



Student Handbook

Australian Ski Patrol Association Training College

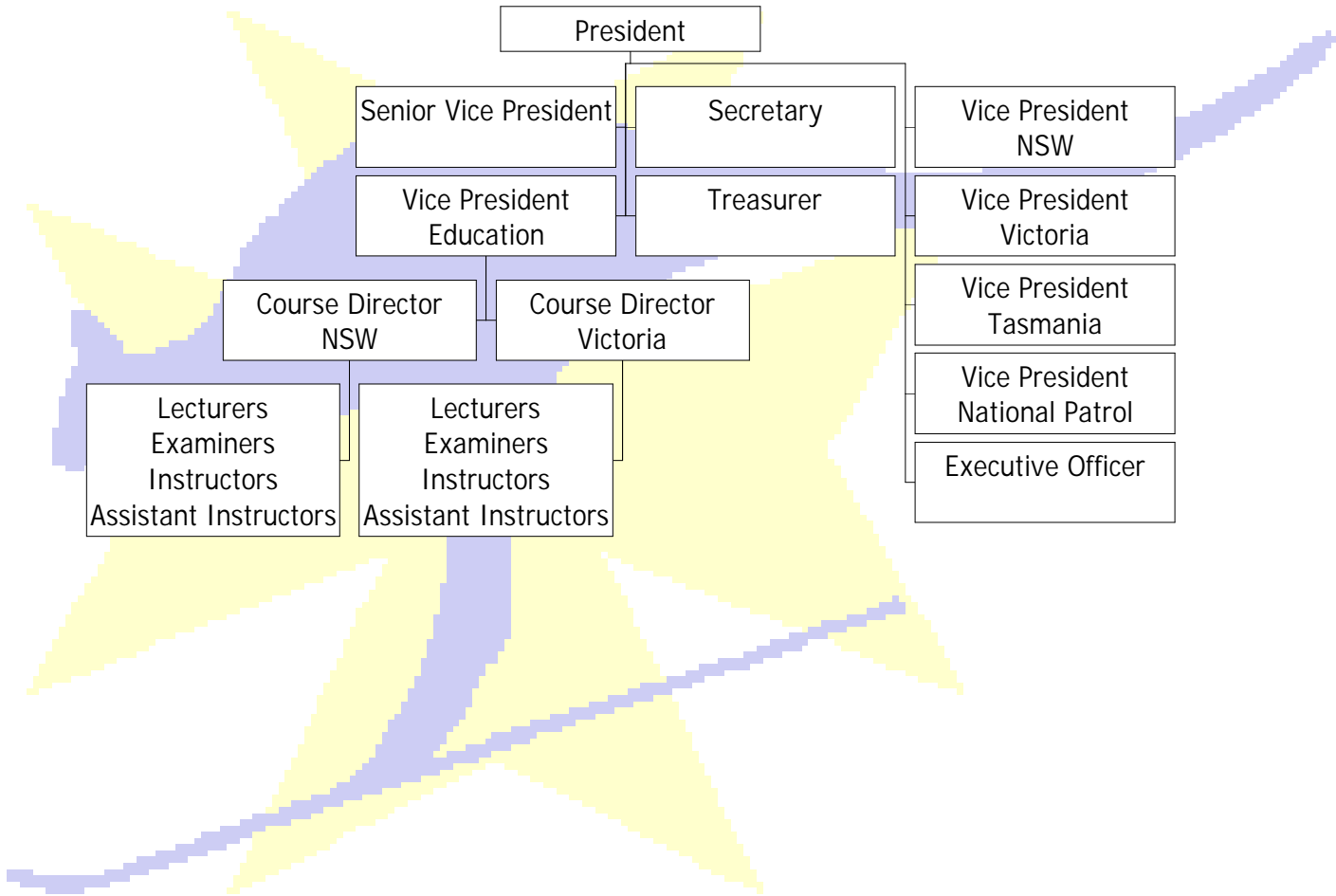


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Organisational Chart



Responsibility for Distribution

The Policies and Procedures contained in this handbook are for the information of member, staff and students of ASPA. State Vice Presidents, Course Directors and the Vice President Education are responsible to ensure it is made available to those for whom to is intended.

The document will be reviewed annually and updated as required. Members, staff and students will be informed of all changes made, by the appropriate Vice President or Course Director as soon as is practical.



The Australian Ski Patrol Association Inc

Vision Statement

ASPA is a leading partner in ski safety, advanced first aid education, skiing and the outdoor recreation community, as an adaptable resource of valuable individuals benefiting the general community.

Mission and Strategic Intents

ASPA is a member driven association. We surpass member expectations in support of, participation in, and service to the ski community. We do this through:

- An esprit de corps that inspires members to belong;
- Exceptional educational programs;
- Dynamic communication;
- Outstanding membership support Services;
- Energetic interagency relations; and
- A strong financial position and management.

Statement of Purposes

The purposes of the Australian Ski Patrol Association are to serve the public:

- Without fee or charge in the rescue and first aid treatment of injured skiers and other visitors to alpine areas;
- By promoting awareness of the need for high standards of safety in Australian alpine areas and, without limiting the generality of this object, to produce and distribute safety literature, films and other matter;
- By establishing and promoting alpine management and recreational safety standards in Australian alpine areas;
- By establishing and maintaining uniform first aid training and examination courses for and on behalf of its members;

And to:

- To establish and maintain uniform standards for the operation and conduct of its members;
- To represent nationally and internationally Australian ski patrol organisations;
- To assist and act as an adviser to any person or organisation with an interest in the establishment or promotion of alpine safety standards or in the training standards or in the operation of ski patrols in Australia;
- To protect and further the interests of the Association and its members.



Position Description - President

Position Title of Supervisor Peak position answerable to members by election

Name of Supervisor Nil

1. Objective of Position

The President is elected by the members to oversee all aspects of the Association's work and management. The President is responsible to ensure the legislative compliance of ASPA. The President is a Council and an Executive member.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
N/A
- (ii) **Position Titles which also report to Supervisor**
N/A
- (iii) **Position Titles that report to this position**
Immediate Past President
Senior Vice President
Association Secretary
Treasurer
Vice President Education
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



4. Key Accountabilities

- a. To instruct the Secretary to call meetings and consult in the preparation of agendas;
- b. To Chair meetings of the Association and of the Committee and Executive Committee;
- c. To hold a casting vote in cases of a tied vote on a resolution;
- d. To be a signatory to the bank accounts held by the Association;
- e. To represent the Association as delegate to other organisations, which invite ASPA to participate, or to nominate a representative;
- f. Consult with Government bodies responsible for funding allocations for the work of the Association;
- g. Prepare, in consultation with Treasurer and Executive, the requests for government funding and progress required by funding authorities;
- h. Establish and maintain a relationship with any sponsors of the Association to encourage on-going support;
- i. Consult regularly with other members of the ASPA Council and Executive to ensure that the purposes of the Association are progressing;
- j. Consult with and Executive Officer of the Association at least monthly and, where necessary, to give direction in the allocation of time and priorities to the work of the Association;
- k. Maintain contact with member patrols to ensure that ASPA is supporting their work in an appropriate manner;
- l. Ensure policies and procedures are circulated, understood and implemented consistently throughout the organisation
- m. Review annually compliance with standards for RTO reports from officers responsible as identified in the Risk Management Chart;
- n. Provide details if required, regarding all operations relating to the scope of the RTO registration;
- o. Write and review the ASPA Strategic Plan in consultation with other executive officers
- p. Identify and ensure compliance with State and Commonwealth Legislation;
- q. In consultation with the Treasurer, ensure ASPA has all required insurances;



