



DIVE INTO A REWARDING CAREER WITH CANADA'S FIRST POOL & SPA TRADE SCHOOL

Ready to make a splash in a growing industry? Choose one of our specialized courses to become certified in the Pool and Spa Industry. We are where industry-recognized courses open doors to exciting career opportunities with your *ticket to employment*.

Why Choose Us?

Our combination of hands-on training with our experienced Trainers and Assessors, combined with work placement ensures you develop the essential skills and knowledge you need to enjoy a successful career in the Pool and Spa Industry:

Career Pathways to Certification:


- **Pool and/or Spa Maintenance Professional Certification**
Duration: 12 months
Designed for newcomers seeking foundational skills in pool and spa maintenance, troubleshooting, and customer care.
- **Pool and/or Spa Technician Certification**
Duration: 24 months
Ideal for those seeking a career as a Pool and Spa technician. This includes advanced installation techniques and business management.
- **Pool and/or Spa Operator Certification**
Duration: 24 months
Ideal for those seeking a career to manage commercial facilities or operate private pools. This includes advanced installation techniques and business management.
- **Master Pool and/or Spa Career Professional Certification**
Duration: 12 months
Perfect for those with over 5 years experience in the industry and currently work with suppliers, distributors, manufacturers and customers.

Why wait? Join a growing field with strong demand and dive into a fulfilling career. Enroll with Pool and Spa Trade School today!

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Pending Certification

CORE PURPOSE

To promote safe and healthy pool and spa environments

MISSION

We intend to set the benchmark of standards for the industry by providing quality education and standards for pool and spa construction to increase the professionalism, knowledge and profitability of the industry.

EDUCATE INDUSTRY PROFESSIONALS

Offer education and resources for those seeking certification and improve their businesses and personal success.

Turn Your Summer Job or Family Business Role into a Rewarding Career

Whether you're a lifeguard at a pool or part of a family-run business, or own or work in a Pool and Spa store this Master Pool and Spa Career Certification offers you the opportunity to build a fulfilling and recognized career in the industry.

We also provide opportunities for those with experience in the field yet up until now do not have certification of their knowledge and skills.

If you are looking to validate for your skills and knowledge, you can apply for your certification and also give your company the competitive edge for your customers.


Why Choose H2O Trade Skills Academy?

- ✓ Our online H2O Trade Skills Academy offers the latest in online learning
- ✓ Our live weekly webinars to support your exams
- ✓ We provide additional assistance for those with learning difficulties



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POOL AND/OR SPA MAINTENANCE PROFESSIONAL CERTIFICATION

- It is perfect for those starting their career in the pool and spa industry. Master the art of maintaining pools and/or spas with confidence and precision. This course has core modules with two streams. You can choose to enroll in the Pool stream and/or the Spa stream.

We offer a comprehensive understanding of industry standards, safety protocols, the essential opening and closing pools and the required maintenance techniques.

- Gain the expertise needed to ensure you can offer your customers, year-round perfection through hands-on training and work placement.

Curriculum:

- Pool Circulation and Filtration Systems
- Water Quality Management and Balancing
- Equipment Inspections and Seasonal Care
- Basic Electrical Systems and Controls
- Safety Standards and Risk Management

POOL AND/OR SPA TECHNICIAN CERTIFICATION

- Begin your journey to a rewarding career in the pool and/or spa industry as a technician. Learn to expertly diagnose and repair pumps, heaters, filters, and other essential equipment. Our comprehensive hands on-training plus our integrated work placement ensures you acquire the technical and current practical skills to deliver exceptional performance and safety with every project.

Curriculum:


- Project Management Skills
- Diagnostic and Repair Techniques
- Effective Communication
- What is Effective Customer Service?
- Hands-on Equipment Training
- Safety Protocols
- Risk Management and Reduction



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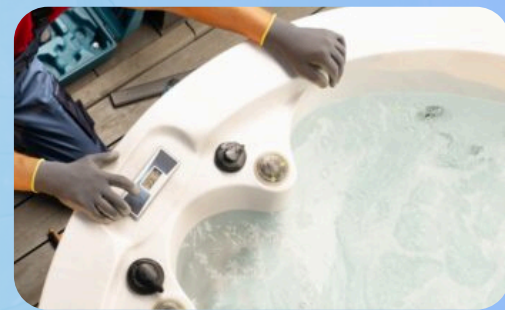
Pending Certification

POOL AND/OR SPA OPERATOR CERTIFICATION

Take charge of your career whether managing commercial facilities or private pools with our comprehensive Pool and/or Spa Operator Certification program. This training provides hands-on and work placement experiences to equip you with the expertise to ensure pools remain safe, operational, and efficient. You will develop the essentials of water chemistry, filtration systems, safety protocols, and operational best practices. Stand out in the industry with the skills and knowledge to excel.

