



Day 1 - Off snow

Day one was quite similar to our APSI staff day in format. The day started with all disciplines together for a general talk. Some of the key points addressed were:

1. Introducing the four new examiners (two Ski and two Snowboard)
2. NZSIA is now a year round operation, running courses every month.
3. New media manager role to oversee all social media posts
4. 5-time Olympic physio came to talk about concussion procedure
5. Stats and congratulations to all the staff for a very successful year with 30% of business now overseas.

After lunch we split into disciplines. Ben Clarbrough (Course Manager) lead the talk on some changes to the examination format with riding and movement analysis being a recent issue in pass rates. They determined that extending the level 2 duration by one day, and altering how movement analysis is examined, would help the candidates. He also spoke of an initiative that was introduced the previous year, offering 50% off Women only training days, has been extended to a 2-day product for those aiming for level 3 or trainer certification. This was extended from a one day program due to the success of the program.

We then watched some riding footage from various levels, writing down the score they would have assessed the task. This built some discussion as to what movement patterns they were seeing in the riders.

The demo team selection process for SBINZ leads all the way up to the season before Interski, so we also saw a presentation from the technical team (the final qualifying applicants for demo team) which was aimed to help everyone vote for the final team on the Monday.

One of the biggest discussions during this afternoon was the use of technology to help the process. Keith Stubbs (Snowboard committee and board member) explained more about how e-learning has shown a great increase of knowledge in the candidates. A trainer evaluation document on Google Docs was then introduced as a way for the examiners to set their own goals and be scored by their course manager, peers and themselves on a number of criteria including riding, teaching, analysis and professionalism. This can be updated at any time and will reflect the scores accordingly.



Day 2 – On snow

This was our first on snow day. Cardrona hosted us and what a cracker of a day. Blue bird with the whole mountain open. We split up into 2 groups lead by Tony Macri and Sean Thompson. Tony presented on how to provide a great lesson using the SCARF (Status, Certainty, Autonomy, Relatedness and Fairness) model. This model allows the instructor to be more mindful of how the guest may be influenced on how the lesson content is delivered. Sean delivered a session on feedback and communication with the emphasis on timing. The goal was to use this to be more effective with feedback to ensure a greater

understanding from candidates. During this clinic, we had some great discussions on feedback that has stuck with us and motivated us, as well as times we may have changed the way we gave feedback to be more effective, or a time our feedback wasn't effective at all.

In the afternoon, we first looked at the level 1 and 2 demos (medium skiddies, switch medium skiddies, boardslide and air awareness in particular) in an attempt to allow everyone to get feedback and train their eye, as well as get scores for their trainer evaluation. After this, we trialed the new format for Rider Analysis (this is split into an indoor format similar to ours and an outdoor portion where the candidate views a rider and has to teach his correction to another candidate).



Day 3 – On snow

After what was looking to be a rainy gloomy day driving up the hill, the sun decided to come out, which left us with another great day on snow. We spent a good portion of the morning reviewing some riders for the written MA and the new format. Some good discussion was thrown around, with the emphasis on re-wording some of the questions to assist candidates rather than to pigeon hole them into certain answers. Ultimately a small sub-committee was formed to discuss further changes for the sheet.

Once on snow, we started to focus on the level 3 demos (high performance carve, versatility tasks, heel to heel, 360 and the level 3 boardslide) to once again get information for the

trainer evaluation document and discuss them further. One of the differences is as the performance expectation changes SBINZ go from a basic stance (hips and shoulders aligned with board minimal flex), active stance (quite similar to our anticipated stance) and a high performance stance (hips and shoulders a little more open and hips back creating a more aft position). During this time, we also talked about a few concepts the SBINZ system uses within their teaching (exam and teach to teach). During the teach assessment varying teaching styles and fun must be included for a passing mark. SBINZ has also recently implemented a concept they call the 3 C's. Comfort + Confidence = Commitment. This is a tool for trainers for building training around development, especially in the park to motivate candidates.

In the afternoon we split into three groups, each with a different focus. Level 3 tasks, freestyle tasks and the Children's Certification. I joined Paul Philip (who was instrumental in the Children Cert development). The Children's Cert is somewhere between the Level 1 and Level 2 in standard, but mandatory before sitting the Level 3. There was a big emphasis on creating a comfortable environment for the younger age groups. The general consensus from the group was, even though it was named the Children's Certification, it developed greater understanding of teaching and many of the candidates who opted to sit this component before the Level 2 exam performed at a much higher standard.

Day 4 – Off snow

This was a separate day to allow the tech team to present one final time before a staff vote on the selection of the demo team. The presentation had a main focus on the changes SBINZ have made to move more towards helping the guest and building well rounded instructors, not only for visual demonstrations but really connecting with the guest and developing tools to help instructors achieve this.

Overall it was great to see how SBINZ run their trainer's coordination, and to see what they are focusing on improving in order to help the guests for the future. My main takeaways from this trip have been:

1. What do the guests really need, and focusing on making changes to help them.
2. Being open as an organisation and as individuals so as to allow change and keep current with the industry.
3. Being more mindful of how, what and when you communicate will give you much greater results.

Thank you again to all the SBINZ team for having me. I look forward to catching up in the near future.