



STAFF HANDBOOK  
POLICIES & PROCEDURES  
2019

**Welcome** to all our trainers and examiners! Whether you are new or returning, top quality staff providing top quality products to all our members is a priority for the APSI and we appreciate all the work and effort you put in over the season.

The purpose of this handbook is to assist you whilst you are employed by the APSI. It provides you with information about the APSI, our policies and procedures and should be used in conjunction with the redbook for your discipline. You will also find information about the terms and conditions of your employment and our expectations of you.

The APSI is a member-based association and our trainers are both employees and members. Members are expected to abide by the Constitution and Rules of the Association (By-Laws). This handbook is designed to assist you to act responsibly as an employee of APSI, as well as outline the responsibilities of APSI, as the employer, to you as the employee.

While this handbook is by no means an exhaustive guide to your employment with us, our best effort is made to update it regularly as our business evolves and to notify you of changes as they occur. Please ensure that you familiarise yourself with the information within. If you have any questions, please do not hesitate to contact the APSI office or your Technical Director.



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## Part 1 - Introduction

### APSI History

The Australian Professional Snowsport Instructors Inc. (APSI) is a not-for-profit association representing approximately 1400 members. Our members include Alpine, Snowboard, Nordic, Telemark and Adaptive instructors, coaches, examiners and other snowsport industry professionals.

APSI was formed in 1976 when we received government and international recognition as the Australian industry leaders for providing training and assessment to ski instructors. In 1985 we became responsible for the training and accreditation of all Australian Snowsport Instructors.

### APSI Objectives

We constantly work towards meeting the **wants** of our customers (members) while addressing the **needs** of their employers and increasing value to the products we provide by meeting international **recognition and demand**.

APSI is a member of



### Mission Statement

Our mission is to provide APSI members with the highest quality educational training, accreditation, products and services, to directly contribute to an exceptional guest experience.

These services are delivered with a sense of enjoyment, friendliness and pride whilst continuously evolving to meet the demands of the Australian Alpine resorts and their guests.

We are proud that our highly skilled members consistently **exceed** guest expectations by building relationships that leave a lasting memory of the experiences gained from a safe, professional and enjoyable environment.

### Duty of Care

Duty of care is a common law responsibility. APSI would like all employees to be aware of the inherent risks with snowsport activities and take 'reasonable measures' to protect themselves and other members.

### Your Job

Remember when you are a trainer for the APSI you are doing a unique job; a job that deals with customers (candidates/members), a job where you interact with other APSI staff (your peers) and a job where you are essential in attracting further business (by selling the APSI). Choosing to do these well, will take an understanding of APSI strengths and objectives, as well as personal commitment! **The strength of the APSI** comes from our highly respected certification pathway and the passionate staff who successfully deliver these products.

## Contact List

Name	Position	Phone	Email
Office	<a href="http://www.apsi.net.au">www.apsi.net.au</a>	02 6456 1255	<a href="mailto:apsi@apsi.net.au">apsi@apsi.net.au</a>
Adam Federico	Snowboard TD	0413 544 686	<a href="mailto:adam.federico@apsi.net.au">adam.federico@apsi.net.au</a>
Anthony Hill	President	0413 303 926	<a href="mailto:ant.hill@apsi.net.au">ant.hill@apsi.net.au</a>
Alexia Colville	Office Administrator	0447 804 387	<a href="mailto:alexia.colville@apsi.net.au">alexia.colville@apsi.net.au</a>
Richard Hocking	Telemark TD	0422 479 741	<a href="mailto:richard.hocking@apsi.net.au">richard.hocking@apsi.net.au</a>
Richard Jameson	Alpine TD	0401 345 844	<a href="mailto:richard.jameson@apsi.net.au">richard.jameson@apsi.net.au</a>
Tom Hodges	Adaptive TD	0415 923 509	<a href="mailto:tom.hodges@apsi.net.au">tom.hodges@apsi.net.au</a>
Zac Zaharias	Nordic TD	0402 286 257	<a href="mailto:zac.zaharias@apsi.net.au">zac.zaharias@apsi.net.au</a>

