

App Update

- 60 new videos
- Work has been done to make the app easier to navigate – less clicks
- Important to promote the app & lesson builder to your staff
- Give feedback on how you would like the app developed

FUNDAMENTAL MECHANICS

Click on the + and choose an exercise from the fundamental mechanics to start building your lesson.

- + Encouraging a slightly faster speed.
- + Early weight shift to the new outside ski
- + Simultaneous edge release and change.
- + Simultaneous turning of both legs/skis



Sitting on the Snow

Add

View



Windscreen Wipers

Add

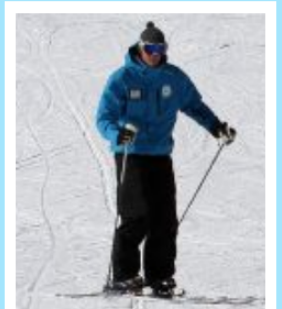
View



Using a bump/roll to help initiate turns

Add

View



Rise, Roll, Turn

Add

View

Hide

- + Use of an extension/flexion movement to achieve these mechanics.

New MA Training Video

WHEN TO USE

- MA 2020 used on pre-courses / after pre-courses
- MA 2012 & 2015 use during inhouse training

HOW TO ACCESS

- Download from Vimeo link in staff resources (APSI staff members)

WHATS NEW

- Addition of Turn Type & Performance in answers
- One long answer question for discussion (no answer)

Turn Type and Performance

Type	Turn Performance	Shape	Symmetry
Snowplough Turns	Steered	S (small)	Symmetrical

Soft Focus

Phycological factors:

Cautious

Physical factors:

Female, Mid Aged, No limitations noticed

Equipment factors:

Modern, Appropriate length, No gloves or eye wear

Terrain factors:

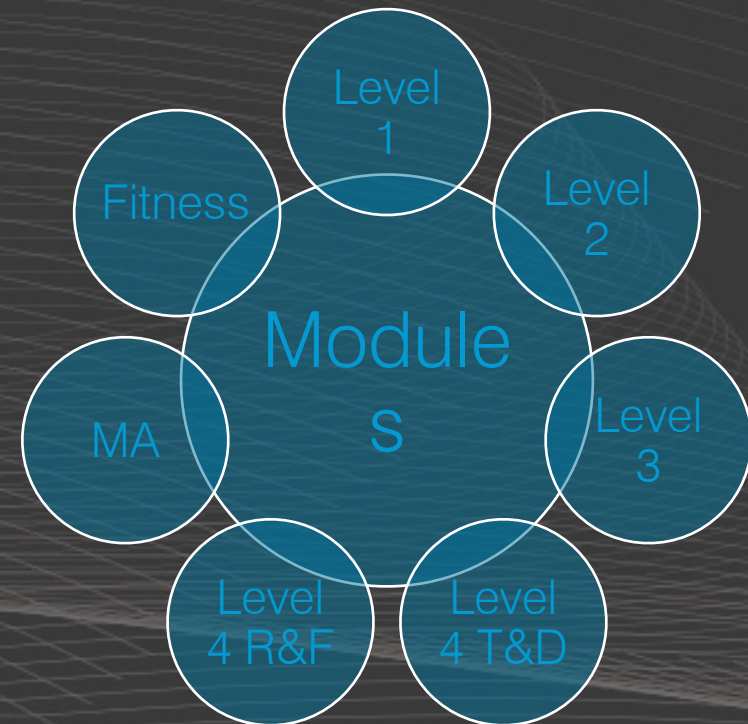
Beginner hill, Groomed, Winter snow, Appropriate steepness for the turn

E-Learning Module



PURPOSE

- Give immediate knowledge that can be applied in the real world
- Be better prepared for courses
- Bigger emphasis on customer service level 1



WHO

- Anyone attending a pre-course
- Anyone completing an home study update
- RPL candidates
- All members can access electively

THOSE DOING PRE-COURSES

- Email sent out with link after signing up for course
- Reminder email 2 days before course commencement
- Trainer will receive completion report prior to course
- Follow up with candidates who have not completed to complete by day 2



Teach mechanics through games

Teaching People to Ski
or
Teaching Skiing to People?



Customer Service

Teaching People to Ski

or

Teaching Skiing to People?

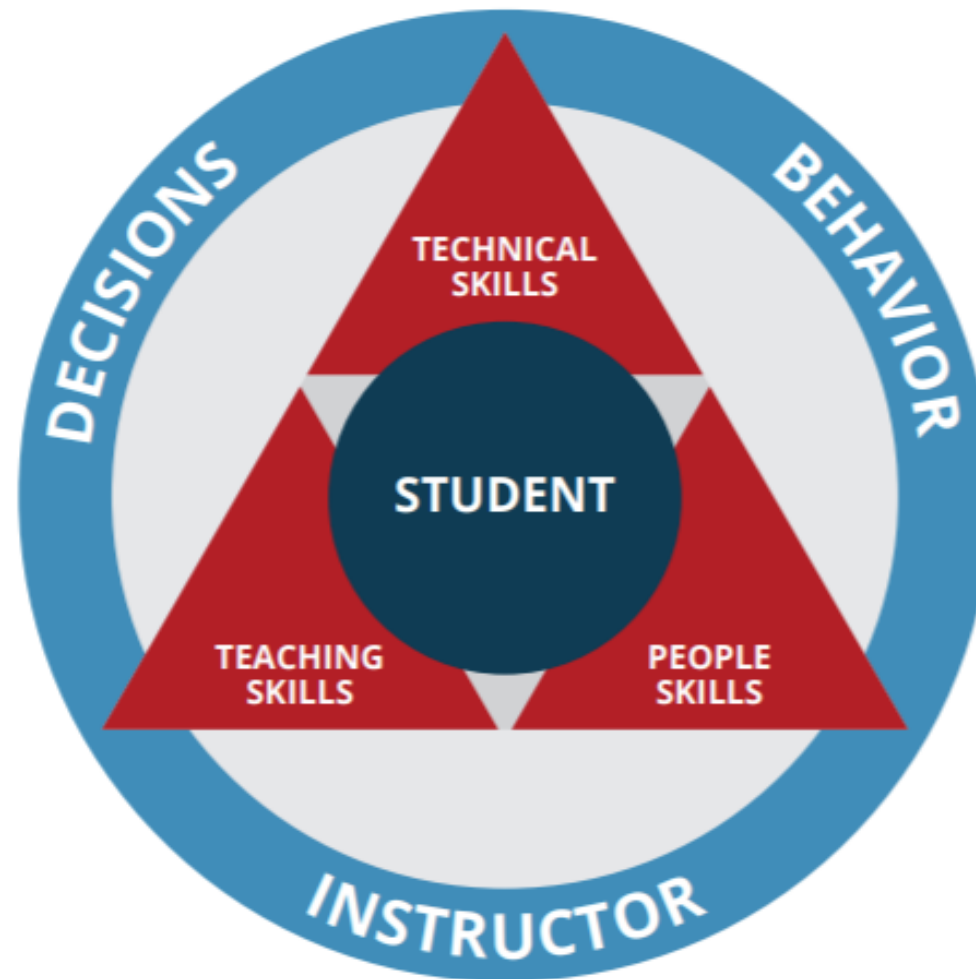


EXCEPTIONAL CUSTOMER SERVICE

- Create genuine, meaningful and organic experiences for their guests
- Teach guests who return to ski with them time after time
- Go the extra mile for their guests
- Real care and empathy for their goals, needs, wants, expectations & history



