

Title	Complete detailed foot analysis to advise customers on boot options for snowsport		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the characteristics of a range of ski or snowboard boot options; and analyse customer needs in terms of boot requirements and advise customers on appropriate boot options.
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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;
 - 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

Demonstrate knowledge of the characteristics of ski or snowboard boot options.

Performance criteria

- 1.1 Describe the construction of boots, types of materials used in the manufacture of ski or snowboard boots, and the quality and durability of the materials.
- Range ski boots must include – rear-entry, mid-entry, front-entry boots, silicone and foam inner boots, custom foot beds, heat moulded liners, flex.
- 1.2 Explain the purpose the boots are designed for, their fit and last, and advantages and disadvantages of the identified characteristics that support the intended use of the boots.

Outcome 2

Analyse customer needs in terms of boot requirements and advise customers on appropriate boot options.

Performance criteria

- 2.1 Apply communication and customer service skills to establish customer's intended snowsport activities, preferred features for a ski or snowboard boot, and any relevant history of foot problems.
- 2.2 Measure both feet and identify common foot and ski or snowboard boot fit problems using anatomical terms to describe possible causes.
- Range may include – pronation, flat feet, high arches, pain in ball of foot (metatarsalgia), wide ankles/ calf muscle length (soleus), shin pain, arch pain.
- 2.3 Examine customer's feet and footwear, individual features and any abnormalities, gait, wear, and movement patterns.
- 2.4 Recommend a model of ski or snowboard boot to the customer, based on analysis of customer needs, requirements and options, current knowledge and technology, and explain features, limitations, and function.

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.