



Australian Leisure
Facilities Association

MAC “Manager of Aquatic Centre” Pilot Program

Qld Health Guidelines...



Chapter 10: Operator training

Key points

- All staff involved in operating a public aquatic facility should undertake appropriate training for their role.
- Staff who operate high-risk facilities should undertake more extensive training.
- Managers of larger public aquatic facilities should consider obtaining industry accreditation.

Qld Health Guidelines...

Operators of public aquatic facilities should be committed to training and continuous professional development. Membership with a recognised industry body is strongly encouraged.

The level of operator training should be proportionate to the risk of the facility. Operators of high-risk aquatic facilities should undertake more extensive training than those who operate lower risk facilities. It is strongly recommended that operators of high-risk facilities complete the relevant competency of either a Certificate III (course code CPP31218) or Certificate IV (course code CPP41312) in Swimming Pool and Spa Service, as offered by a registered training organisation.

The minimum standard for aquatic facilities would be for staff to undertake a short course offered by an industry body or registered training organisation. These typically cover the key water quality-oriented competencies of the Certificate III or IV.

Facility managers should ensure they have adequately trained staff who understand the treatment processes and know how to maintain water quality. Managers of public aquatic facilities, particularly managers of larger facilities such as aquatic centres and water parks, should also consider self-accrediting or obtaining formal accreditation under an industry-led accreditation framework for facility managers. This may involve completing qualifications specific to the role of managing a public aquatic facility and undertaking continuous professional development.

ALFAQ: We want to provide....

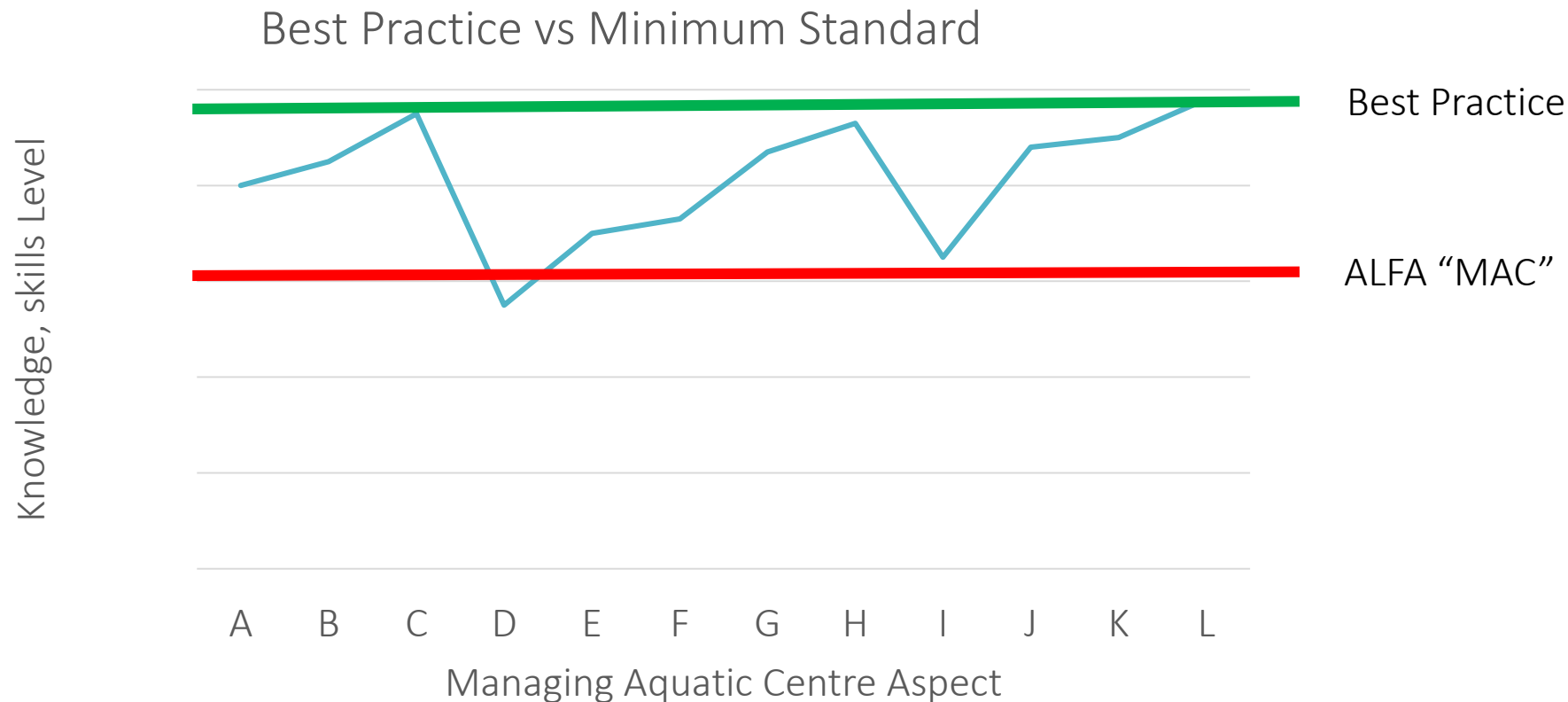
- Organise where to gain Qualification specific to the role of public aquatic facility (and help tailor this to the industry needs)
- Provision of continual professional development
- Accreditation under industry led framework

What are our industry Standards?

