accident prevention and dealing with emergencies;
- d) additional roles and responsibilities other than safety (e.g. equipment rig and de-rig);
- e) good practice supervision and client safety principles (i.e. observational strategies and pool security e.g. controlling access to pools);
- f) poolside rules that swimming pool users are required to follow and that the staff uphold (e.g. no running);
- g) maximum poolside working times;
- h) appropriate infant wear.

### 6.5.2 Safety staff training policy

**6.5.2.1** There should be a documented safety staff training policy.

**6.5.2.2** The safety staff training policy should cover at a minimum:

- a) required lifeguarding/lifesaving qualifications in accordance with a risk assessment (see 4.3);
- b) necessary frequency of attendance of lifeguards/lifesavers;
- c) required first aid qualification;
- d) on-going training.

*NOTE Further information can be found in HSG179 [N1] and BS EN 15288-2.*

### 6.5.3 Supervision

**6.5.3.1** The swimming school should provide a member of staff who holds a current recognized lifesaving/lifeguarding qualification during classes at all times which includes someone who is competent in paediatric first aid.

**6.5.3.2** A risk assessment should take in to account the age, ability and health of the child being taught and additional staff might be required to provide safety cover for higher risk activities (e.g. play activities) in accordance with that risk assessment.

**6.5.3.3** Where additional staff are employed to provide safety cover during classes or higher risk activity within the class, the division of responsibility between staff providing safety cover and the swimming teacher should be in accordance with the risk assessment (see 4.3).

### 6.5.4 First aid

**6.5.4.1** There should be a member of staff available throughout the class who holds a recognized qualification for first aid, including paediatrics (see 14.5).

**6.5.4.2** The swimming school should have a documented first aid needs assessment to determine the competencies needed to provide adequate cover.

*NOTE The GEIS 3 [7] HSE gives guidance on first aid needs assessments.*

**6.5.4.3** Details of first aid cover should include names of first aiders, first aid training, first aid supplies, disposal of sharp and medical waste, specialist equipment required, and its location.

**6.5.4.4** Based on a risk assessment, arrangements should be made for the regular checking of equipment and first aid supplies and records should document that the tasks have been completed.

**6.5.4.5** The swimming school should document in the NOP that all staff have been informed of the location of the first aid point, first aid room and/or equipment and the qualified first aider(s) within the swimming pool.

**6.5.4.6** All accidents and near misses should be recorded and reported to both the owner of the swimming school and the landlord and/or owner of the facility being hired by the swimming school.

## 6.6 Detailed work instructions

Work instructions should be detailed in the NOP and include:

- a) swimming pool cleaning procedures;
- b) pool equipment cleaning procedures;
- c) safe setting up and breaking down equipment procedures.

*NOTE 1 Attention is drawn to the Control of Substances Hazardous to Health Regulations 2002 [8].*

*NOTE 2 PWTAGS's Swimming pool water treatment and quality standards for pools and spas [N4] draws attention to microbiological contamination and biofilms on plastic surface.*

## 6.7 The use and maintenance of alarm systems, emergency exits and pool safety equipment

**6.7.1** The location of all alarm systems, emergency exits and pool safety equipment should be documented in the NOP and issued to all relevant staff.

**6.7.2** The safe systems of work for the use of alarm systems, emergency exits and pool safety equipment should be documented and training be provided to staff.

**6.7.3** All pool safety equipment should be in accordance with HSG179 [N1] and BS EN 15288-2.

**6.7.4** All alarm systems and poolside safety equipment should be checked daily for operational use and findings recorded and reported.

## 6.8 Equipment maintenance

### 6.8.1 General

**6.8.1.1** The safe systems of work for the operation, testing and maintenance of equipment should be determined by a risk assessment (see 4.3).

**6.8.1.2** The safe systems of work for equipment should be documented in the NOP and where staff have a responsibility for its use and application, training should be provided.

*NOTE Attention is drawn to the Manual Handling Regulations 1992 [9], (Revised 2004).*

### 6.8.2 Pool equipment

**6.8.2.1** Where swimming school staff have a responsibility for pool equipment (pool covers or hoists), the instructions for the use of the pool equipment should cover information for the erection, safe use of and the dismantling of equipment in order to prevent injury to users and staff.

**6.8.2.2** All pool equipment should be checked prior to use to ensure that it is fit for purpose.

**6.8.2.3** Pool equipment should be inspected prior to use to ensure that it is fit for purpose and results recorded and reported to the pool operator/swimming school operator.

**6.8.2.4** Where inspections of the pool equipment identify that it is unfit for purpose, these should be recorded and reported to the pool operator/swimming school operator.

*NOTE Further guidance can be found in CIMSPA publication, The use of play equipment and water features in swimming pools [10].*

**6.8.2.5** Where buoyancy aids are provided for swimming instruction, they should conform to BS EN 13138-1, BS EN 13138-2 or BS EN 13138-3, as appropriate.

## 6.9 Use of mobile phone and/or visual equipment

**6.9.1** There should be a documented policy in the NOP on the use of mobile phones and audio visual equipment. This should include as a minimum:

- a) documented procedure for obtaining permission for using a mobile phone or any audio visual equipment;
- b) list of those areas where mobile phones or any audio visual equipment is forbidden under all circumstances;
- c) list/details of teachers duties and extent of use of mobile phone and/or visual equipment in role and activities.

**6.9.2** Areas where mobile phones or any audio visual equipment is forbidden should be indicated through the use of signage. The swimming school owner should agree with the site manager employed by the pool operator on the positioning of the signs.

## 6.10 Conditions of hire or service level agreements

**6.10.1** Conditions of hire and service level agreements should be agreed in advance, set in writing and signed by both parties.

**6.10.2** Any rules of behaviour to be enforced during the classes should be agreed prior to the class and should apply to all directly involved in the lesson.

*NOTE Where the swimming school shares the use of the swimming pool with the general public, the pool operator remains solely responsible for ensuring learners safety and may place a responsible person on site during the agreed hire period.*

**6.10.3** Any conditions of hire and service level agreements between the landlord/pool operator and swimming school should set out the operational areas of responsibility and should not absolve any party of their legal obligation or duty of care.

**6.10.4** The service level agreements, as outlined in 6.10.3, should also include reference to any and all safeguarding policies and procedures in place.

## 6.11 Organization chart

The swimming school should have available an organization chart which should detail the lines of authority, individual responsibilities and the allocation of functions for all those involved in the operation of the swimming school.

**NOTE** This provides clarity of purpose in terms of defined roles of responsibility within the swimming school.

## 6.12 Swimming classes

### 6.12.1 Swimming teacher

**6.12.1.1** The swimming teacher should only teach within the training that they have received or the qualification they hold (see 14.4) and within their competence.

**6.12.1.2** The swimming teacher should have an Ofqual-regulated qualification specific to teaching pre-fundamentals to swim.

**6.12.1.3** The safe systems of work for conducting classes should be determined in accordance with a risk assessment (see 4.3) that covers at the minimum the following physical design aspects:

- a) blind spots, glare and reflection in relationship to teaching positions;
- b) the pool floor profile and any sudden changes in depth and how this may affect the teaching process;
- c) pool water and air temperature in relationship to the type of class being taught and swimming teacher and learner comfort.

**6.12.1.4** The swimming teacher should conduct the class in accordance with planned teaching programmes and structure (see 15.1) and agreed teaching methodology (see 15.2).