Position Description – Senior Vice President

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

The Senior Vice President is elected by the members to support the President. In the absence of the President, the Senior Vice President assumes the role of President. The Senior Vice President is a Council and Executive member.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Association Treasurer
Vice President Education
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer
- (iii) **Position Titles that report to this position**
None

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



4. Key Accountabilities

- c. Represent the President in any or all of the President's duties should the President be unable or unavailable to complete the duties;
- d. Prepare submissions for various awards for the Association or its members
- e. Annually review Organisational Charts and Position Descriptions to ensure they are correct and up to date;
- f. Oversee the implementation of the Customer Complaints, Grievances and Appeals Policy to ensure consistent and fair appeals process;
- g. Complete internal audit of ASPA's compliance with the Standards for RTOs and report to the President annually.



Position Description - Secretary

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

The Secretary is elected by the members to manage the meetings and to ensure communication of all relevant information to members of the Association, the Council and Executive Committee. The Secretary is a Council and Executive member.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Senior Vice President
Association Treasurer
Vice President Education
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer
- (iii) **Position Titles that report to this position**
None

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

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4. Key Accountabilities

- d. Arrange meetings of the Association or the Council or Executive from time to time as required by the Constitution or as requested by the President or the members;
- e. Ensure that notice of all General Meetings is distributed to those persons and at those times required by the rules of the Association;
- f. Ensure that appropriate minutes of all meetings are taken, distributed to members and stored in an appropriate manner for future reference;
- g. Oversee the maintenance of the database of member patrols and their executive members for the distribution of notices;
- h. Oversee the maintenance of the database of ski patrollers from all member patrols for distribution of newsletters and other information;
- i. Ensure compliance with the Records Management Policy and Procedures and be responsible for the implementation and audit of standard in the Standards for RTOs document;
- j. Collate all Internal Audit documents for review by the President prior to the AGM each year.



Position Description - Treasurer

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

Collect and receive all monies due to the Association and make payments authorised by the Association. Keep correct and accurate financial accounts and books and make available for inspection by members.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Senior Vice President
Association Treasurer
Vice President Education
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer
- (iii) **Position Titles that report to this position**
None

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



4. Key Accountabilities

- a. Be a signatory to all bank accounts of the Association;
- b. Oversee the maintenance of the Associations financial affairs and the keeping of records and books in a form which is readily available to open audit by the Association's Auditors or others who may from time to time be required to do so;
- c. Prepare an annual budget, in consultation with the President and the Council;
- d. Present summary financial statements at each meeting of the ASPA Council or Executive;
- e. Present full financial statements according to normal business practice at the Annual General Meeting of the Association in November;
- f. Assist the President in preparation of government funding requests and reports;
- g. Assist in the financial aspects of the preparation of proposals for any potential sponsors;
- h. Provide details if required, regarding all operations relating to the scope of the RTO registration;
- i. In consultation with the President, ensure ASPA has all required insurances;
- j. Write and review the ASPA Strategic Plan in consultation with the President and other executive officers;
- k. Implement and ensure compliance with the Financial Management Policy and Procedures and be responsible for the implementation and audit of standard 2.3 and standard 3 in the Standards for RTOs document;
- l. Forward completed audit report to the Secretary annually for review by the President prior to the AGM.



Position Description – Executive Officer

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

Support the President and Executive Committee members in the conduct of their duties. The Executive Officer is a first point of contact for all members and the public to the organisation and has direct contact with the President.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Senior Vice President
Association Treasurer
Vice President Education
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer
- (iii) **Position Titles that report to this position**
None

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.

The Executive Officer is the only paid employee of the Association. This position is advertised and appointed on merit.



1. Key Accountabilities

- a. Maintain the ASPA database by regular consultation with patrol leaders, course directors and State Vice Presidents;
- b. Manage finances on a day to day basis in consultation with the Treasurer;
- c. Deal with correspondence in consultation with the appropriate Executive Committee member;
- d. Maintain the ASPA Manual and CD-ROM in consultation with the President, VP Education, Medical Adviser, and State Vice President;
- e. Organise distribution of press releases, in consultation with the President and Executive Committee, and be the first point of contact for the media on issues related to ski patrolling;
- f. Ensure Asparations (the ASPA journal), is published 3 times annually;
- g. Establish and maintain good relations with other safety organisations that may be of mutual benefit to the organisations, eg SLSA, RLSA, St John Ambulance, and Red Cross.
- h. Assist significantly in the organisational details surrounding the preparation of the 14th FIPS Congress in Australia in September 2003;
- i. Assist the President and Treasurer in preparation of documentation relating to government funding, including annual review of 5 Year Strategic Plan and tri-annual progress reports to DISR;
- j. Develop a sponsorship package and approach potential sponsors;
- k. Establish a line of merchandise, incorporating the ASPA logo suitable for sale to the general public through ski patrols and arrange marketing;
- l. Assist course directors in provision of adequate materials for the efficient conduct of ASPA courses;
- m. Collect course results from each course and update patroller details in the ASPA database;
- n. Acquire and register all written agreements with each organisation that provides training and/or assessment on behalf of ASPA;
- o. Ensure the implementation of the Records Management Policy and be responsible for the implementation and audit of standard 4.1 in the Standards for RTOs document;
- p. Implement and ensure compliance to the Version Control Policy and Procedures and be responsible for the implementation and audit of standard 4.3 in the Standards for RTOs document;
- q. Ensure the implementation of the Logo Usage Policy and be responsible for the implementation and audit of standard 11 in the Standards for RTOs document;
- r. Forward completed audit report to the Secretary annually for review by the President prior to the AGM.



