

# Lifeguard Training

## Frequently Asked Questions:

### How does the online content work?

Upon registration, all students will be emailed a link to the online portion of the course. Students will be directed to create an account using their own email address so that their progress through the online content can be saved and verified. The online content is estimated to take 7 hours to complete. Students must complete ALL online content and come to the first in-person session prepared to show proof of completion via one of the following methods:

- Print or take a screen shot of your online course completion record available at the conclusion of the eLearning course and bring it to the first in-person skill session. It will read “Proceed to Skill Session”.
- Be prepared to login to the eLearning course on the first in-person skill session to display the completion status that appears above the “Launch Course” button.

Students unable to show proof of completion of the online content will not be allowed to participate in the course and will not receive a refund. The online portion of the course should be completed well ahead of time (at least 48 hours) of the first in-person session.

### How can I best prepare for the course?

All participants are assigned to read all chapters of the American Red Cross Lifeguarding Manual before attending the first in-person session. Download the manual from the American Red Cross here: <https://www.redcross.org/take-a-class/participant-materials> (scroll down to “2017 Lifeguarding Manual.”) We recommend that participants also complete the review questions at the back of each chapter and study the skill sheets at the back of each chapter as you watch the corresponding videos in the eLearning content. Since admission to the in-person portion of the course is contingent upon completing the eLearning content and passing the prerequisite skills evaluation, participants should focus on those tasks first.

### What if I cannot attend one class time, can I make it up?

No, the time commitment & staff resources to the entire course would be jeopardized to accommodate the needs of one. However, students may reschedule ahead of time to another open class on the calendar.

### What is your rescheduling policy?

Students can only be transferred into a session that has available openings. We do ask for as much advanced notice as possible (48 hours minimum) so that we can adjust accordingly.

### What if I don't pass the prerequisites?

Students unable to pass the prerequisite skills evaluation on or before the first day of class CANNOT take the course. We encourage those unsuccessful in the pre-course to request transfer into another class in

the future for free. Students are strongly encouraged to practice the prerequisite skills ahead of time and come to the first day of class confident in their ability to successfully complete the evaluation. **\$45 refund may be requested within 7 days after failing the prerequisites.**

### What is your cancelation policy?

If a student decides to cancel their registration prior to 1 week before the start date of their course, we can refund the full tuition minus a \$45 processing fee (\$175 will be refunded). **Cancelation refunds must be requested no later than 48 hours before the student's class start date.**

### What do I need to bring to class?

Students need to bring proof of completion of the online portion of the course, a swimsuit, dry clothes to change into after in-water sessions, goggles (only to be used during the 300-yard swim of the prerequisite skills evaluation and for viewing underwater skill demonstrations), contacts case (if student requires contacts), writing utensil, sack lunch or money for lunch and additional snacks to eat throughout the day. We do have vending machines on the premises. Snacks are highly encouraged for our long days, and a sweatshirt is recommended as the classroom is air conditioned and much cooler than the pool deck. Towels are provided at the fitness center, but students should bring their own. Students may wish to bring an additional swimsuit and towel to avoid having to change back into a wet swimsuit after breaks between in-water sessions each day.

### Where do I park and where does the class meet?

Parking is available free of charge in the "Patient, Visitor and Member" lots to the right of the building (lot 40 & 41), across the street on Crutcher (lot 43) or underground (garage 39). These lots will indicate a 3 hour limit; however, the parking policy is not valid after 5pm on weekdays or at any time on weekends. The classes will meet their instructor in the lobby on the first floor by the front desk. Students should plan to arrive early to ensure they don't arrive late and miss information critical to successful course completion.

### I noticed that classes are partially outside regular business hours for the Landry Center... How does that work?

On **Fridays**, class is scheduled to end at 9:00pm, but the Landry Center closes at 8:30pm. Students will be dismissed from class at 8:45pm and have 15 minutes to shower, change, etc. before the instructors walk the locker rooms at 9:00pm to ensure no students are still in the building before leaving the building themselves. Students waiting on a ride home may wait inside the front entrance (facing Washington Avenue) until 9:00pm behind doors that are locked to the outside by the manager on duty at 8:30pm when the building closes. Parents or Guardians can wait in the circle drive just outside the door (where valet parking would normally operate), so that students can see them through the glass doors when they arrive.

On **Saturdays**, the class takes place entirely within normal business hours. Instructors will leave at the conclusion of the class at 6:00pm and students will need to be out of the building before closing time at 8:30pm.

On **Sundays**, class begins at 9:00am, but the Landry Center opens at 11:00am. Students will enter through the gate that enters into the park at the western corner of the building. Students will then enter the building through the propped-open door across the patio that leads into the Aquatic Offices just off the pool deck. Class ends at 6:00pm, but the Landry Center closes at 7:00pm.

**Please keep in mind that all class ending times may vary significantly due to the individual needs of each class, especially regarding testing and potential re-testing on the last day of each session.**

### Swim attire and dress code?

For males, a basic swim trunks or board shorts is required. For females, a one-piece swim suit or a sports two-piece is required. In general, please wear a swimsuit that allows good range of motion and will stay secure and keep you covered during physical activity throughout the course. For classroom activities, please wear comfortable clothes that support floor activities. The classroom can also be cold, at times.

### Do we have breaks during the course?

Yes. We realize this is an intense training course with long hours, so students will receive breaks throughout the class, as well as at least an hour for lunch on Saturday and Sunday. Please bring snacks to eat throughout the course.

### How do I pass the course?

To successfully complete the Lifeguarding Blended Learning course, the participant must:

- Attend the entire course and participate in all class sessions.
- Actively participate in all course activities, including assuming various roles during scenarios.
- Demonstrate competency in all required skills.
- Pass the final skills scenarios.
- Complete all eLearning content, including the eLearning written exam (CPR/AED for Professional Rescuers and First Aid).
- Successfully pass final written exams with a minimum grade of 80 percent. If a participant fails to reach the minimum 80 percent on the final written exam, a retest is allowed using the other version of the exam, provided that the learner has passed the final skills assessment.

**There are no refunds for students who fail the course.** If a student has a learning disability, please let us know prior to the course so that we can discuss alternative testing options.

### Are there any other evaluations in the course?

Yes, we are always observing each student's discipline. This is an intense training course with long hours and we expect all students (regardless of age) to be prepared for that. Lack of discipline or respect of the instructors and fellow classmates could result in dismissal from the course. We want students to understand the important responsibility lifeguards have as first responders. Lifeguards are to ensure patron safety and protect lives.

## Will I be certified upon completion of the course?

Yes, upon successful completion of the course, students are certified lifeguards. Certificates will be distributed within 3-5 business days of completion. Students will receive their certificate via the email address they provide on day one of their class. If the certificate is not received within the above time frame, students are encouraged to contact either their instructor or program supervisor to verify their email was input correctly.

## What certifications will I receive?

American Red Cross Lifeguarding/First Aid/CPR/AED – valid for 2 years, and American Red Cross Bloodborne Pathogens Training – valid for 1 year.

## Do you provide job placement?

No, we do not provide job placement, however many facilities provide us with hiring information to make available to students at the end of training classes.

## How do I register?

Just click on the registration form link on our website, fill it out, save it and email it to [martina.carvalho@BSWHealth.org](mailto:martina.carvalho@BSWHealth.org). Call 214-820-8178 to pay by credit card over the phone.

**A student's spot is reserved in the class once we have received both form and payment. Classes fill up very fast the closer we get to summer, so be sure to plan your registration accordingly.**

If you have further questions, please don't hesitate to ask. We look forward to being an important part of your lifeguarding experience!