

Title	Role model collaborative work practices across a snowsport area to achieve ski patrol outcomes		
Level	5	Credits	10

Purpose	People credited with this unit standard are able to role model collaborative work practices across a snowsport area to achieve ski patrol outcomes.
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Classification	Snowsport > Snowsport Area Operations
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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, Privacy Act 2020, and the Human Rights Act 1993, and subsequent amendments and associated regulations;
 - a recognised and approved safety management system including organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and the use of personal protective equipment (PPE) including two way radios;
 - industry good practice which is detailed in the SAANZ Ski Area Management Safety Strategy (SAMSS);
 - Co-ordinated Incident Management System (CIMS).
- 2 Definition
Snowsport area policy and procedures are instructions to staff that may be documented and available for reference at each alpine resort in the form of an operations manual and/or policy and procedures manual.

Outcomes and performance criteria

Outcome 1

Role model collaborative work practices across a snowsport area to achieve ski patrol outcomes.

Performance criteria

- 1.1 Apply interpersonal skills to maintain positive relationships with internal stakeholders including snowsport area leadership team and external stakeholders across the wider industry.

- 1.2 Role model professional patrol team functioning and positive team dynamics.
- 1.3 Role model positive customer service including responding to complaints in accordance with snowsport area policies and procedures.
- 1.4 Apply mentoring skills to support professional behaviour including promoting and recognising professional development requirements for self and team.
- 1.5 Apply management skills to manage staff and equipment resource, and to promote sustainable working practices.

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Status information and last date for assessment for superseded versions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	14 December 2017	31 December 2022
Review	2	25 March 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 Limited info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.