

## **Frequently Asked Questions Lifeguard Courses**

### **Q. What is the cancellation policy?**

If a registrant drops a class with at least five days' notice to the first pre-test date, s/he will receive a voucher or refund less a \$15 processing fee. If a registrant drops a class with less than a five day notice, no credit or refund will be issued.

### **Q. If I need to get a refund, do I get the full amount of the course back?**

A \$15 processing fee is charged when a registrant fails the pre-course or drops the class at least 5 days prior to the first pre-test date.

### **Q. Are refunds credited back to my credit card?**

Refunds are mailed in the form of a The University of Toledo check; processing takes about 6-8 weeks.

### **Q. What happens if I fail the prerequisites?**

If a registrant fails the prerequisite, they will be given a second opportunity to demonstrate the prerequisite skills. They can choose to do this the same day or return for the next pre-test date for the course they are signed up for. Registrants who fail on the second day of pre-testing must demonstrate the prerequisite skills that day or transfer their registration to another course date.

### **Q. What is blended learning?**

Blended Learning is a course format which combines online learning with on-site skills sessions where you will practice skills and demonstrate competency. Meaning there is material the registrant will be responsible for online. Blended Learning courses will be indicated on the class schedule online.

### **Q. What if I cannot make it to all course sessions?**

The registrant will not receive your certification; participants must be at all course sessions.

### **Q. What should I bring to class?**

A swimsuit (women: modest one piece is recommended, men: trunks or jammers), a towel, goggles are recommended, pen or pencil, notebook for notes, water bottle, and a lunch/snacks. All participants will receive a loan book and pocket mask the first day of the course. These items should be brought to every course session.

### **Q. What happens if I lose/destroy my loan textbook or pocket mask?**

If a book or pocket mask is lost or destroyed, the participant will be responsible for the replacement fee (book: \$35.00, pocket mask: \$10.00). The registrant will not receive their certification until the fees have been paid.

**Q. Where do I get the textbook?**

A link to the electronic lifeguard training book is emailed in the conformation email sent once the registrant signs up for a course. All participants will receive a loan book on the first day of the course. The book should be brought to every course.

**Q. What is the difference between Standard Lifeguard training, Lifeguard Review and Lifeguard Instructor?**

The Standard Lifeguard Training certifies participants in basic rescue techniques and emergency care and is for anyone who has never taken a lifeguarding course before or someone whose certification has expired.

Lifeguard Reviews are for those who currently hold a valid Lifeguarding certification (or has expired within the last 30 days) and want to renew their certification for another 2 years.

Lifeguard Instructor courses are for those who currently hold a valid lifeguard certification and want to become authorized to teach the American Red Cross Lifeguard Courses.

**Q. What are the course prerequisites for Standard Lifeguard Training?**

- Be 15 years of age by the last day of the course
- Swim 300 yards continuously demonstrating breath control and rhythmic breathing.
- Tread water for 2 minutes using only the legs.
- Complete a timed event within 1 minute, 40 seconds.
  - Starting in the water, swim 20 yards. Surface dive, feet-first or head-first, to a depth of 7 to 10 feet to retrieve a 10-pound object (our pool is 12 feet deep). Return to the surface and swim 20 yards on the back to return to the starting point with both hands holding the object and keeping the face at or near the surface so they are able to get a breath. Exit the water without using a ladder or steps.

**Q. What certifications are awarded to students who successfully complete a Lifeguarding course?**

Registrants who successfully complete the lifeguarding course will be awarded an American Red Cross Lifeguarding certification. All certifications are delivered electronically through the email provided at registration.

**Q. What is the validity period of the Lifeguarding certificate?**

The validity period for Lifeguarding is 2 years and includes professional rescuer-level CPR/AED as well as First Aid.

**Q. What if I need a replacement certification, who do I contact?**

Contact the American Red Cross at 1-800-REDCROSS (1-800-733-2767) and give the ARC representative your name, the name of the instructor and the date you completed training.

**Q. Is the Waterfront Skills certification still valid if the Lifeguarding/First Aid/CPR/AED**

**certification has expired?**

No, the waterfront certification is only valid if the lifeguard certification is current.

**If I only need waterfront guard do I have to come to all the days of Standard Lifeguard course?**

Yes, the waterfront certification includes standard lifeguarding; so waterfront guards must attend all course sessions as well as the waterfront skill day indicated on the course schedule.

**Q. How do I obtain a waterfront certification?**

If a registrant would like to obtain their waterfront certification they must attend all course sessions as well as the waterfront skill day indicated on the course schedule. Participants who successfully complete this course will be awarded a Lifeguard, Waterfront Lifeguard, CPR-PR/AED and First Aid.

**Q. If a participant is already certified in CPR/AED for Professional Rescuers and Healthcare Providers, is he or she still required to participate in the CPR portions of a Lifeguarding or Lifeguarding Review course?**

Yes. Lifeguarding participants must successfully complete all lessons of the Lifeguarding course or Lifeguarding Review course. The CPR/AED portions of the Lifeguarding courses are fully incorporated within the Lifeguarding course. The certification for the Lifeguarding course is one certification that includes professional rescuer CPR as a part of it. There is no separate certification for the CPR portion of the Lifeguarding course.

**Q. Who is eligible to participate in a Lifeguarding Review course?**

The Lifeguarding Review course is designed for individuals with a current Lifeguarding/First Aid/CPR/AED (or expired within the 30 days from the start of the course).

**Q. Is there a crossover course for basic-level lifeguards certified/licensed in lifeguard training by another training agency, such as the YMCA, Ellis and Associates or StarGuard?**

No. Individuals must successfully complete the full Lifeguarding course to receive certification in American Red Cross Lifeguarding/First Aid/CPR/AED.

**Q. How intense is the class?**

To successfully complete the course, you need to be familiar with the online textbook prior to the start of the class. You need to be well-rested and attentive because you will be active in the water for long periods of time.