**6.12.1.5** The maximum period of uninterrupted pool supervision and teacher time should be specified so as to maintain high levels of concentration and vigilance and minimize the risk of a reduction in supervision.

### 6.12.2 Class size

**6.12.2.1** A swimming teacher responsible for providing safety cover should determine class sizes in accordance with a risk assessment (see 4.3) that covers at a minimum the following:

- a) type of class:
  - 1) baby and pre-fundamental swimming with adults in the water up to a maximum 12 pairs (1 adult and 1 child) for x 1 swimming teacher (12:1);
  - 2) non-swimmers and beginners without a teacher in the water (young children – normally of primary school age).
 

**NOTE** An additional specialist teacher might be required as support with an appropriate number of helpers at the ratio of 12:1.
  - 3) baby and pre-fundamental swimming for people (adults and children) with disabilities (8:1), with appropriate number of helpers (see 6.5.3.2);

4) teaching without a parent or guardian in the pool;

**NOTE 1** The recommended helpers ratio is 6:1 in addition to the teacher.

**NOTE 2** Consider each situation independently as people with disabilities do not form a homogenous group. Take care to ensure that there are sufficient helpers in the water to provide a 1:1 ratio for those needing constant support.

- b) size, age, physical ability and level of understanding of the learner;
- c) swimming activity being taught (e.g. underwater swimming);
- d) range of swimming ability and the availability of support/floatation aids;
- e) designated teaching areas, pool dimensions and pool water depth;
- f) competencies and experience of the swimming teacher;
- g) availability of assistants and level of experience.

### 6.12.2.2 Register of attendance

A register of those attending each class should be maintained in case of an emergency evacuation.

### 6.12.2.3 Parent/guardian supervision

The swimming school should stipulate in its terms and conditions (see Annex B) that each baby or pre-fundamental learner is to be supervised by their parent/guardian at all times.

## 6.13 Cleanliness and hygiene

**6.13.1** There should be a documented cleaning programme for the facility and equipment with training provided for the staff.

**6.13.2** Facilities and equipment should be inspected to monitor levels of cleanliness and results recorded and reported to the pool operator/swimming school operator.

**6.13.3** Where inspections of the physical environment identify any additional cleaning requirements, these should be recorded and reported to the pool operator/swimming school operator.

**6.13.4** All pool equipment should be stored in a dry environment and should be inspected and disinfected to reduce the risk of transference of infection.

**6.13.5** An inspection of equipment should be undertaken before being used for each and every session.

**NOTE 1** Attention is drawn to the Control of Substances Hazardous to Health Regulations 2002 [8].

*NOTE 2 PWTAG's Swimming pool water treatment and quality standards for pools and spas [N4] draws attention to microbiological contamination and biofilms on plastic surface.*

## 6.14 Water testing, quality and temperature

### 6.14.1 Water testing and water clarity

**6.14.1.1** The water quality should be visually checked to ensure that it is fit for purpose before and during the class.

**6.14.1.2** If the water clarity falls below a stated level (defined in the EAP, see 8.7), the EAP should identify the procedures for suspending admissions and clearing the pool until the clarity reaches an acceptable level (as a minimum, the ability to see the body of a small child if it were located on the floor of the pool in the deepest water). The clarity of the pool water should be constantly monitored.

**6.14.1.3** The swimming school should only use facilities where the water quality is maintained in accordance with PWTAG's Swimming pool water treatment and quality standards for pools and spas [N4].

**6.14.1.4** Where a swimming school has an agreement with the pool operator that they test the pool water before entry, the swimming school pool water tester should be trained and deemed competent to do so by the pool operator and swimming school.

*NOTE Further information can be found in HSG179 [N1].*

### 6.14.2 Water temperature

The water temperature should be within the recommended parameters for the specific class as follows.

- a) For classes that teach babies between 0 – 3 months, old the minimum water temperature should be 32 degrees with the maximum temperature at 35 °C.
- b) For baby classes between 3 – 12 months of age the minimum water temperature should be 30 degrees with the maximum of 35 °C.

*NOTE Further guidance on recommended maximum pool water temperatures can be found in PWTAG's Swimming pool water treatment and quality standards for pools and spas [N4].*





## 7 Safeguarding

**NOTE** Child safeguarding involves actions to prevent or respond to concerns that may arise as a result of the behaviour of adults (including parents/guardians, carers, swimming school or venue staff and volunteers or members of the public) or other young people. Concerns may involve inappropriate behaviours (e.g. involving relatively low level failure to abide by expected standards of behaviour) or more serious incidents of suspected abuse (e.g. grooming, sexual or physical assaults, or illegal photography). Safeguarding concerns may come to light within swimming schools activities but arise at the child's home or elsewhere, or may be a result of the behaviour of staff or volunteers involved in the swimming activities. In children's interests, swimming school staff have a responsibility to respond to any concerns in line with clear procedures.

**7.1** All swimming schools should have in place a child safeguarding policy and procedures to ensure that their duty of care towards children involved is fulfilled in line with their statutory safeguarding responsibilities

**NOTE** See *Working together to safeguard children 2015 [11], Section 2.4.*

This includes having:

- a) clear procedures for reporting and responding to safeguarding concerns, including concerns arising away from the activity (e.g. at home) and those arising about the behaviour of staff and volunteers, that include incident recording and are communicated to all staff and volunteers;
- b) a safeguarding lead person with clear responsibilities [e.g. for responding to reported concerns, liaising with venue, national governing bodies (NGB) or statutory agencies, and leading the implementation of all aspects of the policy and procedures] who is provided appropriate support and training;
- c) procedures for responding to reported concerns, including links to statutory safeguarding agencies (e.g. police, Children Social Care and designated officers – formerly LADOs) and other relevant sports bodies (e.g. NGBs);
- d) risk assessments that take into account the different ages, abilities and state of health of different children;
- e) safer recruitment procedures for staff and volunteers, including criminal records checks for eligible roles, references, technical qualifications and experience;

**NOTE** Access to criminal records for England and Wales is through the Disclosure and Barring Service

(DBS), in Scotland through Disclosure Scotland, and in Northern Ireland through AccessNI.

- f) expected standards of behaviour towards children (code of conduct) that all staff sign up to, including links to disciplinary process where standards are breached;
- g) guidance for staff about their use of mobile phone and/or camera/video equipment (including electronic devices used for the recording the register/progress) during lessons;
- h) safeguarding training/learning opportunities for staff appropriate to their role and responsibilities;
- i) registration process that includes parental/guardian consent (including consent to any photography), emergency contact details, and information about relevant medical conditions or other additional needs (the nature and implications of these should be discussed with parents/guardians before the session).

**7.2** Swimming schools should inform customers of their own responsibilities (e.g. around changing and toileting their child; supervising children before and after the session; supervision of siblings; expectations of their presence or participation in the session), and about how they can raise concerns about any aspect of the session.

**7.3** Where the swimming school is not the landlord/pool operator, steps should be taken to establish any minimum safeguarding arrangements the operator requires on the part of the swimming school – whether or not these are written into conditions of hire or SLAs.

**7.4** Steps as per 7.3 should include:

- a) processes for sharing information about safeguarding concerns (in addition to accident, near miss or other health and safety incident reporting) arising – including responsibility for contacting statutory agencies when required;
- b) supervision ratios;
- c) staff qualifications and training;
- d) expected behaviour of staff;
- e) clarification of responsibility for children before, during, and after the lessons (e.g. changing and toileting arrangements);
- f) rules about photography and use of social media;
- g) missing children procedure.

**7.5** Photographers should inform parents/guardians about the nature of images to be produced, how these are securely retained and for how long, how they are to be used (e.g. displayed on webpages, used in promotional material, etc.). See 9.5.2.

## 8 Emergency action plans

### 8.1 General

**8.1.1** The swimming school should have a documented site-specific EAP for the operation of the swimming school within a swimming pool in the event of an emergency.

**8.1.2** The EAP should give instructions on the action to be taken by all staff in the event of an emergency.

**8.1.3** All staff should be made aware, instructed, trained and deemed competent to work in accordance with the provisions therein (see also 5.5).

**8.1.4** Any emergency equipment should be accessible and staff should be trained in its use.

**8.1.5** There should be documented procedures for summoning assistance from other staff and from emergency services.

**8.1.6** In instances of lone working there should be documented procedures for summoning assistance and from emergency services.

**8.1.7** EAP's should follow an ordered system of procedures.

**8.1.8** As a minimum the EAP should include information and procedures on:

- a) emergency evacuation (see 8.2);
- b) pool incident procedure – minor injuries (see 8.3);
- c) pool incident procedure – serious injury (see 8.4);
- d) vomit, diarrhoea, faeces, blood, glass and syringes, etc. (8.5);
- e) missing persons (8.6);
- f) water clarity and temperature (8.7); and
- g) immediate child safeguarding incident (see Clause 7).

*NOTE This is not an exhaustive list of pool EAPs and attention is drawn to HSG179 [N1] and European equivalents.*

### 8.2 Emergency evacuation

**8.2.1** The emergency evacuation procedure should detail how to clear the water and/or evacuate the building if it becomes necessary. This procedure should be agreed jointly between the swimming school and the operator of the facility being hired for lessons. If the swimming pool is owned by the swimming

school then this remains the sole responsibility of the swimming school.

**8.2.2** In the event of an evacuation of the building adequate provisions of survival blankets and the location of an emergency evacuation point should be made available and determined.

**8.2.3** Special consideration should be given to learners with a disability who may require additional support.

**8.2.4** As a minimum management should:

- a) train all staff in emergency evacuation provisions and record all training;  
*NOTE Further information can be found in HSG179 [N1].*
- b) create copies of procedures and place them in prominent locations where they can be found in the event of an emergency.

**8.2.5** As a minimum operating staff should:

- a) display notices to advise customers of the arrangements;
- b) check exit doors, signs, fire-fighting equipment and manual call points to ensure that they are kept free from obstructions and findings recorded and reported;
- c) check all fire exit doors are operable without the aid of a key when the swimming pool is occupied.

*NOTE Attention is drawn to the Regulatory Reform (Fire Safety) Order 2005 [12].*

### 8.3 Pool incident procedure – Minor injury

**8.3.1** The pool minor injury procedure should include the definition of a minor injury and provide information and procedures on the following:

- a) the process the swimming teacher follows to ensure the safety and supervision of customers and pool users;
- b) if appropriate, how the swimming teacher alerts additional staff, and child's parents/guardians, to the incident;
- c) how the swimming teacher assesses the incident and the procedure that follows, e.g. administering first aid;
- d) if required, the aftercare provided;
- e) the recording and reporting of the minor injury;
- f) how to resume the activity;

- g) the process of review and communicating to staff to help improve or safeguard for the future.

**8.3.2** All staff should be trained on how to implement the minor injury procedure in accordance with the documented procedure.

*NOTE Attention is drawn to medical conditions declared (see Clause 12).*

## 8.4 Pool incident procedure – Serious injury

**8.4.1** A serious injury procedure should include the definition of a serious injury and provide information and procedures on the following:

- a) the process the swimming teacher follows to ensure the safety and supervision of customers and pool users;
- b) how the swimming teacher alerts additional staff, and child's parents/guardians, to the incident;
- c) how the swimming teacher assesses the incident and the procedure that follows, e.g. administering first aid, the calling of emergency services;
- d) the on-going first aid and care required until emergency services arrive;
- e) the recording and reporting of the serious injury;
- f) if possible, how to resume the activity;
- g) the process of review and communicating to staff to help improve or safeguard for the future.

**8.4.2** All staff should be trained on how to implement the serious injury procedure in accordance with the documented procedure.

*NOTE Attention is drawn to medical conditions declared (see Clause 12).*

## 8.5 Vomit, diarrhoea, faeces, blood, glass and syringes

**8.5.1** The EAP should have information and provide guidelines on how to handle and deal with vomit, diarrhoea, faeces, blood, glass and syringes. Each procedure should provide the following information:

- a) process to safeguard users from the instances;
- b) who to inform on any of the above instances;
- c) equipment required to handle and remove the instances;
- d) process to handle and remove the instances;
- e) where the instances should be disposed of;
- f) recording and reporting of the instance;

- g) process required to resume the activity without the potential of harm to the users;
- h) process of review and communicating to staff to help improve or safeguard for the future.

**8.5.2** All staff should be trained on how to deal with instances in accordance with the documented procedure in **8.5.1**. If a child is known to have diarrhoea then under no circumstances should they participate in a swimming class.

*NOTE Attention is drawn to PWTAG's policy on dealing with contamination from blood or vomit<sup>2)</sup> in a pool.*

## 8.6 Missing persons

**8.6.1** There should be a documented procedure detailed within the EAP on how to deal with missing persons.

**8.6.2** The documented procedure should include a search procedure and instructions on how and when to contact the local police.

**8.6.3** All staff should be trained on how to deal with missing persons in accordance with the documented procedure and this procedure should dictate that the floor of the swimming pool is always the first place to check.

## 8.7 Water clarity and temperature

**8.7.1** The swimming school should document procedures in the EAP outlining the following:

- a) conditions that are considered outside the parameters required to teach (see **6.14**);

*NOTE 1 Further guidance on recommended maximum pool water temperatures can be found in PWTAG's Swimming pool water treatment and quality standards for pools and spas [N4]*

*NOTE 2 Further guidance on water clarity can be found in HSG179 [N1].*

- b) how to deal with water clarity or pool temperature issues;
- c) who to inform and how to manage the users in relation to a) and b).

**8.7.2** All staff should know who to report issues around pool water clarity and/or temperature. The venue should always have a suitably competent and qualified person to manage pool water quality.

<sup>2)</sup> See <http://pwtag.org/technicalnotes/blood-or-vomit-in-the-pool/>

## 9 Management of underwater photography

### 9.1 Intentional submersion of babies and young children for underwater photography

**9.1.1** The swimming school should receive parental/guardian consent prior to any photography of the learner and this should be included in the standard terms and conditions (see Annex B) agreed to prior to any participation.

**9.1.2** There should be a qualified baby swimming teacher trained in the act of intentional submersion, performing all underwater swims.

**9.1.3** The swimming teacher supervising the submersion should have relevant disclosed medical records and the swimming history of the baby prior to the photo shoot (see 12.1)

**9.1.4** The baby and pre-school swimming teacher should ensure that the baby and accompanying adult are trained and happy to submerge. All submersions should be in accordance with the STA Baby swimming policy [N2] relating to depths and frequency.

**9.1.5** The swimming school should ensure that under no circumstances a baby or toddler is subjected to a forced submersion.

