



Owner/Master Instructor Employee Training Guide

**Guidelines for those who will be training
their own employees**

Or

**Those who wish to teach the NSSIA
Instructor Certification Class**

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NSSIA 2018

Introduction

This document is intended for BUSINESS OWNERS and those NSSIA instructors who wish to: teach their employees the proper procedures that will protect the business from liability claims; enable NSSIA certification of their own instructors; or teach the NSSIA certification class to all applicants. While each US region and most countries where we provide certifications have an assigned high level instructor, current NSSIA guidelines for others are as follows:

1. All school owners must provide Phase 1 training to their own employees. Failure to do so is not only a business insurance requirement to protect against liability issues, but it is also a NSSIA requirement for accreditation. Phase 1 .ppt training modules for non-certified instructors are provided to all NSSIA accredited surf schools.
2. NSSIA prefers at least senior level certified instructors or higher teach the formal certification class to their own employees. However, we understand that not all school owners have senior level certifications.
3. NSSIA requires Master Level instructors teach the certification class to regular applicants.

Those who want to provide classroom certification instruction to all applicants must have completed the following

1. Been a Master Level instructor for at least one year.
2. Received exceptional grades on both their initial self-study and their classroom exam, plus completed the master level exam.
3. Have attended a second classroom where they have also taught part of the criteria.

Current instructors authorized to teach the full certification classes are listed below.

Peter Pan - New England
Bruce Gabrielson – Mid-Atlantic+
Jennifer Steffiner – New Jersey
Robert Farmer – Outer Banks
Cathy Liberatori - Georgia
Kali Montaro – South Florida
Kim Hamrock – West Coast, Mexico
Sada Andrews – Northern California
Peter Ottenger– Costa Rica

This document is partitioned into the Phase 1 training process, the formal classroom preparation process for employee students, and the preparation for full classroom delivery process.

Phase 1 Training

Phase 1 training is a must in this age of legal issues and employee/employer relationships. The primary focus of this training is to ensure you have covered your “due diligence” in case you or one of your employees breaks a law or injures a client. It focuses on risk management, laws, best practice training procedures, and guidelines to follow in the case of injury. This information is covered in the manual chapters on Business and Laws, Instruction (surf or SUP), Injuries, and Conditioning. Related items on the CD include NSSIA Risk Release/Waiver, Blood Exposure Control Plan, Employee Agreements, US Coastguard Watercraft Regulations, Environmental Impact Plans, Accident Reporting, and the Emergency/Contingency Plan.

In addition to an in the water training session related to the way you wish your instructors to teach, this training should take about 2-3 hours to complete. It is recommended that you spread the training out over two sessions.

Employee Agreement

Prior to starting the training, make sure you tell each employee that they will be required to sign an employee agreement afterwards stating that they will follow the information and procedures they have been taught.

Lesson 1

Use the NSSIA introduction chapter to set the stage for training. Give some guidance on the value of formal certification in case any instructors want to pursue the entire process. Remember that the only way you can formally validate that your training was understood by your employees and formally confirm your “due diligence” is by the employee receiving their own certification. Without it the formal certification training, the employee performance is all on you.

One area to specifically concentrate on is training techniques for age groups and the ISO criteria for professional certification, including why there is no international governing body for surf instructor certification.

Unit 2

Business and Laws – Cover Each

Requiring instructors to have NSSIA training, or even a background check, is considered due diligence by the school owner.



Continuous training and certification helps isolate the school owner from instructor related liability. The combination of a waiver, general liability insurance, and required employee training for each instructor are the big three ways to protect your business. Most insurance carriers require instructor training. Remember that the failure to take appropriate action can lead to insurance coverage problems.

Common insurance carrier training requirements for surfing instructors include:

1. Providing safety instruction for students
2. First Aid (including handling blood)
 - a. Occupational Safety and Health Standards – 1910.1030
 - b. If during a lesson a student is injured and the instructor gets blood or other potentially infectious materials in eyes, nose, mouth, or on broken skin, they must immediately flood the exposed area with water and clean any wound with soap and water or a skin disinfectant if available.
 - c. Must be immediately reported to the employer and employee must seek immediate medical attention.
3. Injury Reporting
 - a. Must fill out report once first aid has been rendered
4. Sexual Harassment
 - a. Under Title VII of the Civil Rights Act and Title IX of the Education Amendments Act of 1972, sexual harassment is illegal sex discrimination.
 - b. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
 - c. A written policy that details appropriate and inappropriate behavior must be read and signed by each employee.
 - i. The policy should clearly explain the sanctions for sexual harassment between employees and with students.
 - d. Ensure procedures for reporting sexual harassment protect the privacy of any employee or student involved are readily available.
 - i. Any complaint about sexual harassment must be immediately investigated with a written report.
5. Ethics/Discrimination
 - a. Prohibits discrimination against employees on the basis of sexual orientation or gender identity by employers
 - b. Defines gender identity as appearance, mannerisms or other gender-related characteristics of an individual, with or without regard to the individual's designated sex at birth.
6. Child Endangerment
 - a. "Anyone who commits a violent act against an innocent child should be punished to the fullest extent of the law,"
 - b. By law, no child or person should have to suffer such type of emotional, psychological and/or physical pain.