Position Description – Vice President Education

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

The Vice President Education is a National Position and is responsible for the content, assessment, integrity and validity of all courses held. The Vice President Education convenes the Education Committee, provides direction to course directors, and ensures the quality and training of instructors and examiners.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Senior Vice President
Treasurer
Secretary
Vice Presidents – Victoria, NSW, Tasmania
Executive Officer
- (iii) **Position Titles that report to this position**
Course Directors

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



Key Accountabilities

- a. Supervise and monitor the administration all First Aid Courses and the Advanced Emergency Care Course
- b. Schedule examinations with course directors and liaise with examiners on examination day
- c. Monitor calculation of final assessments and notify students of results
- d. Print and publish examination results and maintain and archive database
- e. Insure adherence of Protocols and standards in accordance with Australian Resuscitation Council
- f. Source and maintain all training resources
- g. Write examination material
- h. Prepare submissions for Government Grants in conjunction with President
- i. Write and review the ASPA Strategic Plan in consultation with the President and other executive officers;
- j. Implement and ensure compliance with the Standards for RTOs across all training/assessment activities and ensure access to all records and internal audit reports for the purposes of audit by the registering body;
- k. Use feedback from stakeholders and clients to review policies and procedures and use to improve services provided as per the Continuous Improvement Policy;
- l. The Vice President Education is also responsible to ensure all Course Directors, Instructors and Assessors receive information on procedures and requirements of the recognition process;
- m. Implement and ensure compliance to the Version Control Policy and Procedures and be responsible for the implementation and audit of standard 4.3 in the Standards for RTOs document;
- n. Implement and ensure compliance to the Recognition of Qualifications Policy and Procedures and be responsible for the implementation and audit of standard 5 in the Standards for RTOs document;
- o. Implement and ensure compliance to the Recruitment Policy and Procedures and be responsible for the implementation and audit of standard 7 in the Standards for RTOs document;
- p. Implement and ensure compliance to the Assessment and Validation Policy and Procedures and be responsible for the implementation and audit of standard 8 and 9 in the Standards for RTOs document;
- q. Implement and ensure compliance to the Issuing of Qualifications Policy and Procedures and be responsible for the implementation and audit of standard 10 in the Standards for RTOs document;
- r. Complete internal audit of ASPA's compliance with the Standards for RTOs and report to the President annually.



Position Description – Course Director

Position Title of Supervisor Vice President Education

Name of Supervisor Peter Hoyle

1. Objective of Position

To co-ordinate course all details including scheduling, publicity, venues, stores and resources and instructors. The Course Director liaises with the Vice President Education regarding results and database entries.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Vice President Education
- (ii) **Position Titles which also report to Supervisor**
Course Director NSW
- (iii) **Position Titles that report to this position**
Examiners
Instructors
Assistant Instructors

3. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness of safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



1. Key Accountabilities

- a. Create and co-ordinate course schedule and publicise course details;
- b. Distribute Course Participant Flyer, course information and enrolment forms;
- c. Organise Instructors and Lecturers, including their travel and accommodation arrangements as required;
- d. Organise additional Instructors for small group training as required;
- e. Arrange venue, training resources, training equipment and catering;
- f. Process course applications;
- g. Maintain course entry database including information required in standard 4.2 of the Standards for RTOs document – verification of qualifications and experience of trainers and assessors, enrolments and participation and fees paid and refunds given;
- h. In consultation with the Vice President Education, use feedback from stakeholders and clients to review policies and procedures and use to improve services provided as per the Continuous Improvement Policy;
- i. Ensure all course participants receive the Student Enrolment form, Course Participant Information and Course Information and Schedule;
- s. Be responsible for the implementation and audit of standards 2.2 and 6.3 in the Standards for RTOs document;
- j. In consultation with the Vice President Education, implement and ensure compliance with the Qualifications Recognition Policy and Procedures and be responsible for the implementation and audit of standard 5 in the Standards for RTOs document;
- k. In consultation with the Vice President Education, implement and ensure compliance with the Assessment and Validation Policy and Procedures and be responsible for the implementation and audit of standard 8.1 in the Standards for RTOs document;
- l. Complete internal audit of ASPA's compliance with the Standards for RTOs and report to the President annually.



Position Description – State Vice President

Position Title of Supervisor Association President

Name of Supervisor Richard Hemsworth

1. Objective of Position

A Vice President representing each of NSW, Victoria and Tasmania is elected by the members of the Association to maintain special contact with patrols in that state and to represent them at meetings of the ASPA Council. The State Vice Presidents are Council members.

2. Organisational Relationships

- (i) **Position Title of Supervisor**
Association President
- (ii) **Position Titles which also report to Supervisor**
Senior Vice President
Association Treasurer
Vice President Education
Executive Officer
- (iii) **Position Titles that report to this position**
None

1. Organisational Context of Position

The Australian Ski Patrol Inc (ASPA) is a national volunteer organisation whose purpose is to serve the public in the rescue and first aid treatment of injured visitors to alpine areas; to promote awareness safety and establish safety standards in Australian Alpine Areas; provide first aid training and examination courses for and on behalf of its members.

This position is one of eight (8) elected Committee Members. Elected Committee Members are elected for a period of one (1) year at the Annual General Meeting of the Association. All elected positions are eligible for re-election.



1. Key Accountabilities

- a. Represent the State Patrols at meetings of the ASPA Council;
- b. Assist the President and Executive in supporting the work and meeting the special needs of the State Patrol they represent;
- c. Contribute to the review the ASPA Strategic Plan through consultation with the President and other executive officers;
- d. Implement and ensure compliance with the Equity Management Policy and Procedures and audit compliance with standard 6.3 in the Standards for RTOs;
- e. Complete internal audit of ASPA's compliance with the Standards for RTOs and report to the President annually.



Code of Conduct

Introduction

The Australian Ski Patrol Association Inc (ASPA) Code of Conduct provides guidelines for all employees, members, executive members and students of ASPA. The Code of conduct is relevant whilst on duty, during training sessions, in uniform, and any time you may be representing the organisation.

The Executive of ASPA will:

- Reinforce ASPA's commitment to the highest standards of professional ethics and standards
- Respect the dignity, rights, freedom and individual needs of all members
- Provide a working environment that is enjoyable, safe, challenging and rewarding
- Recognise the work of each of their members
- Obey the law
- Ensure every member has a copy of, or access to a copy of, all relevant association policies

Employees and Members will:

- Treat casualties, the public and fellow members with honesty, courtesy and respect
- Respect and safeguard the property of ASPA, members and the public
- Maintain the confidentiality of all patients, ASPA or other parties
- Perform all duties to the best of their ability
- Do their job in a safe, responsible and effective manner
- Ensure their personal, business and financial interests do not conflict with their duty to ASPA
- Read, understand and work within ASPA's policies and procedures
- Ask for a copy of all relevant policies from their supervisor/manager

Students will:

- Perform all required tasks in the training sessions to the best of their ability
- Respect trainers and other students
- Respect and safeguard the property of ASPA during training sessions
- Read, understand and work within ASPA's policies and procedures
- Ask for a copy of all relevant policies from their supervisor/manager



Alcohol

The consumption of alcohol that may affect public relations, safety in the work place, or the safety of the public and other members, including being under the influence of alcohol whilst on duty or during a training session is prohibited.

Behaviour

All members are expected to behave in a polite, respectful and helpful manner towards the public, other members and other students at all times.