Curriculum Highlights:

- Safety Protocols and Risk Management
- Compliance with Regulations
- Water Quality Balance and Testing
- Troubleshooting and Problem-Solving
- Automation and Technology in Operations
- Project Management Skills
- Effective Communication and Customer Service



CERTIFICATION IN SWIMMING POOL BUILDING AND SPA INSTALLATION

For Future Pool Builders and Spa Installers

Duration: Up to 24 Months

Gain expertise in the planning, building, and installation of in-ground and above-ground pools and spas. This certification includes essential skills for project management, business owners, pool and spa design interpretation and construction.

Curriculum:

- WHS Management for Construction Sites
- Estimating Costs and Project Scheduling
- Site Preparation and Pool Installation
- Project Management Skills
- Business Management Principles

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MASTER POOL AND/OR SPA CAREER PROFESSIONAL CERTIFICATION

Designed for seasoned professionals with a minimum of 5 years experience in the pool and/or spa industry. This certification provides you with strategies to build stronger networks and relationships with manufacturers, suppliers, and customers. Achieving this recognized certification of your expertise and commitment to excellence will enhance your credibility with employers and clients. This will increase your visibility and opportunities with industry leaders, including manufacturers, distributors, and buying groups. Elevate your career and stand out as a trusted expert in the pool and/or spa industry.

Prerequisites: 5 years of industry experience in the pool and/or spa industry. You can apply for Recognition of Prior Learning.

Specialized courses to enhance your skills and knowledge in:

Core Focus:

- Leading and Managing Teams Effectively
- Building Effective Relationships
- Building a Customer-Centric Business
- Financial Management
- Project Management Skills

Why Choose Pool and Spa Trade School's H2O Trade Skills Academy?

- ✓ **Blended Learning Approach:** Online learning and live weekly webinars with expert trainers
- ✓ **Industry-Recognised Certifications:** Tailored to pool and spa professionals
- ✓ **Real-World Training** with hands-on learning and experienced instructors



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RETAIL ASSOCIATE FOR THE POOL AND/OR SPA INDUSTRY

Program Overview

This course is designed to provide retail associates in the pool and/or spa industry with the skills, knowledge, and confidence to deliver exceptional customer service, understand industry-specific products, and drive sales effectively. Participants will learn the essentials of pool and/or spa retail operations, customer engagement, and technical product knowledge.

Course Structure

Duration: 6 months

Mode of Delivery: Online and live monthly webinars

Module 1: Introduction to the Pool and Spa Industry

Module 2: Product Knowledge Essentials

Module 3: Retail Selling Strategies

Module 4: Delivering Outstanding Customer Service

Module 5: Operational Excellence


Module 6: Business Technology and CRM



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CERTIFICATE III IN POOL AND SPA SERVICING

■ **Duration:** 12 Months

■ **Delivery Mode:** Blended – self-paced learning, online seminars, and onsite support

This entry-level qualification is designed for those looking to start a career in pool and hot tub maintenance for domestic, commercial, and public settings.

■ **Core Units**

1. Safety and Compliance
 - Safety requirements, policies, and procedures in the construction industry
 - Maintain workplace safety in the property industry
 - Handle, transport, and store swimming pool and spa chemicals safely
2. Pool and Spa Maintenance
 - Maintain swimming pools and spas
 - Perform pool and spa measurements and calculations
 - Maintain pool and spa water circulation, filtration, dosing, cleaning, and heating systems
3. Professional Conduct
 - Work in the swimming pool and spa servicing industry
 - Complete client documentation
 - Organize personal work priorities and development



■ **Elective Units**

1. Sales and Customer Service
 - Sell swimming pool and spa products and services
 - Maintain swimming pool and spa stock
2. Business Operations and Technology
 - Use and maintain business technology for pool and spa servicing

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ADVANCED DIPLOMA IN POOL AND SPA TECHNOLOGY

■ **Duration:** Up to 24 Months

■ **Delivery Mode:** Blended – self-paced learning, online seminars, and onsite support

Ideal for those already in the industry, this diploma offers advanced training in troubleshooting, servicing, and installation of pools and spas.

