

## **WASH Quality Assurance Guidelines, v.101**

The mission of World Academy of Safety & Health (WASH) is to decrease the number of deaths by drowning by providing affordable access to high-quality flexible training. Hence, we must ensure that there are World Academy of Safety & Health Lifeguards, Lifeguard Instructors and Swim Lesson Instructors (SLI) throughout the world.

World Academy of Safety and Health (WASH) Authorized Instructors and Training Centers are expected to adhere to all sections of the *WASH Quality Assurance Guidelines*.

### **Section A**

#### **Materials and Logos**

All course curriculum, ancillary resources, course powerpoints and slide presentations, video clips, participant and instructor manuals, guidelines and skills sheets, are and will remain the property of World Academy of Safety & Health. World Academy of Safety & Health authorizes you the Authorized Instructor and/or Authorized Training Center (ATC) use of these materials during WASH courses and advertising of WASH courses so long as the Instructor and/or Authorized Training Center is in good standing with World Academy of Safety & Health.

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World Academy of Safety & Health (WASH) reserves the right to protect its ownership of all materials, logos and content. No derivative works can be produced using any portion of any of the materials owned by World Academy of Safety & Health (WASH) by any person or entity without the express written permission of World Academy of Safety & Health (WASH).

World Academy of Safety & Health (WASH) logos may be used by WASH Authorized Instructors and Training Centers for advertising purposes. The approved logos can be found in Appendix C and cannot be edited.

Use of any and all World Academy of Safety & Health (WASH) materials and logos is terminated and must be immediately removed from all print and electronic documents including one's website and social media accounts when any or all of the following occur: the WASH Authorized Instructor & Authorized Training Center (ATC) Contract is terminated; the World Academy of Safety & Health (WASH) instructor certification(s) expire, are suspended, or otherwise terminated; the World Academy of Safety & Health (WASH) Authorized Instructor or Authorized Training Center fall out of good standing with World Academy of Safety & Health (WASH).

## Section B

### Curriculum

Instructors and Authorized Training Centers (ATC's) are expected to deliver the curriculum according to each course's outline. Instructors are expected to utilize WASH slide presentations, video clips and other resources as outlined in the most recent WASH Instructor Manual.

Instructors and Authorized Training Centers (ATC's) are expected to adhere, as closely as possible, to the course outlines and ensure all successful course participants have met course or lesson objectives.

When delivering any World Academy of Safety & Health (WASH) course, the instructor(s) must ensure the minimum equipment requirements (located in *WASH Instructor Manual v.2021, Course Requirements, page 7*) are met for the course or lesson being delivered.

## Section C

### Instructor S.1's, Instructor S.2's and Instructor S.3's

All World Academy of Safety & Health (WASH) Authorized Instructors are expected to:

- Maintain an affiliation with a World Academy of Safety & Health (WASH Authorized Training Center (ATC) – a World Academy of Safety & Health (WASH) Instructor is NOT permitted to teach without an active affiliation with a WASH ATC.
- Maintain ethical behavior when teaching WASH courses and swim lessons, advertising WASH courses and/or interacting with the public while representing him or herself as a WASH Instructor.
- Maintain professionalism under all circumstances while representing him or herself as a WASH Instructor or ATC.
- Adhere to all requirements as outlined in *WASH Lifeguard Instructor Manual v.2021, WASH Swim Lesson Instructor (SLI) Manual*, and *WASH Quality Assurance Guidelines, v101*.
- Complete and submit all required course paperwork (located in the ATC and Instructor Online Portal <http://lifeguardcertifications.com/membership-login/>) in a timely manner and no later than five (5) business days after a course or swim lesson session is completed.
- Maintain copies of all WASH paperwork including but not limited to Student Authorization Requests (SAR); Skills Assessment Forms (SAF); Final Skills Scoring Rubrics, and Final Exams for a minimum of three (3) years.
- Maintain, in good standing, an American Safety and Health (ASHI), an HSI company, Instructor certification at the Basic Life Support (BLS) level. One should access the ASHI, an HSI company, TCAM for certification requirements (*applies only to those authorized training centers and/or instructors delivering the WASH lifeguard curriculum and programs*).
- Maintain all WASH and ASHI, an HSI company, Instructor certifications (*applies only to those authorized training centers and/or instructors delivering the WASH lifeguard curriculum and programs*) and remain in good standing with both organizations and only teach a WASH course under a current and valid Instructor certification(s).