ASPA Property

All members and students must

- Take good care of all ASPA property including all First Aid and resuscitation equipment, uniforms, machinery and staff passes
- Not remove ASPA property from its normal location without proper authorisation
- Report all property damage, losses and evidence of theft to the Course Director immediately

NB. Any loss or malicious damage caused by an employee will be charged to that employee at replacement cost

ASPA vehicles, equipment and machinery

Members must hold an appropriate Licence or Certificate of competency to operate any ASPA machinery or equipment. ASPA machinery or equipment should not be used for unauthorised purposes or in a way that will reflect badly on ASPA.

Customer Service

All members and the executive must ensure that:

- The public feel they will receive professional understanding when asked about their physical and mental well being;
- They deliver what they promise, when promised;
- Services and facilities meet the public needs and that they function as expected;
- The public are made aware of services and facilities provided and that they understand how to access them.

All members should:

- Avoid arguments and confrontations with the public, and
- Refer difficult members of the public to a supervisor



Drugs

The consumption of, sale of, or being under the influence of an illegal substance whilst on duty, on ASPA property, or during a training session will result in expulsion and maybe dealt with by the Police.

Where prescription drugs are involved, members and students should ensure that safety in the workplace is not affected and that any potential performance impairment is properly managed.

Grievances

All members should report any grievances to their supervisor in the first instance. If they do not feel the matter has been satisfactorily dealt with, they should report to the appropriate member of the ASPA Executive Committee.

Students should refer any grievances regarding course presentation, examinations, or other students to the Course Instructor, the Course Director or the Vice President Education. For more information, refer to the Customer Complaints, Grievance and Appeal Policy in this manual.

Non-discrimination and Equity

The Executive is committed to Equity and Equal Opportunity for all its employees, members and students. Members may not discriminate against or harass anyone in the workplace (public or member) based on race, colour, religion, gender, age, marital status, disability or other factors unrelated to legitimate operational interests.

Members should avoid sexual advances or comments, racial or religious “jokes or slurs”, or any other conduct that is or may be regarded as intimidating or offensive. For more information, refer to the Access and Equity Policy in this manual.

Occupational Health and Safety

All members must:

- Know and comply with safety regulations and procedures relevant to their position
- Wear appropriate clothing and use equipment safely
- Report unsafe practices or conditions, as well as injuries to a supervisor

For more information, refer to the Occupational Health and Safety Policy in this manual.



ASPA Privacy Statement

Introduction

The Australian Ski Patrol Association Inc (ASPA) is a corporation, limited by share, and owned by members of the association. This policy sets out the information handling procedures for ASPA.

Policy

ASPA complies with the *Privacy Act 1988* and the National Privacy Principles (NPPs) of the *Privacy Amendment (Private Sector) Act 2000* in its management of personal information.

Personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Procedure

ASPA implements the following national principles in its collection, use, maintenance, disclosure and storage of personal information.

1. ASPA will collect personal information from the individual concerned if possible, only if it is necessary for one or more of its functions or activities. It will do so in a fair, lawful and in a reasonably non-intrusive way.
2. ASPA will use this information only for the primary purpose for its collection, unless consent has been given, or the secondary purpose can be reasonably expected to occur. Individuals may opt out of any further mailings or use upon request.
3. ASPA will take all reasonable steps to ensure that the personal information it holds is accurate, complete and up-to-date.
4. ASPA will take all reasonable steps to protect that personal information from misuse, loss, unauthorised access, modification or disclosure.
5. ASPA's Privacy Policy will be available on the web and in hard copy.



6. Any individual has the right of access to any personal information about them held by ASPA (subject to the exceptions prescribed by the *National Privacy Principles*). Any request for such information will be answered in writing within 14 days. The request should be addressed to Privacy Officer, ASPA.
7. ASPA will not adopt, use or disclose any commonwealth government identifier, other than the ABN, to identify a record of personal information relating to an individual.
8. Where practicable, ASPA will maintain the anonymity of an individual in a database of personal information, unless the identity of the individual is necessary to perform a lawful activity.
9. ASPA will not transfer personal information related to an individual outside Australia, unless the individual has consented or where ASPA can show grounds for a belief that if it were practicable to obtain consent the individual would be likely to give it and ASPA is satisfied that the recipient of the information will uphold principles similar to the *National Privacy Principles*.
10. ASPA will apply particularly stringent procedures to any sensitive information related to race, religion, political affiliation etc or to any health information it may collect.
11. Examination results will be maintained by the Education Sub-Committee of ASPA for the period required for registration as a Registered Training Organisation. Examination results after this time will be destroyed in accordance with authorised procedures. Access to examination results will be limited to each individual or where in the course of certification of vocational competence results may be released to other organisations that intend to employ or use the skills of the member.

ASPA collects personal information from practitioners in the Emergency Care sector in order to provide such people with information about ASPA's activities and products. Such information is kept in a database, protected by passwords, maintained by trained staff, and checked regularly for accuracy.

ASPA sends out mail or email related to the Emergency Care sector or its business. ASPA does not sell its mailing lists to third parties or disclose personal information to third parties, except to a service provider for the sole purpose of performing an activity on behalf of ASPA, or to a third party with related business activities. In such cases, ASPA will use all reasonable efforts to ensure that the recipient handles personal information in accordance with the NPPs.



ASPA organises public events, courses and seminars for the dissemination of Emergency Care information. Participants enrolling for such events may also receive further information related to ASPA activities, future events and products, and their personal information may be included in a list for circulation to attendees at the event.

Under arrangements with the Australian National Training Authority (ANTA), ASPA may collect and publish national statistical information about students in the Emergency Care sector. ASPA has a set of protocols to ensure confidentiality of data.

ASPA may also conduct national surveys of the employment destinations of graduates of the Emergency Care courses and the satisfaction of industry employers with the training received by its employees.

ASPA sometimes uses contractors to undertake research or surveys on its behalf. ASPA requires these contractors to handle any personal information used in accordance with National Privacy Principles.

For information about Australian Ski Patrol Association's management of personal information, including complaints, contact the Privacy Officer, Australian Ski Patrol Association, P.O. Box 275, Armadale, Victoria, 3143.



Access and Equity Policy and Procedure

Introduction

The Australian Ski Patrol Association Inc (ASPA) is committed to providing and maintaining a learning and working environment that is free from discrimination and harassment. ASPA is committed to access and equity in education and employment.

Policy

In order to encourage and actively promote a learning and working environment and in accordance with the Commonwealth *Affirmative Action (Equal Employment Opportunity for Women) Act 1986*, ASPA will:

1. Act to eliminate direct and indirect discrimination on the grounds of sex, age, marital status, race, ethnic origin, sexual preference, political or religious belief, intellectual or physical impairment, HIV or AIDS status in relation to:
 - Access to the educational, research and other facilities of ASPA;
 - The recruitment, advancement and conditions of employment of staff;
 - The daily routines of ASPA community;
2. Promote equal employment opportunity as an integral part of ASPA's policies and practices;
3. Review and evaluate the progress towards achievement of this equal employment opportunity policy;
4. Establish procedures for dealing with grievances covered by this policy;
5. Ensure all members, instructors; assessors and students are aware of this policy and the implications for them.

Procedure

Students who feel a member may have subjected them to discrimination or harassment or representative of ASPA may follow the grievance handling procedures listed below.

Information about student grievance procedures and a list of ASPA Examiners is available from any ASPA official, including the ASPA executive committee, or the Vice-President Education.



Grievance Handling Procedures

In the event that you have a grievance against a member or representative of ASPA based on discrimination or harassment the following procedures should be followed.

1. If it is an immediate problem whilst participating in a course, you should in the first instance contact the Instructor of the course. If this is not possible then contact a course Examiner or the Course Director. If for any reason these options are not available, you may then contact the Senior Vice President.
2. Contact information for the Senior Vice President is available from the Course Director and is also listed on the course information package.
3. Initially the grievance can take a verbal form however, as soon as is practical you should put your grievance in writing addressed to the Senior Vice President.
4. If the grievance is of a kind that does not need to be dealt with immediately, you should put your grievance in writing and forward to the Senior Vice President.
5. On receipt of a written grievance the Senior Vice President will undertake to investigate your complaint within a timeframe satisfactory to all parties.
6. Responsibility for the Grievance Handling Procedure rests with the Senior Vice President.



Advertising Policy and Procedure

As a Registered Training Organisation the Australian Ski Patrol Association is required to adhere to regulations regarding logo usage and ethical and correct advertising.

The Australian Ski Patrol Association must represent its training to prospective clients accurately regarding the awarding of AQF qualification and Statement of Attainments in a way consistent with the scope of registration. Misrepresentation could result in the withdrawal of RTO status and as such must be strictly adhered to.

The following terminology cannot be used in advertising if the course being advertised is outside the scope of the Australian Ski Patrol Associations registration:

1. Nationally Recognised Training
2. VQA Recognised Training
3. Registered by VQA to issue the following qualifications

When advertising the Australian Ski Patrol Association must ensure that training services leading to AQF qualifications and/or Statement of Attainment are advertised separately from any other training/assessment services.

All brochures, advertisements, certificates, statements of attainment, correspondence and media productions must be checked by the Executive Officer against the criteria of the relevant licensing bodies as provided at the time of registration.

Use Of Outside Personal Or Organisational Material

The Executive Officer on behalf of the Australian Ski Patrol Association is required to ensure that written permission is gained from any person or organization for the use of any marketing or advertising material which refers to that person or organisation, and must abide by that permission.



Australian National Training Authority Logo

The nationally recognized training log must be used on all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by the Australian Ski Patrol Association.

The logo can only be used when:

1. Training and assessment lead to nationally recognized Australian Qualifications Framework (AQF) qualifications or statements of attainment.
2. Australian Ski Patrol Association is complying with the quality requirements of the standards
3. That information in the advertising is correct and ethical.
4. The logo is not to be altered in any way from the original (Figure 1) with the exception of printing in black and white.



Figure 1

NOTE: Under no circumstances is either Logo to be used in Advertising or on the issuance of qualifications, statements of attainment or certificates for courses that are non-accredited in the scope of the Australian Ski Patrol Associations RTO registration.



Assessment Policy and Procedure

The Vice President – Education has responsibility for the ongoing monitoring and maintenance of all courses run by the Australian Ski Patrol Association.

All assessment materials must be reviewed and updated when necessary on an annual basis by the Vice President – Education in consultation with the Medical, Education Committees and members of the Executive.

All materials are judged against the following criteria:

- Relevance
- Validity
- Currency
- Policy changes
- Legal requirements
- Workcover adherence
- Australian Resuscitation Council adherence
- Readability and accessibility
- Industry Consultation
- Accreditation Guidelines

Any changes to Assessment materials must be tabled at the next meeting of the Executive Committee and entered and accepted in the minutes prior to being used. If a course is to proceed with the new materials prior to the next meeting of the Executive Committee they must be approved by the Vice President – Education, the Medical and Education Committee and be confirmed as adhering to the relevant regulatory requirements.

To ensure consistency and validity of assessment the following procedures must be adhered to:

- All examiners and instructors will adhere to the Course Guideline documents supplied.
- Only assessment materials and practical scenarios approved by the Executive Committee are to be used in all situations.
- Theory papers are not to be changed in any way without consultation with the Vice President – Education.
- All examiners are required to attend the pre-assessment briefing held by the Course Director on the day of assessment to ensure consistency of assessment and use of assessment materials.
- The Vice President – Education and Course Directors will regularly observe the operation of practical assessment to ensure consistency.
- The Course Director is responsible for the collection of and correlation of all Participant, Instructor and Examiner course evaluation questionnaires and reports, which are to be collated and presented at the next meeting of the Executive Committee.



This policy must be adhered to, to retain Workcover Accreditation number FA9007.

All training and assessment receives validation through the continual liaison with relevant industry groups. Working closely with the management of all Australian Ski Resorts with regard to expectations of job, staffing and resources in alignment with resort policies and procedures course content is structured for the specifics of the environment. Australian Ski Resorts require their paid ski patrollers to hold qualification issued by the Australian Ski Patrol Association prior to employment.

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



Continuous Improvement Procedure

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.

Procedures

The following procedures are to be adhered to for the Australian Ski Patrol 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.
- All course 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.



Customer Complaints, Grievances and Appeals

Introduction

The Australian Ski Patrol Association Inc (ASPA) is committed to achieving and maintaining an environment that is positive, productive and harmonious, where complaints, grievances and appeals are managed promptly, confidentially, impartially and fairly.

Customer Complaints and Grievance Handling Policy

ASPA recognises that grievances and complaints do arise and has developed the Customer Complaints and Grievance Handling Policy and Procedure to assist and resolve them.

ASPA is committed to

- Fair, impartial, just and confidential handling of concerns and grievances
- Ensure that all ASPA customers and members have access to the Customer Complaints and Grievance Handling Procedure
- Ensure that action is taken promptly within agreed timeframes and procedures, and
- Ensure that all parties are protected from victimisation

Customer Complaints and Grievance Handling Procedure

Complaints and Grievances Regarding Courses

In the event that you have a complaint or grievance whilst completing a course the following procedures should be followed:

1. If the problem arises whilst participating in a course, you should in the first instance contact the Instructor of the course.
2. If this is not possible then contact either a Course Examiner or the Course Director.
3. If these options are not available to you, or you are not able to contact the above, then contact the Vice President, Education (VP Ed).

The VP Ed's contact information is listed on your course receipt, is available from the Course Director and is listed on the course participant information sheet. The VP Ed is usually in attendance at courses where you can make personal contact.



Complaints and Grievances regarding Members

If your complaint or grievance is in relation to an ASPA member the following procedures should be followed:

1. In the first instance you should discuss the problem with the particular member at the time of the incident.
2. If this is not possible then contact the Vice President in your State.
3. If these options are not available to you, or you are not able to contact the above, then contact the Senior Vice President.

Attachment one to this policy contains a current listing of the ASPA Executive including the names and contact details for the State Vice Presidents and the Senior Vice President.

Format of Complaint or Grievance

Initially your complaint or grievance can take a verbal form, however, if you wish to have the complaint addressed by the full executive committee you must put your complaint in writing.

Written complaints can be addressed to the appropriate Vice President – either Education or State or to:

Executive Officer
Australian Ski Patrol Association Inc
PO Box 275
Armadale VICTORIA 3143

On receipt of a complaint the ASPA Executive will investigate your complaint or grievance in a professional manner with regard to punctuality of response, correctness of procedure and in line with ASPA principles, policies and procedures.



Procedure for Resolution of Customer Complaint or Grievance

1. On receipt of a verbal complaint, ASPA Instructors, Examiners and members are required to do all possible to rectify the situation within the parameters of the course and ASPA regulations, policies and procedures.
2. If a solution is achieved then a report of the incident should be forwarded in writing to the VP Ed if the complaint or grievance is course related and the State VP if it is not course related.
3. If a solution is not available contact should be made as soon as is practical with the VP Ed who is responsible to addressing all complaints and grievances relating to courses and the State VP if the complaint or grievance is not course related.

All complaints and grievances received by the VP Ed or State VP without resolution must be documented and responded to in writing.

If in the opinion of the VP Ed or State VP, the complaint or grievance is of a delicate nature, the Association President will be consulted before responding to the complainant.

All documented complaints must be brought to the attention of the ASPA Executive at the next meeting for review and to ensure any necessary changes to policies and/or procedures take affect as soon as is practical.

Candidate Appeals Policy

ASPA recognises that from time to time Candidates will want to lodge an appeal and has developed the Candidate Appeals Handling Policy and Procedure to assist and resolve them.

ASPA is committed to

- Fair, impartial, just and confidential handling of Appeals
- Ensure that all ASPA customers and members have access to the Candidate Appeals Handling Policy and can represent their case to an independent person or panel
- Ensure that action is taken promptly within agreed timeframes and procedures, and
- Ensure that all parties are protected from victimisation



Candidate Appeals Procedure

In the event that you wish to lodge an appeal with regard to marks gained or pass received, the following procedures should be followed:

1. All appeals must be made in writing to the VP Ed. and must be clearly state the reason for appeal.
2. On receipt of the appeal the VP Ed will contact members of the Education Committee and the relevant Instructors and Examiners to re-access the candidate's result.
3. If required, an appeal will be heard by the VP Ed, if independent of the issue, or by the Education Committee with the Appellant given the opportunity to formally present his or her case if they so choose.

Candidates will receive written notification of the outcome of their appeal within a one-month of the appeal being received by ASPA.

If for any reason there is a delay, the candidate will be kept informed of the progress of their appeal and the reason(s) for the delay.



Financial Management Policy

The Treasurer oversees all financial matters for the Association. The Treasurer is responsible to:

1. Consult with the President and Executive Officer in the preparation of budgets and business plans;
2. Present summary financial statements at all meetings of the Executive or Council;
3. Oversee preparation of the annual financial reports for presentation to the Auditor;
4. Present audited accounts of the Association at the AGM of the meeting or at other such times as they may be called upon;
5. Act as a co-signatory to all accounts of the Association.

The day-to-day responsibilities may be delegated to the Treasurer, except that the Secretary shall always hold one copy of the CD-ROM and the Treasurer shall present financial reports.

Accounts held

The following accounts are held:

- No. 1 Account – General operations
- No. 2 Account – NSW Course
- No. 3 Account – Victorian Course
- No. 4 Account – Tasmanian Course

Cheque signing arrangements

All accounts shall require two signatures on any cheque issued. The Treasurer is a co-signatory of all accounts.

The Course Director in each state shall be one of the signatories to the state account together with another person nominated by the Executive Committee each year.

Signatories for the No. 1 Account will be the Treasurer, Secretary, President, Executive Officer and others who may from time to time be approved by the Executive Committee for this purpose.



Accounting

The financial software package MYOB is used by the Association to manage its accounts. The Treasurer maintains a full version and reduced versions are held by State Course Directors.

Within one month of the completion of all courses, the electronic accounts are to be sent by email to the Treasurer for uploading into the overall accounts. All cheque requisitions, invoices and other documentation are to be sent by registered post within one week thereafter.

Trust funds

All monies paid in advance to secure course bookings are to be placed in the trust fund column of the ledger for the appropriate account. These monies will not be released to the general account funds until the course has commenced.

Refund policy

If unable to attend a course the full fee can be transferred to the next available course.

If unable to transfer to the next course a refund will be drawn with 10% held as an administration charge. A \$30.00 late fee applies to payments made at the course.

This policy may be varied to the advantage of the candidate by consultation between the Course Director, President and Treasurer if the candidate is able to present a medical certificate or other satisfactory evidence that inability to attend was caused by factors beyond the candidate's control.

Maintenance of Records

The Secretary of the Association shall monthly arrange for 2 CD-ROM copies of all documents, financial records, course records, correspondence, minutes and other appropriate matter for the current financial year to be made. These are to be forwarded electronically to the Secretary upon request. These CD-ROMs are to be stored in separate premises, one by the Secretary and one by the Executive Officer of the Association.



Freedom of Information Policy

Introduction

The Australian Ski Patrol Association Inc (ASPA) is not required to comply with the NSW *Freedom of Information Act 1989* or similar state-based or federal legislation.

However, it believes that its activities are often of public interest and it has a responsibility to allow access to its records, as a service to its members and potential members.

Policy

Therefore, in general, ASPA complies with the Freedom of Information requirements of legislation in each state. A Freedom of Information officer has been established to ensure discharge of ASPA's obligations to its members, the public, employees and students.

For further information contact the Freedom of Information Officer, c/- the Secretary, ASPA, PO Box 275, Armadale, Vic, 3143.



Issuing AQF Qualifications and Statements of Attainment

On the completion of the assessment cycle the following procedures are to be followed:

1. All theory papers and practical competency checklists are to be collated by the Course Director assisted by the Examiners on duty.
2. Once collated the results from the theory papers and practical competency checklists are to be entered onto the database for each individual student.
3. Once data entry and backup is complete, the Vice President – Education will issue the Statement of Attainments and applicable Certificates using the database information.
4. The theory papers and practical competency checklists must be kept intact until all issuance of Statement of Attainments and Certificates is complete and the backup has been secured in the offices of the Executive Officer.
5. A hard copy of all results is also to be kept.
6. When issuing Statements of Attainment the Vice President – Education must ensure that the correct stationary be used as approved by the Executive Officer with regard to compliance to regulations concerning the use of RTO logos and correct and ethical advertising.
7. When issuing qualifications covered by the RTO Scope of Registration, the applicable course and module numbers must be clearly stated on the Statement of Attainment.
8. The date of issuance of each Statement of Attainment or Certificate is to be entered on the database and when the course is completely finalized a full back up of all information is to be made and forwarded to the Executive Officer for storage. *(All backups of assessment results are kept for a period of 30 years)*
9. Students should be advised of their results and receive their qualifications within a suitable time frame.
10. Any enquiries regarding the issuance of qualifications are to be handled by the Vice President – Education.



