

Quality Procedure Procedure for Certification QP 09



ديسكفري رويال سبورتس ش-ذ-م-م
Discovery Royal Sports L.L.C

Tel.: +971 4 2955003

Fax: +971 42955008

P.O Box: 64335, Port Saeed Dubai-U.A.E

E-Mail: info@drsportsuae.net

www.drsportsuae.net



**Quality Procedure
Procedure for Certification**

Document No.	QP 09
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Quality Procedure Procedure for Certification




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1.0 Document Details

Document ID	QP 09
Document Name	Procedure for Certification
Document Owner	Management of Discovery Royal Sports L.L.C
Revision No.	1.0
Revision Date	20 th December 2016
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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	Subhasini	Administration Executive		25.12.2016
Reviewed By	Om Prasad	Director / Examiner		25.12.2016
Approved By	Rashed Salem Rashed Saif	Executive Director		25.12.2016
	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.				

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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 and use of certification process.

2.0 Scope

This is applicable all certification scheme provided by Discovery Royal Sports LLC.

3.0 Responsibility

3.1 Executive Director is responsible for ensuring implementation of this procedure throughout the certification scheme process. He is responsible for making decision for granting certificate, re-certificate and renewal of certificate.

3.2 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.

3.3 Examiners is responsible for conducting examination, preparation and submission of examination reports to Executive Director for making decision.

4.0 Description of activity

4.1 Receiving application and pre-requisition for candidate

4.1.1 Administration Executive receive the application from the application (candidate and or certified person) for certification or re-certification and or renewal purpose. All application receive 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;

1. Be at least 16 years in age
2. Swim continuously in a strong manner for:
 - a) 100m nonstop in a comfortable manner for a Pool Lifeguard in over 1.5m depth
3. Perform a surface dive and recover a 4 kg weight at a depth of:
 - a) 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
4. Tread water for at least:

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a) 5 minutes for Pool lifeguards;

4.1.3 Review all application along with documents and pre-requisite criteria. If application meets the required criteria application are enrolled for further certification process. If application does not meet the required criteria, either candidate will ask for providing missing information and or candidate will inform that they do not meet required criteria for certification.

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.

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

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

WRITTEN/ORAL EXAMINATIONS:

Weightage 70% required to Pass Duration: 1 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 on one exam. 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.

PRACTICAL EXAMINATIONS Weightage- 80% required to pass

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Final scenario/s shall be administered to assess the competence level of the lifeguard candidate. 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 enveloped.

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 Executive Director (Decision Maker) for further Decision.

4.3 Decision of Certification

4.3.1 Executive director 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:

- a) Be at least 16 years of age
- b) Valid first aid training and BLS (Health Care Provider CPR) – DCAS approved either trainer or training center
- c) Have valid Occupational Health Card from Local Health Authority In the place he/she intend to work (if candidate is residence of UAE)
- d) Pass Written/Oral Examinations assessment on the intended specialty
- e) Pass Practical Examination(s)
- f) Comply with PHSD Code of Ethics
- g) 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. Both decision either pass or fail will be communicated to application within 7 working days. Administration Executive will communicate the decision.

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4.4 Certificate (Preparation and Issuance)

4.4.1 Certificate is prepared for the candidate pass the criteria 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.

4.4.2 Once certificate is prepared, it will be signed by Executive Director (Decision Maker) and given to Administration Executive.

4.4.3 Certificate and Card will be issued to applicant by application showing his or her identity proof or dispatched to applicant based on request. Proof of handing over the certificate and card issued to applicant will be maintained by Administration Executive

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 and practical Examination(s)
- b) Continuing to meet medical requirements by the local health authority
- c) Compliance with LSC Substance Abuse Policy
- d) Compliance with the Code of Ethics

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.

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4.6.4 Regardless of the date of the renewal examination within that 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.

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 decesion 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