

National Certificate in Snowsport (Ticketing and Guest Services) (Level 3)

This qualification recognises the skills and knowledge required by people working in Ticketing and Guest Services at a snowsport area. Holders of this qualification have competently demonstrated their product knowledge and sales skills, as well as customer service and complex sales transaction skills. The qualification has been designed with an elective component to allow for specialisation or increased industry knowledge.

This qualification leads on to the National Certificate in Snowsport (Supervision) with strands in Lift Operation, Patrol Leader, Snowsport Equipment, Snowgrooming, Snowmaking, Snowschool, and Ticketing and Guest Services [Ref: 1219]

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

Core Compulsory			
Unit No	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
378	Provide customer service for international visitors	3	3
11097	Listen to gain information in an interactive situation	3	3
11817	Serve customers face to face in a wide range of contexts	3	4
11818	Enhance work practices by the application of product and/or service knowledge	3	4
18428	Process sales of snowsport area tickets, products and services	3	5
18429	Process complex transactions involving multiple guests with different needs at a snowsport area	3	5
18430	Redeem point of sale documentation for products at a snowsport area	3	5
Total of 31 Credits			
Elective			
A minimum of 9 credits at level 3 or above is required from the following domain and/or standards			
Field	Subfield	Domains	
Community and Social Services	Snowsport	Skiing and Snowboarding	
122	Provide office reception services	3	5
123	Use office administration, copying, and telecommunication systems and processes	3	5
6400	Manage first aid in emergency situations	3	2
8638	Drive on snow and/or ice	3	3
11101	Participate in groups and/or teams to recommend solutions to problems	4	3
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
11956	Prepare a float and reconcile sales records and takings in a retail or distribution environment	3	3
17497	Lead a team or group to complete routine tasks within set timeframes	3	4
18100	Demonstrate knowledge of safety, accident and emergency procedures for a snowsport area	3	3
18134	Demonstrate knowledge of avalanche phenomena	3	2
18431	Supervise ticketing and guest services at a snowsport area	5	20
Total of 40 credits			