■ Core Units

1. Advanced Pool and Spa Systems
 - Installation, servicing, and repair of key pool and spa components
 - Advanced water quality monitoring and maintenance
2. Compliance and Safety
 - Risk management strategies
 - Regulatory compliance and WHS management
3. Business Management
 - Development and implementation of maintenance programs
 - Pool and spa business management

■ Elective Units


1. Technical Specialization
 - Operating pool plant and equipment
 - Advanced diagnostics for heating and filtration systems
2. Project Management and Customer Interaction
 - Project planning, scheduling, and cost estimation
 - Customer relationship management



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Education

Pool and Spa Trade School is committed to meeting the demands of professionals involved in the pool and spa industry. Whether you are a store owner or a pool and spa builder our education programs can provide consultancy to enhance your business skills via webinars online and self-paced.



Membership

Pool and Spa Trade School is dedicated to the growth and development of its members' businesses with our jobs board for your vacancies and networking opportunities for like-minded professionals to collaborate and enhance the safety of pools, spas and hot tubs.



Get Certified

This is an opportunity for those who are experienced in the industry and looking to formalise their skills and talents and for those seeking to enter the Pool and Spa industry as a professionally trained technician. This is an opportunity to enhance your skills and maximize career opportunities by pursuing one of the Pool and Spa Trade School's highly sought-after certifications, for Pool Technicians, Retail Store Specialists, Pool and Spa Maintenance.

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RETAIL ASSOCIATE FOR THE POOL AND SPA INDUSTRY COURSE OUTLINE

Module 2: Product Knowledge Essentials

Topics Covered:

- Pool and Spa Maintenance Products: Chemicals, Filters, Pumps
- Pool Equipment and Accessories: Robotic Cleaners, Covers
- Spa Essentials: Jets, Heaters, and Aromatherapy Products
- Troubleshooting Common Customer Concerns

Key Learning Outcomes:

- Demonstrate in-depth product knowledge to customers.
- Recommend appropriate solutions based on customer requirements.

Module 3: Retail Selling Strategies

Topics Covered:

- Fundamentals of Retail Sales in the Pool and Spa Sector
- Upselling and Cross-Selling Techniques
- Managing Objections and Closing Sales
- Using Promotions to Drive Purchases

Key Learning Outcomes:


- Apply effective sales techniques to boost revenue.
- Handle customer objections confidently and close sales successfully.



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RETAIL ASSOCIATE FOR THE POOL AND SPA INDUSTRY COURSE OUTLINE

■ Module 4: Delivering Outstanding Customer Service

Topics Covered:

- Building Rapport and Trust with Customers
- Handling Complaints and Conflict Resolution
- Creating a Positive and Engaging Retail Experience
- Following Up with Customers to Encourage Loyalty

Key Learning Outcomes:

- Provide high-quality customer service that enhances loyalty.
- Resolve issues effectively, turning challenges into opportunities.

■ Module 5: Operational Excellence

Topics Covered:

- Inventory Management and Restocking Essentials
- Point-of-Sale Systems and Billing Practices
- Store Layout and Merchandising Tips
- Maintaining Safety Standards in Retail Spaces

Key Learning Outcomes:


- Manage stock and inventory efficiently.
- Maintain an organized and safe retail environment.



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RETAIL ASSOCIATE FOR THE POOL AND SPA INDUSTRY COURSE OUTLINE

Module 6: Business Technology and CRM

Topics Covered:

- Leveraging Technology in Retail (e.g., CRM Systems, Analytics)
- Engaging Customers Through Email Marketing and Loyalty Programs
- Using Social Media to Promote In-Store Events and Sales
- Understanding E-Commerce and Hybrid Retail Models

Key Learning Outcomes:


- Utilize CRM tools to enhance customer engagement.
- Integrate technology to streamline operations and marketing.



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