

Quality Procedure Procedure for Certification QP 09



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1.0 Document Details

Document ID	QP 09
Document Name	Procedure for Certification
Document Owner	Management of Denan Sport Service
Revision No.	1
Revision Date	23 rd June 2017
Review Period	1 year

2.0 Approvals

The signatures below certify that this document has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements herein and are committed to ensuring their provision.

Created By	Mr. Alaa Atef	Examiner		
Reviewed By	Mr. Nabil Mejri	Management Representative / Operation Manager		
Approved By	Mr. Marwan Mohamed Saad	Executive Director		
	Name	Designation	Signature	Date

3.0 Amendment Record Sheet

Amd. No.	Date of amendment	Page No.	Present		Amended		Nature of change	Brief description of change	Reason for the amendment	Sign.
			Rev. No.	Issue No.	Rev. No.	Issue No.				
1	23 rd June, 17	5-10	1		0		Minor changes	Review of application, duties of candidate, knowledge and skills to be assessed, re-certification, Disciplinary policy and complaints.	DAC document review report	

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1.0 Purpose

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

2.0 Scope

This is applicable all certification scheme provided by Denan Sport Service.

3.0 Responsibility

3.1 Operation Manager is responsible for ensuring implementation of this procedure throughout the certification scheme process.

3.2 Decision Maker is responsible for making decision for granting certificate, re-certificate and renewal of certificate.

3.3 Administration Executive is responsible for receiving application, reviewing application to ensure applicant meets the requirement and providing information to Examiner. Also, he is responsible for maintaining all records of applicant, certification, examination and other relevant to comply with requirement of ISO/IEC 17024:2012 certification process.

3.4 Examiners are responsible for conducting examination, preparation and submission of examination reports to Operation Manager and Decision Maker for making decision.

4.0 Description of activity

4.1 Receiving application and pre-requisition for candidate

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

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

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

LIFEGUARD ASSESSMENT CRITERIA AND PRE-REQUISITES

- Lifeguard candidate *aspiring* to be certified as per Dubai Municipality standards needs to go through a qualifying examination.
- To be eligible for assessment the candidate must fulfil the under-mentioned prerequisites.
- Candidate may enrol for assessment independently or be registered for assessment through any of the application with necessary qualification data.

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PRIOR TO ENROLLMENT THE CANDIDATE NEEDS TO PROVIDE ADEQUATE PROOF OF THE FOLLOWING:

- MUST BE 16 YEARS OF AGE
- A. Must be able to swim continuously in a strong manner for:
- Shallow water Lifeguard: 50m nonstop in a comfortable manner in under 1.5m depth.
 - Pool Lifeguard: 100m nonstop in a comfortable manner in over 1.5m depth
 - Beach/ Water front Lifeguard: 200m nonstop in a comfortable manner for a Beach/Waterfront Lifeguard.
- B. Perform a surface dive and recover a 4-kg weight at a depth of:
- 1.5m for a Shallow Water Lifeguard, where shallow water means that the depth is maximum 1.5m.
 - 3m, or to the deepest depth of the facility in which they will be lifeguarding for a Pool Lifeguard, where Pools means that the depth is more than 1.5m
 - 5m for Beach/Waterfront Lifeguard.
- C. Tread water for at least:
- 5 minutes for Pool lifeguards;
 - 10 minutes for Beach lifeguards.
- 4.1.3 **Review all application along with documents and pre-requisite criteria. If applicant meets the required criteria application are enrolled for further certification process. If applicant does not meet the required criteria, either candidate will be informed to providing missing information and or candidate will be informed that they do not meet required criteria for certification.*
- 4.1.4 **On submission of missing/required documents, if they are found to be in line with requirements, candidates are accepted for the training and training date(s) and venue is communicated to the candidate. Candidates pay the required fee to the Administration executive. Candidates are also briefed about the clothing and rules of pool before the commencement of training*
- 4.1.4 All candidate who meets the requirement, are asked to sign following;
- Substance abuse policy
 - Code of ethics
 - Candidate Agreement

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

4.2 Assessment & Examination

- 4.2.1 Examiner receives all application prior to examination. Application are verified for the compliance to certification scheme and local regulation (Dubai Municipality). If any non-compliance, it will be verified with Administration Executive.

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4.2.2 Candidate are informed about the examination. Candidate sign the attendance sheet for the examination. All examination paper are kept confidential.

4.2.3 *Candidates must:

- a) Attend examination as scheduled.
- b) Report at least 15 minutes before time at the institute/venue.
- c) Carry proper identification and documentary proof for entry
- d) Carry an extra pair of clothes for practical exams
- e) Ensure not to consume food at least 1 hr. prior to water test
- f) Written examination may be conducted prior or after practical exams.
- g) Criteria for passing examination will be informed at the time of admission and prior to examination.

4.2.3 Examination paper for written exam are received in sealed envelope to the examiner. The same is handed over by Administration executive at the time of examination and examination is conducted as follows;

WRITTEN/ORAL EXAMINATIONS:

Weightage 70% required to Pass Duration: 1.5 hr.

The lifeguard written or oral examination consist of a

- A. Core examination (pertaining to general lifeguard duties) 70% Minimum score required
- B. Specialty category(s) (pertaining to shallow water, pool or beach lifeguard duties- whichever is applicable)) 70% Minimum score required

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

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

Shallow water lifeguard Pool lifeguard Beach /Beach front lifeguard

The core and specialty theory examination may be administered separately or combined as one examination. Exams shall be official exams from the certification agency. Exams shall be in multiple choice formats. The exam may be administered orally only if the material and/or the exams are not available in the language the candidate can understand or if the candidate cannot read or write.
*Maximum of 10 candidates will be allowed to take examination at a time.

