

<b>Title</b>	<b>Contribute to the safe provision of road and carpark services at a snowsport area</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>23</b>

<b>Purpose</b>	People credited with this unit standard are able to: provide safe direction of traffic and parking at a snowsport area; and assist guests at a snowsport area carpark.
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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, Privacy Act 2020, and the Human Rights Act 1993, and subsequent amendments and associated regulations;
  - alpine industry codes including *Snow Safety Code* and *Outdoor Safety Code*; (available at <http://www.mountainsafety.org.nz>);
  - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and the use of personal protective equipment.
  
- 2 Definitions
 

*Adverse driving and weather conditions* may include any or all of the following: 200 mm fresh snow; black ice; where the roadway is completely obscured by surface snow or water; greasy clay surfaces; mud with wheel ruts, sandy surfaces; gravelled surfaces; gritted surfaces.

*Mountain facility* refers to the operations of lift, road and carparking services at an alpine area that is established primarily for the provision of snowsport and associated snow activities. Some alpine resorts may also provide summer operations for activities such as mountain biking, walking and guest visits.

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

A *vehicle* may be defined as a car, van, bus, campervan, motorcycle, or truck and may be two-wheel drive or four-wheel drive.
  
- 3 For assessment purposes:  
The candidate must be assessed while undertaking a role in a mountain facility lifts department or road and carpark 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 direction of traffic and parking at a snowsport area.

#### **Performance criteria**

- 1.1 Direct road and carpark traffic clearly to maximise safe vehicle flow and parking.
- 1.2 Fill carparks to capacity by controlling appropriate placement according to vehicle type.
- 1.3 Monitor traffic flow and carpark capacity and follow response procedures to meet snowsport area requirements.
- 1.4 Identify unsafe surfaces in and around carparks and follow organisational procedures to have grit applied to meet safety.
- 1.5 Complete end of day procedures for carparks and roads as required.
- 1.6 Apply protocols for use of communication systems for snowsport road and carpark operations.
- 1.7 Perform road and carpark duties under adverse driving and weather conditions.
- 1.8 Demonstrate professional practice as a member of a snowsport road and carpark operations team in terms of appropriate behaviour and team contribution and collaboration.

### **Outcome 2**

Assist guests at a snowsport area carpark.

#### **Performance criteria**

- 2.1 Provide safe-driving advice for conditions to drivers in a positive and courteous manner.
- 2.2 Select appropriate chain fitting site and make site and vehicle safe for chain fitting.
- 2.3 Select tyre chains to match tyre size and identify appropriate wheels for fitting chains to the vehicle and fit chains correctly and in accordance with safety practices.
- 2.4 Remove tyre chains in accordance with safety practices and without damage to tyre, vehicle, chain or person.

- 2.5 Apply customer service techniques and communication skills to respond positively to the needs of guests of diverse cultures, ages and abilities.

<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
Review	2	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>.

#### 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.