## Trainer List

Alpine		Snowboard		Nordic	
Richard Jameson	TD	Adam Federico	TD	Zac Zaharias	TD
Andrew Rae	Four	Jason Clausen	Four	Keith Jephcott	Four
Anthony Hill	Four	Kylie Dwyer	Four	Warren Feakes	Four
Ben Jackson	Four	Oscar Alston	Four	Jane Scheer	Two
Christopher Allen	Four	Tareesa Straatmans	Four	Acacia Rose	One
Mark McDonald	Four	Adam Rigby	Three	Daniel Monaghan	One
Martin Firle	Four	Daniel Monaghan	Three	Peter Holmes	One
Matthew Smith	Four	Grant Elliot	Three	Richard Hocking	One
Paul Lorenz	Four	Justin Farnell	Three		
Richard Nott	Four	Adam Rigby	Three	Telemark	
Thomas Langtry	Four	Chloe Gaffey	Two	Richard Hocking	TD
Andrew Peppard	Three	Daniel Jurd	Two	Ben Jackson	Four
Brett Plumridge	Three	Jackson Holtham	Two	Daniel Monaghan	Two
Danielle Brooke	Three	Jon Steel	Two	Trevor Greenwood	Two
Demelza Clay	Three	Todd Schuiling	Two	Chris Lewczynski	One
James Crompton	Three	Chloe Gaffey	Two		
Jamie Dickson	Three	Daniel Jurd	Two	Adaptive	
Kent Carpenter	Three	Jackson Holtham	Two	Tom Hodges	
Matthew Smith	Three	Jon Steel	Two	Charles Evans	
Michaela Patton	Three	Todd Schuiling	Two	Ursina Kradolfer	
Nicholas Jones	Three	Daniel Jurd	Two		
Nicholas Rankin	Three	Jackson Holtham	Two		
Shauna Rigby	Three	Jon Steel	Two		
AJ Jones	Two	Todd Schuiling	Two		
Andrew Lane	Two				
Angela Pope	Two				
Ashley Thomas	Two				
Ben Chapman	Two				
Emma Christiansen	Two				
Georgina Leel	Two				
Jack Percy	Two				
Jake Woods	Two				
Jarraah O'Brien	Two				
Joshua Laney	Two				
Kerry Dodd	Two				
Michal Bierczynski	Two				
Neville Leel	Two				
Rene Crazzolaro	Two				
Scott Birrell	Two				
Sebastian Freihofner	Two				

## Part 2 – Position Outlines & Expectations

### All Employees

As an APSI employee it is expected that you will:

- Be an ambassador for APSI whether at work or at play
- Be safety conscious
- Be courteous and polite
- Respect the environment in which you work and live
- Display pride in your job
- Follow all policies and procedures
- Abide by the employee code of conduct

### Trainers

The following information is relevant to trainers and rookie trainers of all levels.

Trainers are expected to take an active role in improving their personal skill development in all areas of the curriculum and beyond if deemed necessary. Particularly by shadowing (rookie-ing) the next trainer level as recommended by their Technical Director.

As a trainer it is expected that you will:

- Sign an employment agreement prior to commencing employment each season
- Attend trainer's co-ordination each year
- Understand and follow the APSI trainers and examiners manual (redbook) and stay up to date with course and examination developments and changes
- Maintain up to date knowledge and understanding of the Australian teaching method and content of APSI teaching manuals
- Conduct all courses and examinations professionally
- Wear the uniform provided and wear a helmet at all APSI on-snow events
- Hold an APSI level four qualification. The only exception is that snowboard, nordic and telemark level three instructors may train/examine if they are continuing to work towards their level four certification
- Have a thorough knowledge of the relevant manual, tasks and the required skills for the level you train

### Rookie Trainers

Rookie trainers are expected to shadow courses and exams to develop their knowledge and skills. The minimum expectation is to shadow both a training course and exam of the next level. However, please refer to the trainer pathway guideline for your discipline, as outlined in the redbook.