What standards do we our centres have to meet?

GUIDELINES FOR SAFE POOL OPERATIONS

**Water quality
guidelines for public
aquatic facilities**





Feedback from last year...

Is the “MAC Accreditation” compulsory? **NO.**

Its an industry provided way for an organisation to be accredited. Self accreditation may also be Ok (according to the guideline). Your own organisation qualifications, professional development and accreditation may be ok.

How will MAC professional development be available regionally? **At the moment we are piloting in SE Qld.**
ALFAQ professional development (via info sessions) is planned to be available via webinar to cover remote professional development and potential regional info sessions

What does the MAC actually look like?....

An Industry Pathway.....



New Aquatic Operations
Supervisor Course

LIFEGUARD

CUSTOMER
CARE

HEAD LG /
DUTY
MANAGER



Royal Life Saving
ROYAL LIFE SAVING SOCIETY QUEENSLAND

New Draft Aquatic Facility Manager Award



New: Pilot

Certificate of Currency
MAC: Manager of Aquatic Centre

CENTRE
MANAGER

REGIONAL
MANAGER



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Facilities Association

Key Aspects of the MAC...

To gain the “Manager of Aquatic Centre” accreditation:

Must have Aquatic Facility Award or equivalent

At least 2 professional development activities over 3 years (not LG related)

3 year membership of ALFAQ

Industry experience

Swim School / Swim Coaching quals if appropriate

Pool Lifeguard & 1st Aid Qualification

Administered by ALFAQ:



The customised Qualifications...

Customised Certificate III in Aquatic & Community Recreation – 14 units

+

2 extra units



The customised Qualifications...

No of units

5

3.1.1 - Five Core Competencies from the Certificate III:

SISXCAI003	Conduct non-instructional sport, fitness or recreation sessions <ul style="list-style-type: none">• Tailor to include Managerial evaluation of programs, including:<ul style="list-style-type: none">○ Optimising○ Scheduling○ Trends○ Seasonality
SISXCCS001	Provide quality service
SISXEMR001	Respond to emergency situations
SISXIND001	Work effectively in sport, fitness and recreation environments <ul style="list-style-type: none">• Tailor to Include people management
SISXRES002	Educate user groups

The customised Qualifications...

No of units

5

3.1.2 – Nine Competencies from the Certificate III:

Of the standard available electives, the below modules with their tailored customisation to be completed.

9

All three of the below Group A Units:

Safety, Priorities & Cross Cultural Management

- | | |
|-------------|--|
| BSBRISK401 | Identify risk and apply risk management processes |
| | <ul style="list-style-type: none">• Tailor to include GSPO for public pool |
| BSBWOR301 | Organise personal work priorities and development |
| SFICOMP205B | Communicate effectively in cross-cultural environments |

Must include the below Group B Units

Water Quality

- | | |
|--------------|-------------------------|
| SIS CAQU 001 | Test Pool Water Quality |
|--------------|-------------------------|

Business Management

SISXFIN001	Develop and review budgets for activities or projects
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SIRXCCS201	Apply point-of-sale handling procedures
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- Tailor to include:
 - Cash & security management
 - Reporting & data analysis
 - Data security & privacy

SIRXSLS201	Sell products and services
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- Tailor Including local marketing, advertising and promotions

Stakeholder management

SISXMGT001	Develop and maintain stakeholder relationships
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- Tailor to include council, lessee contract legal aspects

SISCAQU006	Supervise clients in aquatic locations
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CHCCDE002	Develop and implement community programs
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The customised Qualifications...

No of units

5

Additional Water Quality Competencies

Must include the following two competencies (that are not part of Certificate III)

9

SIS CAQU 004 Develop and implement pool water maintenance procedures

- Tailor to include Qld Water Health Guidelines

2

SIS CAQU 003 Maintain Aquatic Plant & Equipment

- Tailor to include energy management

16 Units Total

MAC Pilot...do you want to be a part of it?

For Each Pilot Manager:

1. ALFAQ Review qualification & organise additional Other qualifications if needed (RLSQ)
2. ALFAQ Review other MAC requirements
3. ALFAQ Provide Accreditation & ALFAQ membership
4. ALFAQ Review professional development undertaken over the 3 years (min 2)

Cost: \$130 per year for 3 years

- (extra qualifications needed are additional cost)

Administered by ALFAQ:

