

Customer Behaviour Scenario

Unit Standard 5684: Intervene to prevent an emergency situation arising in an aquatic facility

Element 2 Take action to resolve safety problems occurring at an aquatic facility

Customer Behaviour

The purpose of this scenario is to provide opportunities for the candidate/s to recognise and respond to customer behaviour that presents a risk to themselves or other customers e.g. fighting; bullying; swimming under diving boards; misuse of equipment.

Assessment Conditions

This scenario should take place on poolside during a regular/normal operating session and will involve a team of two lifeguards (candidates). The candidates are required to carry out supervision of a designated area specified by the assessor. It must be clear to pool customers that this is a simulated situation for the purpose of assessment. The candidates will respond to the scenario situation outlined by the assessor.

- To maximise the level each candidate is involved, in each scenario the team should comprise of only two lifeguards.
- It would be advisable to have as many people as possible to act as customers/swimmers to make the incidents as authentic as possible.
- The scenario should continue until the candidate has been instructed that the scenario is completed.

Candidate Instructions

You are responsible for supervision and control of the designated area. Respond to any situation you recognise presents a risk to customers or staff. You will have back up from a second lifeguard who will also be actively supervising the same area. Continue responding to the situation until you are instructed to stop by the assessor. Your response will be discussed after the scenario is completed.

Role play candidate briefing (minimum of two)

You are customers behaving in a risky manner. On initial approach from the lifeguard show reluctance to comply, argue a bit, challenge the lifeguard to explain why you should modify your behaviour. Respond only to clear direction and reasons given by the lifeguard. Continue with role play until the assessor instructs you to stop.

Evidence Requirements

Candidate takes appropriate action to resolve a safety problem involving customer behaviour and promotes facilities safety rules.

1. Approach is non-threatening
2. Facility operating procedure for customer control is followed
3. Facility safety rules and their reasons are explained to customer
4. Unsafe behaviour is identified to customer
5. Risk to self and others is explained
6. Clear instructions for safe behaviour are communicated to customer
7. Candidate ensures customer understands instructions
8. Candidate continues to observe the customer to ensure that the activity is not repeated

Follow up questions:

What was the behaviour you responded to and why was it at risky?

How did you ensure your approach was non-threatening?

How did you know your response to the situation was effective?