**9.1.6** The submersion teacher should hold a specialist baby teaching, lifesaving/lifeguarding qualification.

*NOTE 1 Attention is drawn to the Data Protection Act 1998 [13] and Freedom of Information Act 2000 [14], [15] with specific reference to the storage and use of client photo images.*

*NOTE 2 Attention is also drawn to CIMSPA guidance note GN010, Photography guidelines for sport and physical activity facilities and environments [16].*

### 9.2 Duty of care

**9.2.1** The swimming school and/or business should have appropriate levels of insurance(s) (see 4.5) to cover all aspects of its services and business activity.

**9.2.2** The swimming school has a duty of care to safeguard children when they are participating in their swimming lessons and photo shoot.

*NOTE It is the responsibility of the swimming school to ascertain the suitability of the photographer in terms of competence.*





### 9.3 Photography equipment and ancillary support equipment

**9.3.1** A risk assessment, identifying potential risks to all class participants, should be prepared for each environment in which photography is to be undertaken.

**9.3.2** All photographic equipment used in and around the swimming pool environment should be water proofed and comply in full with the relevant regulations.

**9.3.3** All ancillary equipment should be tested and fit for purpose and comply with BS EN 13451-1.

**9.3.4** All photographic equipment used for taking underwater photography in swimming pools should be IP68 rated or able to withstand submersion to two metres for a minimum of five minutes.

*NOTE IP68 refers to international protection marking, IEC standard 60529.*

**9.3.5** Cables and lighting, such as flash heads and supporting tripods lighting the water should be in a secure cordoned off area (to the public) so there is no risk of tripping. No equipment supplied by mains feed power should be used poolside.

**9.3.6** Recharging of batteries or equipment should take place away from the poolside.

**9.3.7** During underwater photography sessions, only lighting units designed for underwater photography should be used.

**9.3.8** Underwater lighting units should be sealed with removable batteries or directly rechargeable units away from poolside, and with no trailing cables unless supervised by a competent electrician.

**9.3.9** A minimum level of underwater camera housing should be employed to avoid equipment malfunction and unnecessarily prolonged time in the water.

*NOTE It is recommended that back-up equipment be brought to every shoot to prevent unnecessary delays.*

### 9.4 Water quality and swimming pool environment

**9.4.1** The water clarity should be visually checked prior to a photography session to ensure it is fit for purpose.

**9.4.2** All parents/guardians should be requested to shower before entering the pool prior to the shoot as hair and body products can impact on water clarity.

**9.4.3** The water temperature for a photography session should be within the recommended parameters for running baby swimming classes (see 6.14.2).

**9.4.4** There should be a separate facility for the storage of all photography equipment not in use during the photography shoot and all ancillary equipment should be appropriately stored on the basis of a risk assessment, and in consideration of the swimming school's NOP.

*NOTE Managing health and safety in swimming pools (HSG179 [N1]) provides guidance on managing swimming pool design, including information on identifying the design problems and their associated hazards and examples of safe systems of work.*

### 9.5 Post shoot

**9.5.1** Post shoot, if a gallery of proof images is available for a parent/guardian to review, this should be password protected.

**9.5.2** If a photograph of a child is to be used for publicity purposes, a model release form should be drawn up and signed by the child's parent/guardian.

## 10 Products – Infant swimming wear

**10.1** All babies and toddlers under 4 should be fitted with a disposable or reusable swim nappy underneath an additional neoprene coated or equivalent over nappy cover with close fitting leg and waist ribs.

**10.2** The disposable swim nappy should not feature absorbent materials that swell and add weight to the swim nappy.

**10.3** The disposable swim nappy and neoprene or equivalent nappy cover should be of the correct size to limit the possibility of leaks of faecal matter.

**10.4** The nappy cover should be constructed of coated neoprene or equivalent and constructed in such a way, including waist and leg ribs, as to reduce or eliminate the possibility of leakage through seams.

**10.5** The neoprene nappy should be of snug fit with the ribs covering the paper nappy underneath to ensure a seal.

***NOTE** Attention is drawn to current product and scientific research being undertaken to technically 'water proof' the double nappy system in order to prevent any leakage from escaping into the swimming and/or hydrotherapy pool water*

**10.6** Swimwear used to help keep babies and toddlers stay warm in the pool water should be well fitted and used in addition and not to replace the double nappy system.

***NOTE** The only exception being that if the swimwear incorporates a full nappy cover within the unit that meets the requirements for sealing both waist and legs then an additional nappy cover is not required.*



# 11 Equipment

## 11.1 General

The swimming school should risk assess the safe use and operation of all play equipment. (See 4.3).

**NOTE 1** Attention is drawn to:

- a) *Management of Health and Safety at Work regulations (MSHW) 1999, Regulation 3 'Risk assessment' and Regulation 5 'Safety arrangements' [17].*
- b) *Manual handling Operations Regulations 1992 [9].*

**NOTE 2** Further guidance can be found in CIMSPA publication, *The use of play equipment and water features in swimming pools [10].*

## 11.2 Teaching aids

All teaching aids should be checked prior to use to ensure that they are fit for purpose.

## 11.3 Safe systems of work

The safe system of work for equipment including all teaching aids should be documented in the NOP and where staff have a responsibility for its use and application-specific training should be provided.

**NOTE** See 6.8.1

## 11.4 Cleanliness and hygiene

**11.4.1** The swimming school should ensure regular cleaning programmes are in place and undertaken to ensure that surfaces remain free from harmful bacteria.

**NOTE 1** See 6.14.1

**NOTE 2** *Arm bands, rubber rings and inflatables may be constructed of materials conducive to bacterial growth and where the exterior surfaces are inadequately disinfected; pseudomonas aeruginosa (see Annex A) can proliferate and contaminate the pool water.*

**11.4.2** Pool equipment should be disinfected in a solution of 10 mg/L free chlorine, then air dried.

**11.4.3** Pool equipment should be air dried before storing.

**NOTE** Further guidance on recommended disinfection of equipment can be found in PWTAG's *Swimming pool water treatment and quality standards for pools and spas [N4].*

## 11.5 Storage

**11.5.1** Swimming schools should avoid storing moist equipment on the pool surrounds.

**11.5.2** Where possible the swimming school should avoid stacking equipment and store the equipment off the ground to aid drying.

## 12 Documented systems, policies, practices and procedures

### 12.1 Medical records

**12.1.1** The swimming school should have a medical consent form signed by the parent/guardian of the baby or toddler prior to participating in lessons, detailing any known medical conditions.

**12.1.2** The swimming school should update all medical records prior to the commencement of each teaching cycle.

**12.1.3** The swimming school as part of its responsibility under its duty of care to the parent/guardian and child(ren) should remind parents/guardians of their responsibility to update any changes to the medical condition of their child prior to the commencement of a new teaching cycle.

**NOTE 1** *It remains the responsibility of the parent or guardian to seek professional medical advice on any medical concerns relating to their child prior to participating in swimming lessons and/or underwater photography.*

**NOTE 2** *Attention is drawn to the Data Protection Act 1998 [13].*

### 12.2 Accident and near miss reporting

**NOTE** *Attention is drawn to the RIDDOR [1] and the statutory obligations placed upon the swimming school to comply with the regulations for reporting accidents and incidents.*

**12.2.1** The staff within the swimming school should receive an appropriate level of training in reporting accidents, near misses and incidents and the completion of relevant documentation, including risk assessments.