THE CERIFICATION PATHWAY

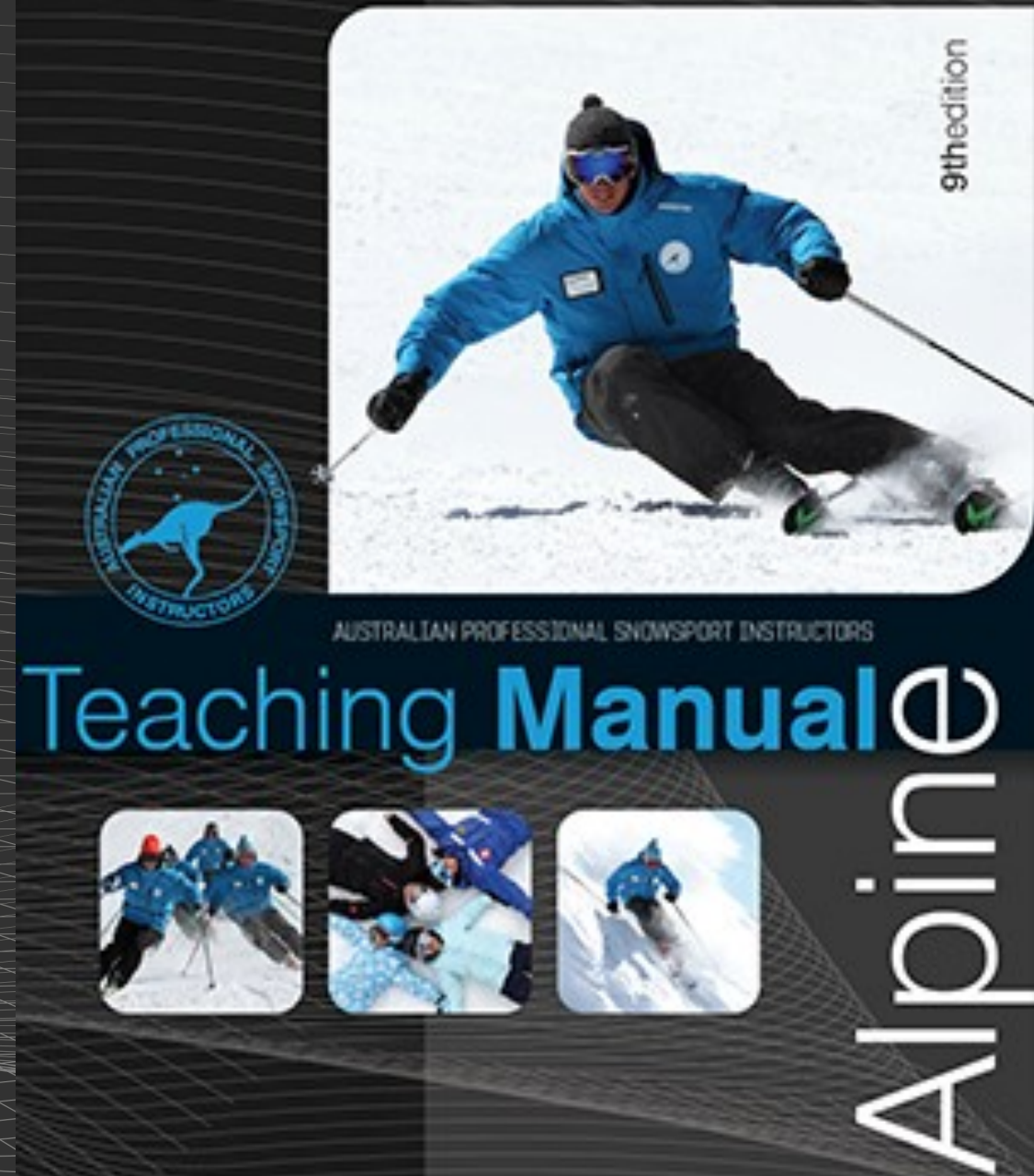


The Learning Connection



THE FUTURE

- Create our own Customer Service Model
- New Alpine Manual
 - Customer Service
 - People Skills
 - Revision of Teaching Styles
- Customer Service e-Learning Module



The image shows the front cover of a manual titled "Teaching Manual Alpine". At the top right, it says "9th edition". The central image is a skier in a blue jacket and black pants, leaning into a turn on a snowy slope. To the left of this image is a circular logo for the "AUSTRALIAN PROFESSIONAL SNOWSPORT INSTRUCTORS" featuring a kangaroo silhouette. Below the main image, the text "AUSTRALIAN PROFESSIONAL SNOWSPORT INSTRUCTORS" is written in a smaller font. The title "Teaching Manual" is prominently displayed in large, bold, blue letters, with "Alpine" written vertically in white on the right side. At the bottom, there are three small, rounded square images: the first shows two skiers in blue jackets, the second shows a skier in a blue jacket and another person, and the third shows a skier in a blue jacket descending a slope.

Teaching Styles



MODERN APSI TEACHING PHILOSOPHY

Experience-Centred



TEACHING STYLES

Apparent from Exams at Levels 2, 3 and 4 that students are becoming too reliant on a **Command Style**.



OBSTACLES

- Fear
- Training / Examining
- Culture





FEAR



FEAR

- Fear of handing over responsibility or control
- Fear of not talking/doing themselves
- Fear of running out of time
- Fear of ambiguity
- Fear of less perceived value to the guest
- Fear of failure when trying something different



TRAINING

- Lack of emphasis on delivery skills including teaching styles, relative to emphasis on progression and mechanics.

EXAMS

- Perceived expectations of what APSI wants/needs to see/hear.





CULTURE

- The behaviour of those around our instructors.



EXPECTATIONS AT LEVELS 2, 3 & 4

Level 2: Awareness of the Teaching Style

(candidate at a cognitive phase of learning)

Level 3: Attempted use of a Teaching Style other than Command

(candidate at an associative phase of learning)

Level 4: Effective use of an appropriate Teaching Style other than Command

(candidate at an autonomous phase of learning)

- Expectation at Level 2 is covering within the essential reading in the manual for that level. Opportunity for higher marking in question time.
- Expectation at Levels 3 and 4 will need to be met during assessed teaches at those levels. Exam marking sheets for these levels have been updated to reflect this.



HOW WE SUPPORT OUR INSTRUCTORS IN USING THE TEACHING STYLES

Practise what we preach to help instil confidence and experience in using different teaching styles...

- Organically use a range of teaching styles when training free-ski and demos
- Explicitly use a range of teaching styles when delivering sample lessons
- Set up your session to encourage observation and recording of which teaching styles the trainer used - review these
- Encourage students to use different teaching styles during their practice teaches
- Assign group member to observe and record which teaching styles they used - review these



SUMMARY

Be creative with the teaching styles to help our instructors help their guests have more fun.