## Section D

## Authorized Training Centers (ATC's)

All World Academy of Safety & Health (WASH) Authorized Training Centers are expected to:

- Maintain ethical business practices when: advertising WASH courses and swim lessons, conducting WASH courses and swim lessons through the ATC, interacting with the public as a WASH Authorized Training Center.
- Maintain professionalism under all circumstances while acting as a WASH Authorized Training Center (ATC).
- Adhere to all requirements as outlined in *WASH Instructor Manual v.2021*, *WASH Authorized Training Center (ATC) Contract* and *WASH Quality Assurance Guidelines, v101*.
- Complete and submit all required course paperwork (located in the ATC and Instructor Web Portal <http://lifeguardcertifications.com/membership-login/> ) in a timely manner and no later than five (5) business days after a course or swim lesson session is completed.

The Authorized Training Center is responsible for ensuring the instructors aligned with their training center are adhering to all World Academy of Safety & Health (WASH) guidelines, manuals, and quality assurance guidelines. **Please see pages 5-6 of this document for the 'WASH System of Quality Control'.**

An Authorized Training Center can be held accountable for violations committed by that training center's WASH instructors (S.1's and S.2's). Instructor S.3's are not affiliated with a Training Center. Instead, they work directly for World Academy of Safety & Health (WASH).

## Section E

### Inquiries and Investigations

World Academy of Safety & Health (WASH) reserves the right to investigate and/or open an inquiry into any WASH course, Authorized Training Center (ATC), Authorized Instructor or Authorized Instructor Teacher to ensure all World Academy of Safety & Health (WASH) guidelines, manuals, contracts and/or other requirements, documents or procedures are consistently being followed and courses and swim lessons remain high-quality.

World Academy of Safety & Health (WASH) reserves the right to levy penalties to any WASH Authorized Training Center (ATC) and/or Authorized Instructors found to be in violation of any WASH guidelines, manuals, contracts or other requirements, documents and/or procedures.

Additionally, World Academy of Safety & Health (WASH) reserves the right to levy penalties to the training center for violations committed by that training center's WASH instructor(s). Penalties are at the full discretion of World Academy of Safety & Health (WASH).

If a course is found to have been delivered outside of the World Academy of Safety & Health (WASH) *Quality Assurance Guidelines, v.101*, World Academy of Safety & Health (WASH) reserves the right at its full and sole discretion:

- 1) to suspend or revoke the certification(s) issued to participants in that course. If any participant, who has a certificate suspended and/or revoked as a result of quality assurance issues during his or her original class or lesson, chooses to be trained again it will be completed at the expense of

the ATC and/or instructor who delivered the original course or lesson. World Academy of Safety & Health (WASH) reserves the right to decide what entity delivers the re-training.

- 2) to suspend or revoke the certification(s) of any and/or all instructor(s) and/or co-instructor(s) of record for the course found to be non-compliant.
- 3) to suspend or revoke the certification(s) of Authorized Training Center (ATC) personnel with whom the instructor(s) and/or co-instructor(s) found to be non-compliant are affiliated and/or associated.
- 4) to suspend or terminate the Authorized Training Center (ATC) Agreement with any ATC with whom the instructor(s) and/or co-instructor(s) found to be non-compliant are affiliated and/or associated.
- 5) to take any and all other remedial, corrective, and/or punitive action against the Authorized Training Center (ATC), Authorized Training Center (ATC) personnel, and/or Instructor(s) and/or Co-Instructor(s).

All World Academy of Safety & Health Authorized Instructors as well as Authorized Training Centers (ATC's) are expected to fully cooperate with any and all Quality Assurance inquiries and/or investigations. The inquiry and/or investigation may or may not directly pertain to you or your ATC. No matter the subject of the Quality Assurance inquiry and/or investigation, cooperation is expected.

Failure of WASH Authorized Instructors, and Training Centers to:

- cooperate with an inquiry and/or investigation;
- be forthcoming with information during an inquiry and/or investigation;
- report Quality Assurance violations or perceived Quality Assurance violations to World Academy of Safety & Health's corporate office ([qa@lifeguardcertifications.com](mailto:qa@lifeguardcertifications.com)) for further investigation

May result in:

- disciplinary action at the discretion of World Academy of Safety & Health (WASH)



# WASH System of Quality Control

## **Purpose:**

The purpose of this *WASH System of Quality Control* is to ensure that all products, services, and processes meet the highest standards of quality, reliability, regulatory requirements, and customer satisfaction. This system establishes a structured framework for process control, continuous improvement, document control, audits, monitoring, and inspection, as well as corrective actions to address nonconformities.