**12.2.2** Records should be maintained of accidents, near misses and incidents for a minimum of 6 years and a formal review undertaken at the end of each teaching cycle.

**NOTE** *Attention is drawn to periodical payment orders (PPO's), increasingly, serious personal injury claims are being settled by way of PPO's. PPO's almost certainly increase in value and overall cost to insurers and in turn drive up the need for a swimming school and individuals to have appropriate limits of indemnity for their 'casualty' policies.*

**12.2.3** Clearly defined lines of responsibility and accountability for reporting accidents, near misses and incidents should be documented and agreed between the swimming school, its staff and any landlord where the swimming school is deemed to be a third party hirer.

**12.2.4** Records should be maintained of trends being analyzed for accidents, near misses and incidents at the end of each teaching cycle.

### 12.3 Safeguarding and protecting children

**NOTE 1** *Attention is drawn to the Children Act (2004) [18] and the statutory obligations placed upon the swimming school to comply with the regulations in the running and operational management of the swimming school.*

**NOTE 2** *Attention is drawn to the compliance with the Local Safeguarding Children Board Procedures and the statutory guidance 'Working Together to Safeguard Children' 2015 [11].*

The swimming school should have a policy in place which ensures the child's safety and welfare are the overriding consideration when making decisions on whether to share information about them (see 4.5).

**NOTE 3** *Additional information on safeguarding children can be found through the NSPCC, ASA, Local Authorities, Home Country Sports Councils and STA.*

### 12.4 Equality

The swimming school should treat everyone equitably within the context of their activities, and through recognizing inequalities take steps to address them.

**NOTE** *Attention is drawn to the following pieces of legislation, Equality Act 2010 [19], Sex Discrimination Act 1975 [20], Human Rights Act 1998 [21] and Equal Pay Act 1970 [22].*

### 12.5 Data protection

The swimming school should consider the rights for those individuals who have their data stored, and the responsibilities placed upon those who store, process or transmit such data.



**NOTE 1** Refer to the Data Protection Act 1998 [13] and the Freedom of Information Act 2000 [14], [15].

**NOTE 2** Attention is drawn to the Payment Card Industry Data Security Standard (PCI DDS) [23], to be implemented by all entities that process, store or transmit card holder data, formal validation of PCI DDS compliance is not mandatory for all entities.

## 12.6 Code of conduct and code of ethics

**12.6.1** The swimming school should have a code of conduct in place for staff which is published and available for parents/guardians, and separately a code of ethics.

**NOTE** Attention is drawn to the ASA publication 'Wavepower 2012' [N3], which provides further guidance on policy creation and implementation in this area.

**12.6.2** The code of conduct should be in-line with recommendations presented in ASA's safeguarding policies and procedures [N3].

## 12.7 Approved code of conduct for the delivery of underwater photography

The swimming school should have a written policy that is linked to its safe systems of work whenever conducting underwater photography. The policy should also include consideration being given to the safeguarding and protection of children and any and all relevant statutory obligations relating to the storage, usage and ownership of images.

## 12.8 Submersion

**NOTE** See definition of Intentional submersion in 3.2.10.

**12.8.1** Taking a baby under water is an important part of a lesson structure, but it should never be the main focus of the lesson.

**12.8.2** All under water swims, their frequency, depth, length of swim, should be built up at the child's own pace and capability.

**12.8.3** Babies under 6 months, should experience no more than 6 intentional submersions per lesson. No more than 1 m depth and build up to 3 sec swims.

**NOTE 1** Babies 6 – 12 months, can build up to a maximum of 12 intentional submersions per lesson. No more than 1 m depth and up to 3 sec swims.

**NOTE 2** Toddler aged children 12 months plus, no limit on intentional swims, although attention is drawn to (12.9.3). Can build up to 1.5 m depth and up to a 10 sec swims.

**NOTE 3** Attention is drawn to the STA Baby Swimming Policy [N2] which provides further information on submersion and frequency of intentional submersions.

## 12.9 Use and application of information technology

The swimming school should have a policy in place for the use and application of information technology, including social media, access levels, data protection and disaster recovery.



## 13 Customer relationships

### 13.1 Customer care

The swimming school should have a customer care policy in place which is fully implemented and staff are confident to respond to customer complaints and enquiries.

### 13.2 Customer feedback

The swimming school should have an effective and planned customer comments system in place. This should also include the booking on process for lessons, photography and any other related services.

### 13.3 Customer information on lesson programme and photography

The swimming school should provide current information in a variety of formats on the range and scope of all activities and services provided by the swimming school.

*NOTE Attention is drawn to the Trade Descriptions Act 1968 [24] and the Consumer Protection (Amendment) Regulations 2014 [25].*

### 13.4 Marketing planning

The swimming school should have a planned approach to how it delivers and markets its services and activities to its customers.

*NOTE For example the swimming school could have a marketing plan in place which details how it markets its services applying the 7 P's of marketing and make reference to; products (services), place (physical environment), price, promotion, people, process and physical evidence (data and use of market intelligence).*

### 13.5 Customer terms and conditions

**13.5.1** The swimming school should have a formal set of terms and conditions signed by a parent and/or guardian prior to the commencement of their baby/toddler swimming lesson and photo shoot that also covers consent to specific professional underwater and surface photography as engaged by the swimming school.

**13.5.2** The terms and conditions should set out as a minimum:

- a) who is responsible for the child and when;
- b) the type of changing rooms available,
- c) whether the changing rooms are shared facilities which might also be used by members of the general public;
- d) the expected behaviour of clients (both parent/guardian and child) in changing rooms.

*NOTE Attention is drawn to the Consumer Protection (Amendment) Regulations 2014 [25] and the General Product Safety Regulations 2005 [26].*

### 13.6 Pricing policy

The swimming school should have a pricing policy in place covering all areas of its services offering that is formally reviewed and available for customers

*NOTE Attention is drawn to the Consumer Credit Act 1974 [27].*

### 13.7 Booking and enrolments

**13.7.1** The swimming school should have an auditable booking system for lesson enrolments and photography shoots.

**13.7.2** All relevant staff should be trained and competent in the use and application of the booking and enrolments systems.

*NOTE Attention is drawn to the Data Protection Act 1998 [13] and Freedom of Information Act 2000 [14], [15].*

### 13.8 Customer research policy

**13.8.1** The swimming school should have a documented process for accessing relevant research information on the demographics and socio-economic factors influencing their geographic area.

**13.8.2** Information received from customers via a variety of different channels is used to improve service standards across the business.

*NOTE Attention is drawn to the Data Protection Act 1998 [13].*

## 14 Staff management and development

### 14.1 Recruitment practices

The swimming school should have a clearly defined human resource development plan that details the recruitment practices and principles adopted by the business.

**NOTE** Attention is drawn to the following pieces of legislation: Equality Act 2010 [19], Sex Discrimination Act 1975 [20], Disability Discrimination Act 1995 [28].

### 14.2 DBS, Access Northern Ireland and Scottish Disclosure

The swimming school should ensure that all employees who work directly with children or vulnerable adults are suitable vetted in accordance with home country statutes and in particular the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 [29].

**NOTE** Attention is drawn to the Disclosure and Barring Service (England), Disclosure Scotland (Scotland) and Access Northern Ireland (NI)

### 14.3 Staff grievance and discipline procedures

The swimming school as part of its human resource plan should have a separately documented staff employee handbook which forms a part of the employees statement of main terms (employment contract), and should include details on procedures relating to discipline and grievance.

