

## National Certificate in Snowsport Equipment (Level 2)

This qualification recognises the skills and knowledge required by Snowsport Rental or Retail Assistants who work at a snowsport area or in a snowsport equipment rental or retails enterprise. Holders of this qualification have demonstrated competence in basic snowsport equipment product knowledge and fitting, customer service, and communication skills. This qualification has been designed with an additional elective section to allow holders flexibility to increase their snowsport industry, health and safety, or customer service skills and knowledge.

This qualification will be awarded to people who have met the requirements of the compulsory and elective sections.

<b>Compulsory</b>			
<b>Unit No</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>
56	Attend to customer enquiries face-to-face and on the telephone	1	2
57	Provide customer service in given situations	2	2
62	Maintain personal presentation in the workplace	2	2
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
378	Provide customer service for international visitors	3	3
497	Protect health and safety in the workplace	1	1
1304	Communicate with people from other cultures	2	2
11097	Listen to gain information in an interactive situation	3	3
<b>Total</b>			<b>17 Credits</b>
<b>Elective A</b>			
A minimum of 10 credits is required from the following standards			
4568	Fit bindings to snowboards	2	2
4572	Provide snowsport equipment for hire	3	8
13376	Apply knowledge of clothing and accessories for outdoor activities	3	5
13383	Apply knowledge of skis, snowboards, and bindings	3	5
18098	Apply advanced knowledge of ski or snowboard boots	4	10
18099	Apply advanced knowledge of skis, snowboards and bindings	4	10
18130	Demonstrate basic maintenance of snowsport equipment	2	2
18131	Maintain snowsport equipment	2	6
18137	Hire and manage stock of vehicle chains	2	2
<b>Elective B</b>			
A minimum of 16 credits at level 2 or above is required from the following domains and/or standards			
<b>Field</b>	<b>Subfield</b>	<b>Domains</b>	
Community and Social Services	Snowsport	Skiing and Snowboarding	
		Snowsport Equipment	
403	Receive customer payments	2	3
1277	Communicate information in a specified workplace	2	3
2397	Service machines and equipment	2	4
4574	Demonstrate knowledge of snowsport lift operations	3	4
8638	Drive on snow and/or ice	3	3
9681	Participate in groups and/or teams to make decisions	3	3
10791	Participate in informal meeting	2	3

11817	Serve customers face to face in a wide range of contexts	3	4
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
11941	Build rapport with customers	2	2
18097	Demonstrate advanced knowledge of clothing and accessories for outdoor activities	4	5
18100	Demonstrate knowledge of safety, accident and emergency procedures for a snowsport area	3	3
18134	Demonstrate knowledge of avalanche phenomena	3	2
18135	Assist on an avalanche response	3	2
18138	Fit and remove vehicle chains	2	2
21740	Demonstrate use of avalanche transceivers, shovels and probes	2	1
21911	Demonstrate knowledge of safety on engineering worksites	2	1
21912	Apply safe working practices on an engineering worksite	2	2

<b>Total of 43 credits</b>
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