



# Continuous Improvement Policy

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## Introduction

The Australian Ski Patrol Association Inc (ASPA) is committed to ensuring that the level and quality of training delivered during all courses is continually monitored and reported on to ensure compliance and allow for changes to improve delivery methods, assessment and administration procedures.

## Policy

All training and assessment receives validation through the ongoing liaison with relevant industry groups. ASPA works closely with the management of all Australian Ski Resorts to continually review and improve the level of training and skills of staff on the job. Course content is reviewed and update through this industry liaison and consultation.

The Australian Ski Patrol Association works in a continuous exchange with the various state Ambulance services and medical centers in all resorts to ensure consistency of treatment resulting from correct training.

Information is also sought from course participants and instructors regarding the level of training received and their preparedness for the job as a result of the training.

## Procedures

The following procedures are to be adhered to for ASPA to meet this commitment.

- All course candidates must be given a participant feedback form at the completion of the course.
- Information contained in the participant feedback form shall include but not be limited to evaluation of all Course Instructors, content, structure, venue suitability and administrative support.



- All Course Instructors are required to complete a report on the course in which they have participated. This report should identify any problems regarding structure, logistics or content and should be forwarded to the Vice President Education.
- The participant feedback forms are to be forwarded to the Vice President Education to collate in conjunction with the Course Examiners into a report showing statistical information and reporting recommendations.
- Over the course of the season, the State Vice Presidents liaise with Resorts, Medical Centers, Paramedic staff and other identified stakeholders regarding training and courses and any improvements that may be required.
- All course reports and stakeholder consultation reports are tabled at the following meeting of the Australian Ski Patrol Executive where decisions regarding the possibility of instigating change responsive to recommendations received will be discussed, recorded and acted upon.

## Responsibility

All ASPA Policies and Procedures are reviewed as part of the continuous improvement cycle. Whilst the Vice President Education has the primary responsibility to oversee the Continuous Improvement processes, all members are expected to contribute.