**NOTE** Attention is drawn to the ACAS statutory Code of Practice on discipline and grievance [30]. The code is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992 [31] and came into effect on 6th April 2009 and replaces the code issued in 2004.

### 14.4 Teaching qualifications

**14.4.1** The swimming teacher should hold home country recognized swimming teaching qualifications for the classes they are delivering, with specific reference to general swimming teaching and specialist baby and pre-fundamental swimming teaching.

**NOTE 1** A pre-fundamental recognized swimming teaching qualification is an approved one that sits on the qualifications and credit framework (England) or equivalent national or international framework for example; (Scottish credit and qualification framework).

**NOTE 2** There are a number of home country national governing bodies of sport and awarding bodies (see Annex C for contact details) that provide level 1 and 2 general swimming teaching qualifications and specialist vocational swimming teaching qualifications for those specializing in the teaching of babies and pre-fundamental aged children, these are the Amateur Swimming Association (England), Welsh Amateur Swimming Association, Scottish Amateur Swimming Association, Swim Ulster and STA (Awarding Body) or international equivalent.

**NOTE 3** Some accrediting bodies may require specialist swimming teachers to hold a recognized lifeguarding or lifesaving qualification.

**NOTE 4** Attention is drawn to the ASA Level 2 Award in Coaching Aquatic Pre-fundamentals (QCF)<sup>3)</sup>. The UK's first specialist baby and pre-school Diploma level Aquatic qualification.

**14.4.2** Swimming teachers who specialize in the delivery of swimming lessons to pre-fundamental aged children should also hold at minimum a level 2 general swimming teaching qualification in addition to their specialist pre-fundamental swimming teaching qualification.

### 14.5 Lifeguard/Lifesaving qualifications

**14.5.1** If a swimming teacher or a designated responder is required to provide safety supervision for lessons and/or photo shoots, they should hold a recognized qualification for lifesaving.

<sup>3)</sup> See [http://www.swimming.org/assets/uploads/library/ASA\\_Level\\_2\\_CAPs\\_FINAL\\_-2.pdf](http://www.swimming.org/assets/uploads/library/ASA_Level_2_CAPs_FINAL_-2.pdf)

**14.5.2** If a swimming teacher is required to provide lifeguard supervision for lessons and/or a photo shoot they should hold a recognized qualification for lifeguarding.

*NOTE Attention is drawn to HSG 179 [N1], which provides guidance on lifeguarding supervision standards and those organizations providing relevant qualifications.*

## 14.6 First aid qualifications including paediatrics

Where the swimming school provides first aid cover, the named individual should hold a recognized qualification.

*NOTE Attention is drawn to the Health and Safety (First-Aid) Regulations 1981 [32].*

## 14.7 Continuing professional development

**14.7.1** The swimming school should have a documented process in place for managing, recording and monitoring continuing professional development and where appropriate swimming teachers should hold a license to practice.

*NOTE Attention is drawn to the Register for Aquatic Professionals (RAP's)<sup>4)</sup>.*

**14.7.2** The swimming school should provide swimming teachers with the opportunity to access relevant CPD course on a regular frequency.

**14.7.3** The swimming school should conduct annual performance reviews with individual swimming teachers to ensure the aims of the swimming school are fully aligned with the training needs of swimming teachers.

## 14.8 Communication structure

The swimming school should have formalized communications processes in place.

*NOTE Communication processes could include, team briefs, use of an extranet and recorded formal meetings.*

## 14.9 Competent person

The swimming school should nominate a member of its staff as the competent person, responsible for health and safety related issues within the business, including taking the lead on the completion and management of risk assessments.

*NOTE Attention is drawn to accrediting organizations like the Institute of Occupational Safety and Health and the Chartered Institute of Environmental Health who provide specialist training and qualifications in this area.*

## 14.10 Child protection/Welfare officer

**14.10.1** The swimming school should appoint and train a child protection and/or welfare officer whose role includes being the first point of contact for children and parents/guardians who have child safeguarding or welfare concerns.

**14.10.2** A background check should be undertaken of the individual chosen to fulfil the role as identified in **14.10.1**.

## 14.11 Staff uniforms

Staff should wear identifiable uniforms that are appropriate to their role. Uniforms should be designed and worn so as to not hamper the staff member in the performance of their duties and during an emergency.

## 14.12 Lone working policy

The swimming school should have a documented procedure in place for any member of staff who may be exposed to a lone working situation.

*NOTE Attention is drawn to the Health and Safety at Work etc. Act 1974 [33] and the Management of Health and Safety at Work Regulations 1999 [17], with specific reference to 'Lone Working'.*

<sup>4)</sup> Available from: <http://www.aquaticregister.org/>.



## 15 Swimming school business service development and planning

### 15.1 Teaching programme and structure

**15.1.1** The swimming school should have a documented and progressive teaching continuum including entry and exit levels.

**15.1.2** There should be a set of defined teaching aims and objectives that are understood by all swimming teachers and those participating in the programme.

**15.1.3** There should also be a register of learner progress to ensure that learners are not asked to do what they are not prepared for.

**NOTE** Attention is drawn to the ASA's Learn to swim pathway<sup>5)</sup> and other professional aquatics bodies that offer structured swimming teaching programmes (STA).

### 15.2 Teaching objectives and methodologies

The swimming school should ensure that all qualified swimming teachers are trained in the delivery of the teaching programme and as part of their on-going professional development are capability assessed on a regular frequency.

### 15.3 Programme development and pathways

The swimming school should include a structure for reward and/or recognition as an integral part of the progressive pathway through the teaching programme.

### 15.4 Special education needs or disability

The swimming school should, wherever possible, positively encourage parents/guardians with children who have special educational needs or disabilities to participate in structured swimming lessons.

**NOTE** Attention is drawn to the Disability Discrimination Act 1995 [28].

<sup>5)</sup> See <http://www.swimming.org/go/parents/learn-to-swim/>

## Annex A (informative) Glossary of terms

*NOTE The following terms and definitions have been deemed useful in understanding the subject matter addressed in this PAS.*

### A.1 cryptosporidium

pathogens resistant to normal chlorine levels used in swimming or hydrotherapy pool disinfection processes that pose potential infection risk unless removed

*NOTE Cryptosporidium can be acquired through close contact with an infected person, animal or faeces, or through consumption of contaminated water.*

### A.2 escherichia coli (e-coli)

bacteria normally living in the intestines of healthy people and animals

*NOTE Most varieties of e-coli are harmless or cause relatively brief diarrhoea.*

### A.3 giardia

intestinal infection caused by a microscopic parasite, and found in areas with unsafe water and poor sanitation

### A.4 legionella

type of bacteria found naturally in the environment that causes legionnaires disease

*NOTE Legionnaires disease flourishes in air conditioning units and central heating systems.*

### A.5 pool play equipment

inflatable toys, foam rafts, or other rigid buoyant structures, swimming aids such as rubber rings, arm bands and floats

### A.6 recognized qualifications

qualifications that are reviewed, recognized and monitored by the regulatory bodies in order to make sure that they meet specific criteria and quality standards in line with the national occupational standards

### A.7 specialist baby and pre-fundamental swimming teacher

trained competent individual who has undergone specific specialist training leading to an accredited vocational qualification in the teaching of babies and pre-fundamental aged children to swim

### A.8 staphylococcus aureus

part of normal skin flora that causes skin infections

### A.9 toddler

child that is between the ages of 1–3 years

## Annex B (normative) Terms and conditions

The swimming school should have in place standard terms and conditions against which they operate and which should be agreed to by the parent/guardian of the pre-fundamental child prior to engaging in any lessons or photography.

