

Title	Operate professionally in a snowschool instruction role		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to: apply knowledge of the policy, procedures and safe operations of a snowschool to carry out daily snowschool tasks; apply customer service techniques and communication skills in a snowschool instruction role to provide a positive guest experience; and demonstrate professional behaviours for a snowsport instruction role.
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Classification	Snowsport > Snowsport Instruction and Facilitation
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Available grade	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, Fair Trading Act 1986, Consumer Guarantees Act 1993, Privacy Act 2020, Human Rights Act 1993, 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).
 - alpine industry codes including *Snow Safety Code* and *Outdoor Safety Code*; (available at <http://www.mountainsafety.org.nz>).
- 2 Definition
Organisational policies and procedures are instructions to staff that may be documented and available for reference at each alpine facility or snowschool in the form of an operations manual and/or policy and procedures manual.

Outcomes and performance criteria

Outcome 1

Apply knowledge of the policies, procedures and safe operations of a snowschool to carry out daily snowschool tasks.

Performance criteria

- 1.1 Identify health and safety legislation, codes of practice and emergency action plans relevant to the snowschool, and describe and adhere to policies and procedures for the daily operation of a snowschool.
- 1.2 Describe the structure of the snowschool in terms of the key roles and responsibilities of staff.
- 1.3 Locate and describe features of the facility, terrain and lifts in terms of how they relate to snowschool lessons and operations.
- 1.4 Describe the Snow Responsibility Code in relation to snowschool lesson delivery and model the code in daily practice.
- 1.5 Apply awareness of weather conditions and snow conditions to snowsport lesson planning and make appropriate adaptations during lessons in response to changes.

Outcome 2

Apply customer service techniques and communication skills in a snowschool instruction role to provide a positive guest experience.

Performance criteria

- 2.1 Establish snowschool guests' needs and expectations, and select appropriate snowsport lesson classes and levels.
- 2.2 Share product, service and snowsport area knowledge with snowschool guests to promote and encourage continued learning and experiences for the guest.
- 2.3 Build rapport and communicate effectively with snowschool guests to ensure positive snowschool guest interactions, and to meet the different needs of diverse cultures, ages and abilities.
- 2.4 Identify situations that could lead to a guest complaint and describe and apply proactive management to avoid complaints in accordance with organisational procedure.

Outcome 3

Demonstrate professional behaviours for a snowsport instruction role.

Performance criteria

- 3.1 Demonstrate professional behaviours and uphold the organisation's expectations and code of conduct for snowschool instructors.
- 3.2 Communicate positively and effectively with staff from other departments at the snowsport area.

- 3.3 Apply personal time management that reflects a professional approach to the role and to the department.

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	15 June 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.org.nz if you wish to suggest changes to the content of this unit standard.