

Title	Apply knowledge to match rental boots to customer profile and intended snowsport		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to apply knowledge to match rental boots to customer profile and intended snowsport.
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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 Responsibility 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

Apply knowledge to match rental boots to customer profile and intended snowsport.

Performance criteria

- 1.1 Describe the range of rental boots available in terms of fit and type of snowsport.
- 1.2 Use inquiry skills to ascertain customer proposed snowsport, foot size, foot type and any particular foot or ankle features.

- 1.3 Undertake basic analysis of customer's feet as and when required, to ascertain length, width and to note foot features needing to be considered for boot fit.
- 1.4 Match rental boots to customer profile and requirements and explain the recommendation.

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Status information and last date for assessment for superseded versions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.