

Title	Provide advice on snowsport equipment and its safe use, and on local snowsport activities		
Level	3	Credits	15

Purpose	People credited with this unit standard are able to provide: service for snowsport equipment customers; and advice on snowsport equipment and its safe use, and on local snowsport activities.
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Classification	Snowsport > Snowsport Equipment
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Available grade	Achieved
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Guidance Information

- 1 All learning and assessment against this 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, Fair Trading Act 1986, Consumer Guarantees Act 1993, Privacy Act 2020, Human Rights Act 1993, and the Hazardous Substances and New Organisms Act 1996 and subsequent amendments and associated regulations;
 - alpine industry codes and good practice guidelines 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 (PPE).
- 2 Definition
Organisational policies and procedures are instructions to staff that may be documented and available for reference at each alpine resort or organisation in the form of an operations manual and/or policy and procedures manual.

Outcomes and performance criteria

Outcome 1

Provide service for snowsport equipment customers.

Performance criteria

- 1.1 Apply effective and appropriate communication skills for positive customer interactions with people of diverse cultures, ages, and abilities.

- 1.2 Use customer service techniques and communication to clarify customers intended snowsport activities.
- 1.3 Apply knowledge of legislation relevant to customer rights relating to retailing or renting snowsport equipment.

Outcome 2

Provide advice on snowsport equipment, and its use, and local snowsport activities.

Performance criteria

- 2.1 Provide appropriate recommendations of snowsport equipment and personal protective equipment for the customers stated activity.
- Range may include but is not limited to – helmets, the use of wrist guards for snowboarding beginners, and appropriate DIN setting for skiers.
- 2.2 Describe snowsport equipment suitability for particular terrain, local conditions and level of customer expertise to customers.
- 2.3 Share knowledge and awareness of local terrain, conditions and available activities to customers to maximise customer experience.

Planned review date	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

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.