

<b>Title</b>	<b>Provide safe lift services to meet guests' diverse needs at a mountain facility</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>9</b>

<b>Purpose</b>	People credited with this unit standard are able to provide safe lift services to meet guests' diverse needs at a mountain facility.
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<b>Classification</b>	Snowsport > Snowsport Area Operations
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 All learning and assessment against this unit standard must be carried out in accordance with the following:
  - relevant legislation including the Health and Safety at Work Act 2015, Accident Compensation Act 2001, Consumer Guarantees Act 1993, Privacy Act 2020, and the Human Rights Act 1993, and subsequent amendments and associated regulations;
  - alpine industry codes including the *New Zealand Snow Safety Code* and the *Outdoor Safety Code* (available at <http://www.mountainsafety.org.nz>);
  - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and policies and procedures governing the use of personal protective equipment;
  - industry standards for aerial ropeways as specified in the NZS8635:2018 New Zealand Standard Passenger ropeways and passenger conveyors or any superseding regulations;
  - *Best Practice Guidelines for Working at Height in New Zealand*, April 2012, Worksafe New Zealand;
  - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and policies and procedures governing the use of personal protective equipment.
  
- 2 Definitions
 

*Mountain facility* refers to a facility which includes lift, road, and carparking services at an alpine area established for the provision of snowsport or other alpine activities. Some facilities may also provide summer operations for activities such as mountain biking, walking, and guest visits.

*Organisational policies and procedures* are documented instructions to staff that are available for reference at mountain facility operation departments in the form of an operations manual and/or policy and procedures manual.

*Role* refers to a job at a mountain facility.

- 3 For assessment purposes:  
The candidate must be assessed while undertaking a role in a mountain facility department under supervision.  
Evidence must be gathered over a sustained period of time (usually 3-6 weeks) to enable reflection, evaluation and ongoing development within the role.

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## Outcomes and performance criteria

### Outcome 1

Provide safe lift services to meet guests' diverse needs at a mountain facility.

### Performance criteria

- 1.1 Check lift tickets as required.
- 1.2 Describe ticketing policies and procedures in terms of facility guidelines.
- 1.3 Set up and manage signage and lift queues to optimise loading capacity and ease of loading.
- 1.4 Apply communication skills and interpersonal skills for facilitating queuing systems and passenger cooperation.
- 1.5 Describe queuing and loading policies for people with special needs or disabilities.
- 1.6 Demonstrate professional practice as a lift operations team member in terms of appropriate behaviour and team contribution and collaboration.

<b>Replacement information</b>	This unit standard replaced unit standard 4575 and unit standard 18994.
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<b>Planned review date</b>	31 December 2025
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 April 2017	31 December 2022
Revision	2	30 August 2018	31 December 2022
Review	3	25 February 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Skills Active Aotearoa [info@skillsactive.or.nz](mailto:info@skillsactive.or.nz) if you wish to suggest changes to the content of this unit standard.