- c. This means that if you are giving a minor and the minor is scared and may even cry, you must take them into their parent and only the parent can pursue the child to go back out in the water. If the child continues to be afraid, you cannot continue the lesson.
7. Environmental Laws
- a. Strengthens pollution controls and supports enforcement related to air, water and land pollution

Instruction Process – (If not using the NSSIA program cover each area)

1. Liability Laws

- Make students sign the waiver.
- Tell students that surfing is an extreme sport and injuries are possible.
 - Have first-aid kit available
 - Provide safety training to include how to paddle out or come in so as not to get in someone's way, how to handle a board, what to do in an emergency, etc.
 - About 50% of all spinal injuries come from people diving into shallow water.
 - Tell students that if they fall head first be sure to keep their hands out in front of them.
 - Always teach the student to fall backwards kicking away from the board with their hands folded over their head and then to come to the surface with their arms and hands in front of their face.
 - This is one of the best reasons to get your students to go right or left from the beginning.
 - When they go right or left they tend to roll instead of pearl diving.
- Sports Coaching Laws
 - Make sure you tell students to warm-up and then make sure they do about 5 minutes prior to start
 - Use the suggested general warmup criteria
 - Aim is to increase heart rate, blood flow, deep muscle temperature, respiration rate, perspiration and to decrease the viscosity of joint fluids.
- Sexual Harassment Laws
 - Remain Professional
 - Tell students you may need to grab them on an ankle or leg to prevent injury (implied consent)
 - Do not comment on the looks or clothing of attractive students
 - It might accidentally happen but seriously try not to touch students of the opposite sex inappropriately
- Littering Laws
 - The school will always be blamed first
 - Bring a trash bag and tell students to leave only their footprints

2. General Warm Ups
 - a. 5 minutes of slow to moderate full body movements for normal conditions
 - b. Includes jogging up and down the beach, moving the arms in big circles forward and reverse, squatting, skipping, jumping jacks,

Contingencies

The contingency plan is part of the risk assessment process. It basically tells the instructor what to do in case of an emergency such as: closest hospital, emergency services phone number, lifeguard phone number, police phone number, who to leave in charge, etc. In all cases, it is the instructor working with the student who makes the initial call.

3. Get in to shore.
4. Take immediate action
5. Follow plan, have designate take charge of students.
6. Apply first aid if minor injury.
7. Call responder while applying immediate response as necessary for serious injury.
8. Get student to care provider for serious injury.
9. Fill out an accident report and notify insurance carrier.

Injuries

Injuries with surf instruction are common. Understand that the treatments suggested by the NSSIA are for information to the instructor only. Because of liability concerns, at no time should an instructor give advice to a student of potential treatments, only advise seeing a physician.

The first step once you've taken a few moments to make sure the injury isn't life threatening, it's then time to start treating the injury. Stop the injured person from moving. Ask questions like; what happened?; how did it happen?; what did it feel like? ..where does it hurt? ..have you injured this part before? Look for things like swelling, bruising, deformity and tenderness.

1. Cuts
 - Apply pressure and get the student to emergency treatment if indicated.
 - If lifeguard help is available, or if relatives of the injured student are available, have them treat the wound.
 - Wear rubber gloves.
 - If during a lesson a student is injured and the instructor gets blood or other potentially infectious materials in their eyes, nose, mouth, or on broken skin, immediately flood the exposed area with water and clean any wound with soap and water or a skin disinfectant if available.
 - Report this immediately to the employer and seek immediate medical attention.
2. Soft tissue
 - The R.I.C.E.R. regime.
 - This involves the application of (R) rest, (I) ice, (C) compression, (E) elevation and obtaining a (R) referral to suggest appropriate medical treatment.
3. Surfer's myelopathy is a serious condition.

- It is not the result of an obvious accident or trauma, but does effect first time students.
- It appears to be a mechanical problem that starts in the blood vessels surrounding the spine.
- It normally affects a beginner who goes surfing for the first time, develops low back pain, comes out of the water, feels that their legs are weak, and then can't urinate well. Over the next hour or so, they have varying degrees of weakness. Finally, they can't walk, becoming paralyzed from the waist down.
- Warm-up may be the only preventative available.
- The best advice for an instructor is to tell the student to go immediately back to shore and seek medical attention if they continue to feel unusual stiffness or pain in their backs or numbness in their legs or feet.
- There have been two US surf school sued due to a myelopathy injury.

4. MRSA

- MRSA is a bacteria that exists in sand on most beaches now.
- Although these infections were once easily treated with antibiotics, over decades some strains have become resistant to antibiotics once used to treat them.
- Instructors must recognize if a student has the infection plus tell students to be sure and shower when they leave the beach.

5. Stroke

- Symptoms of a stroke
 - Remember the first three letters: STR
 - S *Ask the individual to SMILE.
 - T *Ask the person to TALK and SPEAK A SIMPLE SENTENCE (Coherently)
 - R *Ask them to RAISE BOTH ARMS

Phase 2 Training for teaching formal certification – Prepare your Instructors for the Formal Class

Phase 2 training is basically teaching from the manual. It covers the Phase 1 aspects, plus gets into more detail on History, Environment, Teaching Theory, Etiquette, and Bad things in the Water. Remember that before you can teach this review, each instructor student must have submitted a formal application to NSSIA to become certified and each must have their own manual. It is easiest to teach this with each student using a laptop with their manual displayed.

It is best to have each instructor read a chapter before you review it. Create some sample questions to ask after the review. Encourage back and forth questions.

Review the provided classroom slides including the notes page for each module. Most (but not all) final exam questions are covered by one or more slides in the class. Each module is straight forward but you should talk to each slide rather than read it. The final module is a back and forth review of the entire class. Any questions that you think should be incorporated into future training modules should be written down when they are discussed.

When teaching, tell the students that the final exam is one hour open book and notes. It is preferred that you emphasize items that will eventually appear on the exam. Unless you have attended the class more than once, the first time you teach the class you will likely split presentations between yourself

and another master level instructor who has given the class previously. Offer breaks between module presentations. When the exam is completed, collect from each student and tell them they will be notified of the results.