### **I. Process Control:**

To ensure consistent and reliable performance, all processes within the organization as well as required of all WASH Authorized Training Centers (ATC's) and Instructors shall be clearly defined, documented, and standardized. These processes will be regularly reviewed and refined based on performance data and feedback to ensure they meet end customer requirements, regulatory requirements, and organizational goals. Specific key performance indicators (KPIs) will be established for each process to monitor and control performance effectively.

### **II. Continuous Improvement:**

Continuous improvement is fundamental to our organization's quality culture. We will foster an environment where all employees are empowered to contribute to process and product improvements. Further, WASH will hold all Authorized Training Centers (ATC's) and Instructors accountable for continuous improvement and adherence to the WASH continuous improvement protocols and policies outlined below:

- WASH utilizes a structured approach to continuous improvement using two specific methodologies. The Lean and Six Sigma models for continuous improvement guide all WASH policies.
- We will monitor performance data, customer feedback, and annual audits of each ATC to identify opportunities for improvement.
- Action plans for improvement initiatives will be developed, prioritized, and reviewed regularly.
- Employees at all levels will be trained in continuous improvement techniques and encouraged to suggest improvements. This training will also be made available within the WASH ATC and Instructor Online Portal and made part of the online module used to renew WASH Instructor certificates.

### **III. Document Control:**

Accurate and up-to-date documentation is essential to ensuring the proper execution of processes. All critical documents, including process maps, standard operating procedures (SOPs), work instructions, and quality records (including all course and participant documentation), will be controlled and maintained according to the current WASH protocols and policies and maintained with the WASH ATC and Instructor Online Portal (WASH's electronic document management system). This system will ensure that only the

latest versions of documents/outlines/manuals/course resources/etc. are in use, and that obsolete or incorrect documents are appropriately archived or disposed of. Regular reviews will be conducted to ensure the documents remain relevant and reflect current best practices.

#### **IV. Audits:**

Regular audits, both internal and external, will be conducted to assess compliance with the QA policy and identify areas for improvement. Audits will be planned and executed systematically, with findings documented and communicated to the relevant stakeholders. Action plans will be developed based on audit results to address non-conformities or opportunities for improvement. Audits will also serve as a tool to verify that corrective actions are effectively implemented.

- Audits can be announced or unannounced.
- Audits are conducted of an ATC's and/or Instructor's paperwork.
- Audits should occur, at minimum, once per year of each ATC (these can be conducted more than once if inconsistencies, nonconformities, and/or other concerns are discovered and/or brought to the attention of the World Academy of Safety and Health corporate office).

#### **V. Monitoring & Inspection:**

Routine monitoring and inspection activities will be conducted throughout the service delivery processes to verify that quality standards are being met – this is both internal for WASH employees and external for WASH ATC's and Instructors. The inspection methods used include in-person class observations; course observation via video conferencing; course observation via recording; use of post-course participant surveys and other forms of contact as well as performance tracking tools to ensure consistency. Data from inspections will be analyzed to detect any trends or patterns that may indicate areas of concern, enabling timely intervention.

#### **VI. Corrective Action:**

To maintain product and service quality, WASH has established processes for identifying, investigating, and addressing nonconformities (*please see pages 3-4 of this document for additional detail*).

- A clear procedure for identifying nonconformities will be implemented across all functions, including customer complaints, internal audit findings, inspection results, and process deviations.
- Corrective actions will be defined, implemented, and tracked to ensure that root causes are addressed and prevent recurrence.
- Corrective actions may involve process adjustments, instructor/ATC personnel/employee retraining, changes to materials or equipment, or curricular design modifications.
- The effectiveness of corrective actions will be verified through follow-up inspections, audits, and performance monitoring.

Appendix C Approved Logos



Authorized Training Center



**WASH Customer Service:**

Monday-Friday 9:00am-5:00pm ET

1-800-484-0419

[admin@lifeguardcertifications.com](mailto:admin@lifeguardcertifications.com)

[www.lifeguardcertifications.com](http://www.lifeguardcertifications.com)