KNOWLEDGE AND SKILLS TO BE ASSESSED DURING EXAMINATION

Theory:

- Incident management
- Incident prevention

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- *Hazard recognition*
- *Basic risk assessment pool lifeguards*
- *Equipment used*
- *Communication and signals*

PRACTICAL EXAMINATIONS Weightage- 100% required to pass

Final scenario/s shall be administered to assess the competence level of the lifeguard candidate. *A maximum of 5 candidates will be allowed to take examinations at a time. The scenario/s must include:

- in-water rescue
- water exit/extrications
- pool side rescue the use of spine board
- out of water first aid/BLS for adult, child and infants
- The use of AED and Emergency Oxygen kit use (as a highly recommended skill).

Minimum education requirements: none.

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

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

4.3 Decision of Certification

4.3.1 Decision Maker receives the material and verified following;

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

To be eligible for lifeguard certification, candidates must:

- h) Be at least 16 years of age
- i) Valid first aid training and BLS (Health Care Provider CPR) – DCAS approved either trainer or training center
- j) Have valid Occupational Health Card from Local Health Authority In place he/she intend to work (if candidate is residence of UAE)
- k) Pass Written/Oral Examinations assessment on the intended specialty
- l) Pass Practical Examination(s)

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- m) Comply with PHSD Code of Ethics
- n) Comply with PHSD Substance Abuse Policy

4.3.2 After review of documents, decision of granting certificate will be documented. Either applicant pass the certified for qualifying the certified candidate or either applicant will be notify the decision. Decision to either pass or fail will be communicated to application within 7 working days. Operaiton Manager with administration executive will communicate the decision through **appropriate medium (Phone/E-mail - as applicable)*.

4.4 Certificate (Preparation and Issuance)

4.4.1 Certificate is prepared for the candidate who passess the critiera which included following;

- a) The name of the certified person with photo ID;
- b) A unique identification;
- c) The name of the CB;
- d) A reference to the certification scheme, standard or other relevant documents, including issue date,
- e) The scope of the certification including, if applicable, validity conditions;
- f) The effective date of certification and date of expiry

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

Along with certificate limited card will be issued mentioned all above details within *15 days from the declaration of results*.

4.4.2 Once certificate is prepared, it will be signed by Operation Manager and given to Administration Executive.

4.4.3 Certificate and Card will be issued to applicant showing his or her identity proof. Proof of handing over the certificate and card issued to applicant will be maintained by Administration Executive. *Cards will have photograph of the candidate, unique identification number and issue, expiry date.*

4.4.4 **Lifeguards must have the certification cards/qualification and any additional records available at all times for inspection by local authority representatives.*

4.5 **Re-Certification*

4.5.1 *Lifeguard certificate shall not have more than two years validity.*

4.5.2 *For recertification, candidates must complete all recertification requirements any time within two month prior their certification's expiry date. This includes:*

- a) *Passing the Recertification*
 - *Written/Oral which includes personnel interview*
 - *Practical Examination(s)*

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- *Onsite Assessment*

- b) *Continuing to meet medical requirements by the local health authority which includes physical capability authorised by Dubai Municipality Guidelines*
- c) *Continuing to meet medical requirements by the local health authority*
- d) *Compliance with Substance Abuse Policy*
- e) *Compliance with the Code of Ethics*
- f) *Professional development in terms of any training courses and other development on professional front.*
- g) *Experience letter from previous and existing employer*

4.6 Renewal

- 4.6.1 No matter how many hours the lifeguard candidates can prove his related experience during their period of certification, he/she needs to take both theory and practical exam in order to renew their certificate.
- 4.6.2 All candidates are allowed two attempts to pass their renewal theory and practical assessment exams before their certification expires.
- 4.6.3 Candidates who are unsuccessful after two attempts must undertake the full course.
- 4.6.4 Regardless of the date of the renewal examination within the 2 month period, the new two-year certification period begins from the date not later than the expiry date of the candidate's initial certification.

4.7 Re-qualification

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

4.8 **Disciplinary policy*

Grounds for revocation of certification status shall include, but not be limited to, the following:

- *Period of certification exceeded without renewal*
- *Evidence of falsification of any information on any documents submitted to certifying authority or its agents*
- *Evidence of non-compliance with PHSD-DM Substance Abuse Policy*
- *Evidence of culpability in an accident during certification period*
- *Evidence of non-compliance with medical requirements*

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- *Evidence of non-compliance with the Code of Ethics*

4.9

**Complaints*

- *The complaints procedures have been designed to ensure that only valid and actionable complaints are investigated and considered.*
- *These procedures also ensure that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.*
- *Denan Sport Service has established an Appeals and Complaints handling procedure, which will ensure objective and impartial analysis to the issue.*
- *Complainant if dis-satisfied can approach the PHSD for further review and action*

4.10.

**After obtaining the accreditation, the accredited certification body shall submit on monthly basis the details of the certificates issued within that month to the certification body's accreditation section. Approved training centres shall submit on monthly basis the details of the training done within the month and the result for each participant.*

4.11

**The certification body will update the list of candidates who have successfully passed Life guard examination on their website along with their photograph.*

Note:

All certification, re-certification, re-newal and re-qualification process follow the same process as mentioned in assessment & examination (as mentioned in para 4.3) and decision of certification (as mentioned in para 4.4).

5.0 Reference

5.1 Code of Ethics

5.2 Substance Abuse Policy

5.3 Candidate Agreement

6.0 Enclosure Nil

7.0 Records

7.1 ===== Application form

7.2 ===== Examination material and other related records

7.3 ===== Certification, re-certification, renewal and re-qualification records