Advanced Water Park Operations, Safety, and Rescue Training Course

19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #EL7432_98401

Course Introduction / Overview:

The dynamic environment of a water park presents unique operational and safety challenges that demand a highly skilled and prepared professional team. This course provides a comprehensive framework for managing water park operations with an unwavering focus on safety, risk mitigation, and effective emergency response. Moving beyond basic lifeguarding, this program delves into the intricate aspects of facility management, guest safety protocols, and advanced rescue techniques. We will explore the critical principles of aquatic risk management, drawing on foundational research in victim recognition, such as the work by the renowned Dr. Frank Pia on the instinctive drowning response. Participants will gain a holistic understanding of everything from water quality management to leading a team during a critical incident. This training, offered by BIG BEN Training Center, is meticulously designed to equip professionals with the knowledge and skills to create a secure and enjoyable environment for both guests and staff, ensuring operational excellence and adherence to the highest safety standards in the industry.

Target Audience / This training course is suitable for:

- Water Park General Managers.
- Aquatics Directors and Managers.
- Lifeguard Supervisors and Head Lifeguards.
- Operations Managers.
- Safety and Risk Management Officers.
- Facility Maintenance Supervisors.
- Ride and Attraction Operators.
- Emergency Response Team Members.
- Corporate-level executives overseeing amusement facilities.

Target Sectors and Industries:

- Amusement and Theme Park Industry.
- Hospitality and Resort Management.
- Recreation and Leisure Sector.
- Tourism and Entertainment Venues.
- Municipal and Public Aquatic Facilities.
- Government agencies responsible for public safety and recreation.
- Private Water Sports and Recreation Clubs.

Target Organizations Departments:

- Operations Department.
- Aquatics Department.
- Safety and Security Department.
- Risk Management and Compliance.
- Guest Services and Relations.
- Facilities and Maintenance Department.
- Human Resources and Training.
- Emergency Management Department.

Course Offerings:

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

- Develop and implement comprehensive emergency action plans for aquatic environments.
- Master advanced surveillance and victim recognition techniques.
- Execute complex in-water rescue skills, including spinal injury management.
- Conduct thorough risk assessments for water park attractions and facilities.
- Manage water quality and chemical safety protocols effectively.
- Lead and coordinate a team during a critical incident response.
- Implement proactive safety measures to prevent accidents and injuries.
- Ensure compliance with industry standards and legal regulations.
- Enhance guest safety through effective crowd management and communication.
- Conduct effective staff training, drills, and performance evaluations.

Course Methodology:

The training methodology for this course is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into real-world competencies. At BIG BEN Training Center, we believe in learning by doing. The program integrates a variety of instructional techniques, including expert-led presentations, dynamic group discussions, and in-depth analysis of real-world case studies from the aquatic industry. Participants will work collaboratively on problem-solving exercises that simulate complex operational and emergency scenarios. The curriculum emphasizes practical application, with sessions dedicated to developing and critiquing emergency action plans and risk management strategies. Interactive workshops and scenario-based simulations will challenge participants to apply their skills in a controlled environment. Continuous feedback from the instructor and peers is a cornerstone of our approach, fostering a supportive learning atmosphere where professionals can refine their skills and build confidence in their ability to manage a safe and efficient water park operation.

Course Agenda (Course Units):

Unit One: Foundations of Water Park Safety and Operations

- Introduction to aquatic safety standards and best practices.
- The professional roles and legal responsibilities in a water park.
- Understanding guest psychology and proactive crowd management.
- Navigating the legal and regulatory frameworks for aquatic facilities.
- Core principles of risk management and hazard identification.
- Effective communication strategies and teamwork for safety teams.
- An overview of water park attractions and their operational mechanics.

Unit Two: Lifeguarding, Surveillance, and Prevention

- Advanced scanning strategies and effective zone coverage.
- Mastering victim recognition based on the instinctive drowning response.
- Proactive injury prevention on water slides, wave pools, and lazy rivers.
- Understanding and preventing shallow water blackout.
- Proper use, care, and maintenance of rescue equipment.
- Emergency signaling and communication systems.
- Techniques for managing non-critical situations and rule enforcement.

Unit Three: Advanced Rescue and Emergency Medical Response

- Executing rescues for active and passive drowning victims.
- Proper techniques for spinal injury management in various water depths.
- Performing in-water rescue breathing and CPR transitions.
- First aid and medical response for common water park injuries.
- Protocols for emergency oxygen administration.
- Coordinating a multi-rescuer response for complex scenarios.
- Post-rescue procedures and thorough incident documentation.

Unit Four: Facility Operations and Water Quality Management

- Conducting daily operational safety checks and audits.
- Fundamentals of water chemistry, testing, and balancing.
- Safe handling, storage, and management of pool chemicals.
- Principles of water filtration and circulation systems.
- Strategies for preventing recreational water illnesses (RWIs).
- Implementing lockout/tagout procedures for maintenance safety.
- Standard operating procedures for ride and attraction dispatch.

Unit Five: Leadership, Incident Management, and Continuous Improvement

- Developing and drilling a site-specific Emergency Action Plan (EAP).
- Leading a team effectively during a critical incident.
- Conducting comprehensive incident investigations and analysis.
- Designing and delivering effective in-service training and drills.
- Customer service excellence and conflict resolution skills.
- Auditing safety protocols for continuous improvement.
- Exploring future trends and technologies in aquatic safety.

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:

How can water park operators balance the creation of thrilling guest experiences with the non-negotiable mandate of absolute safety and risk mitigation?

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

This course distinguishes itself by offering a holistic, 360-degree perspective on water park management, integrating the critical pillars of operations, safety, and rescue into a single, cohesive curriculum. Unlike programs that focus solely on lifeguarding certifications, this training is designed for current and aspiring leaders in the aquatic industry. It moves beyond the "how" of rescue to explore the "why" of prevention, risk management, and operational excellence. The curriculum is built upon a foundation of established safety science, including deep dives into concepts like the instinctive drowning response, while simultaneously addressing the practical, day-to-day challenges of facility management, from water chemistry to staff training. By emphasizing leadership skills, incident command, and the development of a proactive safety culture, the course prepares participants not just to respond to emergencies, but to build resilient systems that prevent them from occurring. The focus on strategic thinking and continuous improvement provides a unique academic rigor that empowers professionals to elevate the safety standards of their entire organization.