These terms and conditions should address, as a minimum:

- a) booking procedure for lessons and activities;
- b) changing class times and venues;
- c) taking payments;
- d) refunds and cancellations;
- e) adverse weather policy;
- f) safeguarding;
- g) video and photography (if relevant);
- h) security of valuables;
- i) medical conditions;
- j) illness;
- k) nappies, changing your child and general hygiene;
- l) pool and poolside health and safety;
- m) withdrawal of service;
- n) use of goggles;
- o) changes in terms and conditions;
- p) exclusion of liability;
- q) statement of teachers' responsibility; and
- r) medical questionnaire.

**NOTE** *This list is not exhaustive and the swimming school might consider any particular nuances which may relate to its specific operations.*



## Annex C (informative) Addresses of relevant organizations

*NOTE The following lists are not exhaustive, nor do they endorse any specific organizations; they are simply provided for information.*

### C.1 General

Association for Physical Education  
Room 117  
Bredon  
University of Worcester  
Henwick Grove  
Worcester  
WR2 6AJ

Chartered Institute for the Management of Sport and  
Physical Activity (CIMSPA)  
SportPark  
Loughborough University  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Children's Activities Association  
White Cottage  
Bramley Green  
Tadley  
Hampshire  
RG26 5AJ

Department for Culture, Media and Sport  
100 Parliament Street  
London  
SW1A 2BQ

Department of Education  
Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Department of Health  
Richmond House  
79 Whitehall  
London  
SW1A 2NS

National Childrens Bureau  
8 Wakley Street  
London  
EC1V 7QE

Youth Sports Trust  
SportPark  
Loughborough University  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

SkillsActive (England, Northern Ireland and Wales)  
6 Graphite Square  
Vauxhall Walk  
London  
SE11 5EE

SkillsActive (Scotland)  
Caledonia House  
1 Redheughs Rigg  
Edinburgh  
Midlothian  
EH12 9DQ

UNICEF (the United Nations Children's Fund)  
UNICEF House  
30a Great Sutton Street  
London  
EC1V 0DU

ukactive  
4th & 5th Floor  
26-28 Bedford Row  
London  
WC1R 4HE



## C.2 Organizations providing paediatric first aid training

British Red Cross  
44 Moorfields  
London EC2Y 9AL

St John Ambulance  
27 St John's Lane  
London EC1M 4BU

St Andrew's Ambulance Association  
St. Andrew's House, 48 Milton Street  
Glasgow  
G4 0HR  
Scotland

## C.3 Organizations providing swimming pool and hydrotherapy water treatment operator training

Chartered Institute for Environmental Health (CIEH)  
Chadwick Court  
15 Hatfields  
London  
SE1 8DJ

Chartered Institute for the Management of Sport and Physical Activity (CIMSPA)  
SportPark  
Loughborough University  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Institute of Swimming Pool Engineers  
PO Box 3083  
Norwich  
NR6 7YL

Swimming Teachers Association (STA)  
Anchor House  
Birch Street  
Walsall  
West Midlands  
WS2 8HZ

## C.4 Organizations providing underwater photography training

British Institute of Professional Photography  
The Coach House  
The Firs  
High Street  
Whitchurch  
Aylesbury  
Buckinghamshire  
HP22 4SJ

Master Photographers Association  
Jubilee House  
1 Chancery Lane  
Darlington  
County Durham  
DL1 5QP

Royal Photographic Society  
Fenton House  
122 Wells Rd  
Bath  
BA2 3AH

## C.5 Organizations providing lifeguard, lifesaving and specialist pre-fundamentals swimming teaching qualifications and training

Amateur Swimming Association (England)  
SportPark  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Royal Life Saving Society (UK)  
River House  
High Street  
Broom  
Alcester  
Warwickshire  
B50 4HN

Royal National Lifeboats Institute (RNLI)  
West Quay Road  
Poole  
BH15 1HZ

Surfing GB  
The Yard  
Caen Street  
Braunton  
Devon  
EX33 1AA

Scottish Amateur Swimming Association  
National Swimming Academy  
University of Stirling  
Stirling  
FK9 4LA

Swim Ulster  
Aurora Aquatic & Leisure Complex  
3 Valentine Road  
Bangor  
Co Down  
BT20 4TH

Swimming Teachers Association (STA)  
Anchor House  
Birch Street  
Walsall  
West Midlands  
WS2 8HZ

Welsh Amateur Swimming Association  
Wales National Pool Swansea  
Sketty Lane  
Swansea  
SA2 8QG

## C.6 Organizations who provide advice on child protection

Amateur Swimming Association  
(National Governing Body of Sport)  
SportPark  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Child Protection in Sport Unit  
3 Gilmour Close  
Beaumont Leys  
Leicester  
LE4 1EZ  
0808 800 5000

Department of Health, Social Services and Public Safety  
Information Office  
C5.20  
Castle Buildings  
Stormont  
Belfast  
BT4 3SQ

NSPCC  
Weston House  
42 Curtain Road  
London  
EC2A 3NH

## C.7 Safety organizations

British Safety Council (BSC)  
National safety Centre  
70 Chancellors Road  
London  
W6 9RS

Resuscitation Council (UK)  
5th Floor Tavistock House North  
Tavistock Square  
London  
WC1H 9HR

Health and Safety Executive (HSE)  
Redgrave Court  
Merton Road  
Bootle  
Merseyside  
L20 7HS

Institute of Occupational Safety and Health (IOSH)  
The Grange  
Highfield Drive  
Wigston  
Leicester  
LE18 1NN

Royal Society for the Prevention of Accidents (RoSPA)  
Edgbaston Park  
353 Bristol Road  
Birmingham  
B5 7ST

## **C.8 Umbrella organizations responsible for swimming, spa and hydrotherapy pool design, guidance and construction**

British Swimming Pool Federation (BSPF)  
4 Eastgate House  
East Street  
Andover  
Hampshire  
SP10 1EP

Royal Institute of British Architects (RIBA)  
66 Portland Place  
London  
W1B 1AD

Sport England  
1st floor  
21 Bloomsbury Street  
London  
WC1B 3HF

Sport Northern Ireland  
House Of Sport  
Upper Malone Road  
Belfast  
County Antrim  
BT9 5LA

Sport Scotland  
Doges  
Templeton on the Green  
62 Templeton Street  
Glasgow  
G40 1DA

Sport Wales  
Sport Wales National Centre  
Sophia Gardens  
Cardiff  
CF11 9SW

Swimming Pool and Allied Trade Association (SPATA)  
4 Eastgate House  
East Street  
Andover  
Hampshire  
SP10 1EP

## Bibliography

### Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 8599-1, *Workplace first aid kits – Specification for the contents of workplace first aid kits*