The purpose of shadowing is to:

- Observe and learn from the trainer how to conduct and organise a course
- Observe and learn how to train the instructors in all the aspects of the curriculum
- Gain an understanding of the course outline and how to pace the day

- Gain an understanding of the standard at the level they are rookie-ing

Rookies must comply with the following guidelines when shadowing a course:

- Act as a silent observer
- Show respect towards the trainer and never try to undermine the actions of the trainer
- Help if asked, otherwise continue to observe and learn
- Chat with the trainer or ask questions when you are alone
- Discuss with the trainer which piece of material you should present
- Study the course outline and lectures

At exams, rookie trainers should:

- Take every opportunity to ask senior examiners (when the time is appropriate) about the marking
- Participate in the marking of the teaching exam, either as an observer with two other senior examiners or as an active marker with one other senior examiner
- Be prepared for long days

## Course Leader/ Senior Trainer

The senior trainer assigned to each course organises the course and allocated trainers. The course leader/senior trainer is required to complete or delegate the following tasks:

- Notify the office that all candidates are present, or if there are any changes to the course list
- Liaise with their Technical Director, APSI office and resort's representative to help coordinate ticketing, room and on-hill bookings
- Report to the Technical Director on the performance of any rookie trainers shadowing the course or exam

## Chief of Exams

The chief of exams is required to:

- Provide consistency to marking and the overall assessment procedure
- Be responsible for all exam materials (bibs, marking sheets, pens, badges, certificates, etc.).
- Arrange and collect exam materials prior to the exam
- Act as the chairperson for the compilation of exam results and return the results to the APSI office within 7 days of completion
- Notify the office that all candidates are present, or if there are any changes to the exam list
- Coordinate the selection of appropriate terrain for the examinations
- Supervise and monitor rookie examiners

The chief of exams has the authority to delegate tasks to other examiners and is not restricted to marking at one station.

## Discipline Technical Director

The Technical Director is responsible for, or may delegate where appropriate, the following functions:

- Act as chairperson of technical committee meetings
- Attend exams and training courses

- Coordinate the training roster
- Coordinate and update the teaching manual and the red book
- Provide technical guidance to trainers and examiners

## Training

We have a strong commitment to training and our aim is to provide a training environment that allows you to safely achieve personal development. Suggestions for new programs or improvements to existing ones are encouraged. We believe employee training is a two-way process and encourage employees to participate and highlight any gaps in their skills or knowledge they may have.

Attending the annual trainer's co-ordination is the best way to improve as it has been designed to introduce staff to the APSI, our products and services, organisational structure, policies and procedures and occupational health and safety guidelines, which can change from year to year. [All new and existing trainers are required to attend trainer's co-ordination each year.](#) The location of trainer's co-ordination changes each year, check with the APSI for all details.

You may be required to attend department specific training, and this may be outside of regular hours. Additional training may be offered throughout your employment. If you think you require further training in your area of responsibility or to perform a job or task, please talk to your supervisor or Technical Director.

### Trainer Professional Development and Performance Review

Trainers are expected to take an active role in improving their personal skills and development in all areas of the curriculum and beyond. Trainers can improve their skills by 'rookie-ing' the next trainer level courses and exams. When trainers are shadowing or 'rookie-ing' you will be paid at the rookie daily rate for those days. Please refer to the trainer pathway for your discipline, as outlined in the redbook.

The following list can be used to focus your personal development:

#### Teaching instructors how to teach (pedagogy)

- Ability to teach the instructors how to teach the guests using the "teach to teach" system
- Ability to give instructors feedback and correction after a practice teaching session using the "nine lesson essentials"

#### Teaching instructors how to ski/snowboard

- Need a high level of skiing/snowboarding in all areas
- Ability to do movement analysis at a high level
- Good at conducting video sessions
- Good understandings of movements for free skiing, demonstrating and racing
- Ability to teach free skiing/riding
- Ability to teach demonstrations
- Ability to teach racing
- Ability to teach freestyle



#### Teaching instructors' professionalism

- Need to set a good example of professionalism both on and off the snow.
- Complete understanding of the "customer service" model
- Complete understanding of all areas of professionalism

#### Teaching instructors' technical knowledge

- Complete knowledge of the manual and red book
- A good understanding of physics, biomechanics and skills as they relate to snow sports
- Ability to prepare and lead discussions on all lecture/discussion material
- Able to prepare, plan and pace each day of a course to cover all material without information overload
- Ability to adapt and organise course content if changes in weather etc. affect the plan
- Complete understanding of the relevant sections of the staff handbook.
- Ability to combine all the manual information into easily digestible chunks

#### Act as a mentor/ advisor/ counsellor

- Ability to motivate
- Ability to be approachable and available to the candidate
- Ability to promote the APSI: including its products and philosophy

#### Understanding of the exam format

- A good understanding of the whole exam process including examiners duties.
- A good understanding of pass/fail standards for the different levels.
- Ability to examine and mark teaching.
- Ability to mark skiing/snowboarding.

