Advanced HSE Protocols for Leisure Facilities Training Course



16 - 20 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #EL4144_97160

Course Introduction / Overview:

The leisure and recreation industry presents a unique and complex set of health, safety, and environment challenges, distinct from traditional industrial or corporate settings. This course provides a comprehensive framework for managing these specific risks, ensuring the well-being of both staff and guests. It moves beyond generic HSE principles to address the nuanced realities of environments such as swimming pools, fitness centers, event spaces, and family entertainment venues. As highlighted by risk management expert Dr. David L. Tushaus, the duty of care in recreational settings is paramount and requires specialized knowledge. This program, offered by BIG BEN Training Center, is meticulously designed to equip professionals with the skills to develop, implement, and maintain robust HSE systems. Drawing on concepts from seminal works like "Managing Risk in Sport and Recreation", the curriculum integrates legal compliance with practical operational strategies. Participants will learn to proactively identify hazards, from chemical handling in aquatic facilities to crowd management during peak hours, fostering a culture of safety that enhances guest experience, protects brand reputation, and ensures operational excellence and sustainability in a dynamic and public-facing industry.

Target Audience / This training course is suitable for:

- Leisure Center Managers and Directors.
- Health and Safety Officers and Advisors.
- Operations Managers and Supervisors.
- Facility and Maintenance Managers.
- Gym and Fitness Instructors.
- Head Lifeguards and Pool Plant Operators.
- Event Coordinators and Managers.
- Guest Services and Front-of-House Supervisors.
- Human Resources and Training Managers.
- Risk and Compliance Officers.

Target Sectors and Industries:

- Sports Complexes and Stadiums.
- Gymnasiums and Fitness Centers.
- Public and Private Swimming Pools.
- Water Parks and Aquatic Centers.
- Hotels, Resorts, and Spas.
- Community and Recreation Centers.
- Theme Parks and Amusement Centers.
- Family Entertainment Centers.
- Governmental and Municipal Parks and Recreation Agencies.
- Country Clubs and Golf Courses.

Target Organizations Departments:

- Operations Management.
- Health, Safety, and Environment (HSE) Department.
- Facilities and Estates Management.
- Guest and Customer Services.
- Events and Programming.
- Human Resources and Staff Training.
- Risk Management and Compliance.
- Technical Services and Maintenance.
- Aquatics Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive HSE management system tailored to leisure facilities.
- Conduct detailed risk assessments for diverse recreational activities and environments.
- Implement effective emergency response and evacuation plans for public venues.
- Manage water quality and chemical safety in swimming pools and aquatic features.
- Ensure compliance with local and international health and safety regulations.
- Investigate incidents and accidents to identify root causes and prevent recurrence.
- Promote a positive and proactive safety culture among all staff members.
- Manage contractor safety and ensure third-party compliance on-site.
- Implement protocols for controlling infectious diseases and maintaining hygiene standards.
- Audit and review HSE performance to drive continuous improvement.

Course Methodology:

The training methodology employed by BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can directly apply their learning to their work environments. We move beyond traditional lectures to a blended approach that includes facilitator-led presentations, dynamic group discussions, and collaborative workshops. A cornerstone of the course is the extensive use of case studies based on real-world incidents within the leisure industry, allowing participants to analyze complex situations and develop effective solutions. Practical exercises, such as creating a risk assessment for a new piece of gym equipment or simulating an emergency response scenario, provide hands-on experience. Team-based activities encourage peer-to-peer learning and the sharing of diverse perspectives from different types of leisure facilities. Throughout the course, participants will receive constructive feedback from experienced instructors. This immersive and participant-centered approach ensures a deep understanding of HSE principles and builds the confidence needed to implement them effectively back in the workplace, transforming theoretical knowledge into tangible operational improvements.

Course Agenda (Course Units):

Unit One: Foundations of HSE Management in the Leisure Sector

- Introduction to Health, Safety, and Environment in Leisure.
- Legal Frameworks, Regulations, and Standards for Recreation.
- Roles and Responsibilities of Management and Staff.
- Fundamentals of Hazard Identification and Risk Assessment.
- Developing a Proactive Safety Culture.
- The Importance of HSE in Enhancing Guest Experience.
- Understanding the Unique Risks in Public-Facing Environments.

Unit Two: Operational Safety for Specific Leisure Environments

- Safety Protocols for Gyms and Fitness Studios.
- Aquatic Safety, Drowning Prevention, and Lifeguard Management.
- Pool Plant Operations and Chemical Handling Safety.
- Managing Safety in Children's Play Areas and Soft Play Zones.
- Food Safety and Hygiene in Cafes and Concession Stands.
- Fire Safety, Prevention, and Evacuation Procedures.
- Electrical and Mechanical Equipment Safety.

Unit Three: Emergency Preparedness and Incident Management

- Developing a Comprehensive Emergency Action Plan (EAP).
- First Aid Provision and Medical Emergency Response.
- Managing Overcrowding and Crowd Control Techniques.
- Effective Communication During an Emergency.
- Incident and Accident Reporting and Investigation.
- Root Cause Analysis Techniques.
- Liaising with Emergency Services and External Agencies.

Unit Four: Health, Hygiene, and Environmental Control

- Water Quality Management and Testing Protocols.
- Control of Legionella and Waterborne Pathogens.
- Infection Control and Public Health Considerations.
- Waste Management and Environmental Best Practices.
- Noise Control and Management in Leisure Facilities.
- Handling, Storage, and Disposal of Hazardous Substances (COSHH).
- Promoting Staff Wellbeing and Occupational Health.

Unit Five: Advanced HSE Leadership and Continuous Improvement

- Conducting Effective HSE Audits and Inspections.
- Measuring and Monitoring HSE Performance with Key Performance Indicators (KPIs).
- Managing Contractors and Third-Party Service Providers Safely.
- Implementing and Reviewing HSE Policies and Procedures.
- Advanced Training and Competency Management for Staff.
- Crisis Management and Business Continuity Planning.
- Leading HSE Initiatives and Driving Long-Term Improvement.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

What unique qualities does this course offer compared to other courses?

How can a proactive safety culture, rather than a reactive compliance-focused approach, transform the guest experience and operational success of a leisure facility?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself through its specialized focus on the unique risk landscape of the leisure and recreation industry, a sector where the safety of the public is as critical as that of employees. Unlike generic HSE courses that apply a one-size-fits-all industrial model, this program is meticulously tailored to address the specific hazards of environments like aquatic centers, fitness facilities, and family entertainment venues. The curriculum delves into nuanced topics such as crowd dynamics, recreational water illnesses, and the psychology of guest behavior in emergency situations. Our approach is deeply practical, prioritizing scenario-based learning and case studies drawn directly from real-world leisure industry incidents. This ensures that participants are not just learning theory but are actively developing the critical thinking and decision-making skills needed to manage complex, fast-moving situations. Furthermore, the course integrates the concept of safety as a core component of the guest experience, teaching professionals how to build a safety culture that enhances brand reputation and customer loyalty, rather than viewing it merely as a regulatory burden. It is this synthesis of specialized content, practical application, and strategic business integration that provides unparalleled value.