Registration of Marks and Issuing Statements of Attainment

The Examiners, Course Director, Vice President-Education and Executive Officer hold the responsibility for the correct registration and issuance of qualifications jointly. RTO Registration is dependent on the standards being met consistently with regard to use of logos, stationary, storage of qualification information and adherence to competency standards.

The following procedures are to be adhered to in all situations and if for any reason a delay or unexpected problem occurs the Executive Committee is to be apprized as to the situation and the solution.

Any changes from the normal procedures are to be documented and tabled at the next meeting of the Executive Committee.



Occupational Health and Safety Policy

Introduction

The Australian Ski Patrol Association Inc (ASPA) acknowledges its obligation to provide a healthy and safe working environment for employees, students, volunteers and visitors to ASPA. The responsibility for the implementation of this obligation rests not only with the ASPA Executive, but is the responsibility of all involved, particularly managers and supervisors.

Policy

In compliance with the requirements of the *Occupational Health and Safety Act 2000* and the *Occupational Health and Safety Regulation 2001*, ASPA aims to develop written policies and procedures, and to implement these in the workplace.

To achieve policy objectives, resources are being directed towards providing for:

- Elimination of hazards/procedures in the workplace which can cause death, injury or occupational disease;
- Appropriate and adequate accident prevention measures and reporting procedures;
- Appropriate and adequate occupational health and safety training and educational programs;
- An accredited rehabilitation program for injured employees;
- Overall safe and healthy work/study environments and procedures, and safe plant and equipment.

Although the prime responsibility for health and safety rests with ASPA, it is the responsibility of all volunteers, employees and students to ensure their own and others' health and safety by observing safe systems of work and reporting potential hazards in their work and study areas.



Recognition of Qualifications Policy and Procedures

Policy

Written applications for Recognition of Qualifications are reviewed and determined by the Vice President Education. All applications are judged on the individual merit of the qualifications and/or experience presented.

Procedure

Full recognition will be given when **original** qualifications in the same or equivalent courses or modules as are delivered within the relevant qualification offered by the Australian Ski Patrol Association are presented to the Vice President - Education. Qualifications will only be accepted when issued by an appropriately Registered Training Organisation.

In the event that insufficient evidence of competency is supplied by the candidate or for recognition of skills and experience without a formal qualification an assessment only pathway is available.

Participants will receive credit into other recognized qualifications containing equivalent modules or units of competence. Please refer to course schedule for further information.

Students will not be disadvantaged for selecting the recognition pathway and are encouraged to apply for such if they believe they have the equivalence required.

Responsibility

The Vice President Education is responsible to assess applications and determine suitability of qualifications and experience for recognition. For more information, contact the Vice President Education.

The Vice President Education is also responsible to ensure all Course Directors, Instructors and Assessors receive information on procedures and requirements of the recognition process.



Records Management Policy

Storage and Security of Candidate Records

All records with relation to candidates personal details, qualifications and assessment history are to be entered and held on the Australian Ski Patrol database, which is administered at the offices of the Vice President – Education. An electronic back up of the database will be forwarded to the Executive Officer of the Australian Ski Patrol for secure storage at the completion of entry after each individual course.

Access to the Australian Ski Patrol database is limited by password. The President, Vice President – Education and State Course Directors, hold the password only. Access to information contained in the database is through the Vice President - Education. All records are treated as highly confidential and no candidate or member details will be released without their prior written permission.

Statistical Correlation

The Vice President – Education is responsible for the correlation of Statistical Information when required or requested by relevant government authorities. These statistics are obtained by utilizing the facilities of the ASPA database.

Confidentiality of Information

The Australian Ski Patrol Associations undertakes that personal information will only be used for the purpose for which it was collected unless: the person gives permission otherwise; or the other purpose is directly related to the first purpose; or not to do so would pose an imminent threat to the person's life or health. **Exemption:** where the use is reasonably necessary for law enforcement.

Members and candidates have full access to their own personal records and all information pertaining to their individual training. This information can be gained by a request in writing to the Vice President – Education.

Qualification Register for Assistant Instructors, Instructors and Examiners

All records pertaining to the qualifications held by Assistant Instructors, Instructors and Examiners are held and updated annually by the Vice President – Education. A listing of all qualified personnel is available on request.



Course Fees & Refunds

All course fees received and all refunds processed are recorded and reported by the relevant State Course Director and the Vice President – Education directly to the Association Treasurer.

Version Control Procedures for Student Notes and Manuals

All manuals, instructional handouts and first aid procedural guidelines are verified and approved by the Medical Committee of the Australian Ski Patrol Association Inc. The Medical Committee comprises a selection of health professionals including practicing general practitioners, surgeons and trauma specialists. No information is distributed to members or candidates without its validity and currency being confirmed.

All written information and course content is guaranteed by the Australian Ski Patrol Association Inc. to meet the standards as set out by the Australian Resuscitation Council and NSW Workcover.

Updates are registered and confirmed by date and edition in all publications of the Australian Ski Patrol Inc.



Recruitment Policy

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 Instructors, Assistant Instructors and Examiners are recruited from within the Australian Ski Patrol Association.

When vacancies become available expressions of interest are circulated throughout the Australian Ski Patrol Association newsletter, ASPARATIONS and through a mail out to all members.

All applicants are required to attend an interview with a panel of the ASPA executive including the Vice President Education, who will ascertain the applicant's suitability to take on the duties for which they have applied.

Assistant Instructors are required to work with an experienced Instructor and/or Examiner who will assist them until they have gained the required qualifications and are assessed as competent to take on the role of Instructor.

Assistant Instructors and Instructors are required to participate in and complete the Australian Ski Patrol Association Instructor Development Program.

All current Instructors and Examiners must complete the required modules of Certificate IV in Workplace Training and Assessment by the end of 2005 or status will be changed to reflect the requirements of the RTO registration.



Eligibility

The following qualifications and competencies are required to be eligible for each position.

Assistant Instructor

- Hold competency in all ASPA examinations
- Be a practicing Ski Patroller
- Be enrolled in and working on achieving the award of Certificate IV in Workplace Assessment and Training.