BS EN 15288-1, *Swimming pools – Safety requirements for design*

PAS 81, *Specification for the management of a swimming school*

ANSI/IEC 60529, *Degrees of Protection Provided by Enclosures (IP Code)*

### Other publications

- [1] GREAT BRITAIN. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013. London: The Stationary Office.
- [2] GREAT BRITAIN. Companies Act 2006. London: The Stationary Office.
- [3] HEALTH AND SAFETY EXECUTIVE. *Risk assessment; A brief guide to controlling risks in the workplace*. London: HSE, 2014.
- [4] HEALTH AND SAFETY EXECUTIVE. *Managing for health and safety (HSG65)*. London: HSE, 2013.
- [5] GREAT BRITAIN. Limitation Act 1980. London: The Stationary Office.
- [6] HEALTH AND SAFETY EXECUTIVE. *Health and safety training: A brief guide*. London: HSE, 2012.
- [7] HEALTH AND SAFETY EXECUTIVE. *Selecting a first-aid training provider: A guide for employers (GEIS 3)*. London: HSE, 2013.
- [8] GREAT BRITAIN. The Control of Substances Hazardous to Health Regulations 2004. London: The Stationary Office.
- [9] GREAT BRITAIN. The Manual Handling Operations Regulations 1992. London: The Stationary Office.
- [10] CIMSPA. *Use of play equipment and water features in swimming pools (PLAYEQ)*. Loughborough: CIMSPA, 2009.
- [11] HM GOVERNMENT. *Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children*. London: HM Government, 2015.
- [12] GREAT BRITAIN. Regulatory Reform (Fire Safety) Order 2005. London: The Stationary Office.
- [13] GREAT BRITAIN. Data Protection Act 1998. London: The Stationary Office.
- [14] GREAT BRITAIN. Freedom of Information Act 2000. London: The Stationary Office.
- [15] SCOTLAND. Freedom of Information (Scotland) Act 2002. Edinburgh: The Stationary Office.
- [16] CIMSPA. *Photography in sport and physical activity environments*. Loughborough: CIMSPA, 2013.
- [17] GREAT BRITAIN. The Management of Health and Safety at Work Regulation 1999. London: The Stationary Office.
- [18] GREAT BRITAIN. Children Act 2004. London: The Stationary Office.
- [19] GREAT BRITAIN. Equality Act 2010. London: The Stationary Office.
- [20] GREAT BRITAIN. Sex Discrimination Act 1975. London: The Stationary Office.
- [21] GREAT BRITAIN. Human Rights Act 1998. London: The Stationary Office.
- [22] GREAT BRITAIN. Equal Pay Act 1970. London: The Stationary Office.
- [23] PCI SECURITY STANDARDS COUNCIL. *Payment card industry data security standard*. Wakefield. PCI Security Standards Council, 2015.
- [24] GREAT BRITAIN. Trade Descriptions Act 1968. London: The Stationary Office.



- [25] GREAT BRITAIN. Consumer Protection (Amendment) Regulations 2014. London: The Stationary Office.
- [26] GREAT BRITAIN. General Product Safety Regulations 2005. London: The Stationary Office.
- [27] GREAT BRITAIN. Consumer Credit Act 1974. London: The Stationary Office.
- [28] GREAT BRITAIN. Disability Discrimination Act 1995. London: The Stationary Office.
- [29] GREAT BRITAIN. Rehabilitation of Offenders Act 1974. London: The Stationary Office.
- [30] ACAS. *Code of practice 1 - Disciplinary and grievance procedures*. London: Advisory, Conciliation and Arbitration Service, 2015.
- [31] GREAT BRITAIN. Trade Union and Labour Relations (Consolidation) Act 1992. London: The Stationary Office.
- [32] GREAT BRITAIN. Health and Safety (First Aid) Regulations 1981. London: The Stationary Office.
- [33] GREAT BRITAIN. Health and Safety at Work etc. Act 1974. London: The Stationary Office.

### Further reading

- Pool Water Treatment Advisory Group. *Treatment and quality standards for pools and spas* (second edition 2009);
- HSE *Managing health and safety in swimming pools* (fourth edition);
- afPE's publication *safe practice in physical education and sport* (2012 edition);
- HSE leaflet (Health and safety training: A brief guide to employers (INDG345)
- Guidance of swimming pool design and managing design problems in HSG179
- HSE's publication, *First Aid at Work – The Health and Safety (First Aid) regulations 1981 – Approved code of practice and guidance*
- BS 8599-1, *Workplace first aid kits – Specification for the contents of workplace first aid kits*

## British Standards Institution (BSI)

BSI is the independent national body responsible for preparing British Standards and other standards-related publications, information and services. It presents the UK view on standards in Europe and at the international level.

BSI is incorporated by Royal Charter. British Standards and other standardization products are published by BSI Standards Limited.

### Revisions

British Standards and PASs are periodically updated by amendment or revision. Users of British Standards and PASs should make sure that they possess the latest amendments or editions.

It is the constant aim of BSI to improve the quality of our products and services. We would be grateful if anyone finding an inaccuracy or ambiguity while using British Standards would inform the Secretary of the technical committee responsible, the identity of which can be found on the inside front cover. Similarly for PASs, please notify BSI Customer Services.

**Tel: +44 (0)20 8996 9001 Fax: +44 (0)20 8996 7001**

BSI offers BSI Subscribing Members an individual updating service called PLUS which ensures that subscribers automatically receive the latest editions of British Standards and PASs.

**Tel: +44 (0)20 8996 7669 Fax: +44 (0)20 8996 7001**  
**Email: plus@bsigroup.com**

### Buying standards

You may buy PDF and hard copy versions of standards directly using a credit card from the BSI Shop on the website [www.bsigroup.com/shop](http://www.bsigroup.com/shop). In addition all orders for BSI, international and foreign standards publications can be addressed to BSI Customer Services.

**Tel: +44 (0)20 8996 9001 Fax: +44 (0)20 8996 7001**  
**Email: orders@bsigroup.com**

In response to orders for international standards, BSI will supply the British Standard implementation of the relevant international standard, unless otherwise requested.

### Information on standards

BSI provides a wide range of information on national, European and international standards through its Knowledge Centre.

**Tel: +44 (0)20 8996 7004 Fax: +44 (0)20 8996 7005**  
**Email: knowledgecentre@bsigroup.com**

BSI Subscribing Members are kept up to date with standards developments and receive substantial discounts on the purchase price of standards. For details of these and other benefits contact Membership Administration.

**Tel: +44 (0)20 8996 7002 Fax: +44 (0)20 8996 7001**  
**Email: membership@bsigroup.com**

Information regarding online access to British Standards and PASs via British Standards Online can be found at <http://shop.bsigroup.com/bsol>

Further information about British Standards is available on the BSI website at [www.bsigroup.com/standards](http://www.bsigroup.com/standards)

### Copyright

All the data, software and documentation set out in all British Standards and other BSI publications are the property of and copyrighted by BSI, or some person or entity that owns copyright in the information used (such as the international standardization bodies) has formally licensed such information to BSI for commercial publication and use. Except as permitted under the Copyright, Designs and Patents Act 1988 no extract may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, photocopying, recording or otherwise – without prior written permission from BSI. This does not preclude the free use, in the course of implementing the standard, of necessary details such as symbols, and size, type or grade designations. If these details are to be used for any other purpose than implementation then the prior written permission of BSI must be obtained. Details and advice can be obtained from the Copyright & Licensing Department.

**Tel: +44 (0)20 8996 7070**  
**Email: copyright@bsigroup.com**





**bsi.**

BSI, 389 Chiswick High Road  
London W4 4AL  
United Kingdom  
[www.bsigroup.com](http://www.bsigroup.com)