Instructor

- Hold competency in all ASPA examinations
- Pass the Instructor Certification Program
- Be a practicing Ski Patroller
- Have completed Certificate IV in Workplace Assessment and Training

Examiner

- Hold competency in all ASPA examinations
- Pass the Examiner Certification Program
- Be a practicing Ski Patroller
- Have completed Certificate IV in Workplace Assessment and Training
- Have been consistently performing the duties of an Instructor within the ASPA examination calendar



Risk Management Procedure

In order to maintain the RTO status, ASPA must have policies and systems in place to plan for and provide quality training and assessment across all of its operations. The policies and systems must be audited annually to ensure their effectiveness and appropriateness and provide evidence of compliance with the Standards for Registered Training Organisations.

Risk Identification Procedure

In order to manage risks, they must first be identified. The ASPA Risk Management Chart lists each of the standards and the person responsible for compliance and audit. The ASPA Risk Management Chart also lists actions required to ensure compliance and the frequency required for review and audit purposes.

Internal Audit

In order to maintain the RTO status, ASPA must conduct an annual Internal Audit of its compliance with the Standards for Registered Training Organisations, and review the organisation’s Policies and Procedures.

The table below lists the Standards and Policies each position is required to audit.

Position	Standards to Audit	Policies to Audit
President	1.1, 1.2, 1.3, 1.4, 1.8, 2.1, 2.3, 10.2, 12.1, 12.4, 12.5	Continuous Improvement, Risk Management, Code of Conduct, Legislative changes, Risk Management and Internal Audit Position Descriptions
Vice President Education	1.2, 1.4a, 1.8, 1.9b, 1.10, 4.2, 4.3, 5.1, 5.2, 5.3, 6.2b, 6.3, 7, 8, 9, 10, 12.1, 12.4, 12.5	Changes in Workcover and ARC guidelines, Assessment, Issuing AQF Qualifications, Recognition of Qualifications, Recruitment, Validation, Version Control
Executive Officer	1.2, 1.4a, 1.6, 1.8, 4.1, 6.1, 6.2a, 11, 12.1, 12.2, 12.4, 12.5	Assist Executive members with information regarding Legislative changes
Senior Vice President	1.4a, 1.5, 1.7, 1.8, 6.2b, 9.1b, 12.1, 12.4, 12.5	Occupational Health and Safety, Access and Equity
Course Director	2.2, 4.2, 4.3, 5.1, 5.2, 5.3, 6.3, 8.1, 9.3, 12.3,	



Position	Standards to Audit	Policies to Audit
Treasurer	1.4a, 1.8, 2.3, 3.1, 3.2, 3.3, 3.4, 3.5, 12.1, 12.4, 12.5	Financial Management
State Vice President	1.3b, 1.4a, 1.8, 6.2b, 6.3, 9.1b, 9.3, 9.4, 12.1, 12.4, 12.5	Customer Complaints, Grievances and Appeals
Secretary	1.4, 1.8, 4, 6.1, 6.2a, 12.1	Privacy, Freedom of Information, Records Management

The responsible executive member must conduct the audit at least annually. Reports should then be forwarded to the Secretary who will collate all reports and forward to the President for review prior to the Annual General Meeting (AGM).

Each executive member is responsible to ensure compliance with Commonwealth and State legislation and regulatory requirements relevant to ASPA's operations. They must keep up to date with changes in legislation and regulations and recommend changes to policy and procedure documents as required.

Self-Assessment Report

It is important to assess whether policies and procedures are achieving their intended outcome. To do this, it is essential to check not only the policy content, but also the policy implementation.

When reviewing evidence of compliance with each standard consider:

1. What policies and procedures have been documented to show the RTO is complying with the standard?
2. How can you show the policies and procedures are actually working?
3. How can you show you review the effectiveness of these policies and procedures? Include what you learn in the continuous improvement processes.

Collection of evidence

Evidence should be collected through a variety of methods, including interviews with students, industry members and members of the organisation and through observation and examination of documentation.



Summary of Recommendations

The summary of recommendations template can be used to sum up any recommendations that emerge from the self-assessment and internal audit activities.

Results of the review will be tabled at the AGM. The executive committee will determine (based on the recommendation of the executive member) improvement actions that may be required, assign responsibility for the actions and a timeframe.



Validation Of Assessment Strategies

The Vice President – Education has responsibility for the ongoing monitoring and maintenance of all courses run by the Australian Ski Patrol Association.

All assessment materials must be reviewed and updated when necessary on an annual basis by the Vice President – Education in consultation with the Medical, Education Committees and members of the Executive.

All materials are judged against the following criteria:

- Relevance
- Validity
- Currency
- Policy changes
- Legal requirements
- Workcover adherence
- Australian Resuscitation Council adherence
- Readability and accessibility
- Industry Consultation
- Accreditation Guidelines

Any changes to Assessment materials must be tabled at the next meeting of the Executive Committee and entered and accepted in the minutes prior to being used. If a course is to proceed with the new materials prior to the next meeting of the Executive Committee they must be approved by the Vice President – Education, the Medical and Education Committee and be confirmed as adhering to the relevant regulatory requirements.

To ensure consistency and validity of assessment the following procedures must be adhered to:

- All examiners and instructors will adhere to the Course Guideline documents supplied.
- Only assessment materials and practical scenarios approved by the Executive Committee are to be used in all situations.
- Theory papers are not to be changed in any way without consultation with the Vice President – Education.
- All examiners are required to attend the pre-assessment briefing held by the Course Director on the day of assessment to ensure consistency of assessment and use of assessment materials.
- The Vice President – Education and Course Directors will regularly observe the operation of practical assessment to ensure consistency.
- The Course Director is responsible for the collection of and correlation of all Participant, Instructor and Examiner course evaluation questionnaires and reports that are collated and presented at the next meeting of the Executive Committee.



This policy must be adhered to, to retain NSW Workcover Accreditation number FA9007.

All training and assessment receives validation through the continual liaison with relevant industry groups. Working closely with the management of all Australian Ski Resorts with regard to expectations of job, staffing and resources in alignment with resort policies and procedures course content is structured for the specifics of the environment. Australian Ski Resorts require their paid ski patrollers to hold qualification issued by the Australian Ski Patrol Association prior to employment.

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



Version Control Policy and Procedure

All documents and advertising materials produced and used by ASPA are required to be dated to ensure consistency and currency as per the RTO Scope of Registration Document.

Superseded documents and advertising materials shall be destroyed to ensure dissemination of correct information at all times. The responsible executive member keeps one copy of each document for the purposes of historical accuracy. This copy is to be safely archived and marked as such.

Version Control Procedures for Student Notes and Manuals

All manuals, instructional handouts and first aid procedural guidelines are verified and approved by the Medical Committee of the Australian Ski Patrol Association Inc. The Medical Committee comprises a selection of health professionals including practicing general practitioners, surgeons and trauma specialists. No information is distributed to members or candidates without its validity and currency being confirmed.

All written information and course content is guaranteed by the Australian Ski Patrol Association Inc. to meet the standards as set out by the Australian Resuscitation Council and NSW Workcover.

Updates are registered and confirmed by date and edition in all publications of the Australian Ski Patrol Inc.