## Part 3 - Employee Policies & Procedures

### Your Responsibilities

All trainers and examiners agree to abide by the APSI Constitution, By-Laws, code of conduct, policies and procedures as well as the alpine responsibility code, terrain park etiquette code and relevant resort policies.

Breaches by an employee will be referred to the APSI Board of Management and will form a part of the performance review process of that employee. Serious breaches by an employee will be referred to the APSI Board of Management and could result in disciplinary action or termination of employment.

APSI policies and procedures abide by the following Acts:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- NSW Work Health and Safety Act 2011
- VIC Occupational Health and Safety Act 2004

### Membership

As an association, it is a requirement that all employees are current financial members of the APSI. You can check your membership status through the APSI website.

## Uniform

The APSI uniform is a quality garment from Karbon and we thank them for their support, as we feel the uniform reflects the professional way our trainers approach their job. Although the uniform remains the property of the APSI we would like you to enjoy the use of the uniform provided during all APSI related obligations. The APSI uniform consists of:

- Blue outer APSI logo jacket (supplied by APSI)
- Black outer pants
- Nametag

It is preferred that you wear an APSI logo product under your supplied jacket, particularly for exam presentations. Logo products are supplied to trainers at cost price, and an employee discount will be automatically applied to selected merchandise when you purchase through the APSI website. If you choose not to wear a logo product under your jacket, please make sure your clothing is presentable.

## Helmet Use

It is mandatory for APSI trainers to wear a helmet whilst attending APSI on-snow events, whether training or working.

The APSI strongly recommends that participants wear a helmet when attending courses and exams. APSI employees should suggest participants wear a helmet when attending training events.

## Employee Code of Conduct

Respect others	<ul style="list-style-type: none"> <li>- Treat everyone equally regardless of sex, disability, ethnic origin or religion</li> <li>- Be fair, considerate and honest</li> <li>- Abide by harassment and discrimination policy</li> <li>- Ensure physical contact is only used in appropriate ways. Indicate your intent verbally and seek permission before touching others</li> <li>- Maintain awareness of candidate needs</li> </ul>
Act in a professional manner	<ul style="list-style-type: none"> <li>- Be punctual and well-presented</li> <li>- Take responsibility for your actions</li> <li>- Be a positive role model for our industry</li> <li>- Refrain from drug / alcohol abuse or intoxication</li> </ul>
Provide a quality service	<ul style="list-style-type: none"> <li>- Maintain and improve your current skills and knowledge</li> <li>- Seek continual improvement through performance appraisal and ongoing instructor education</li> <li>- Work to ensure that customer's time spent with you is a positive experience</li> <li>- Treat every person as an individual and help them work towards their full potential</li> </ul>
Work Safely	<ul style="list-style-type: none"> <li>- Ensure equipment and facilities are safe</li> <li>- Report any near miss or incident</li> <li>- Abide by WHS policies &amp; procedures</li> <li>- Select an appropriate training environment for the ability of your candidates</li> <li>- Encourage candidates to seek medical advice when required</li> </ul>

## Work, Health and Safety Policy

### Legislation

Workplace health and safety is governed by a system of laws, regulations and compliance codes which set out the responsibilities of both employers and workers to ensure that safety is maintained at work. In the States that APSI conducts its business, these are:

NSW: Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011

VIC: Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2007

### Introduction

The Australian Professional Snowsport Instructors (APSI) is committed to the objectives of the Work Health and Safety (WHS) Acts and regulations listed to ensure all employees and members train and work in a safe and healthy environment.

*Our key objective is to prevent accidents, injuries and illness related to APSI's activities wherever it operates.*

Work health and safety legislation places a duty of care on everyone to ensure that safety standards are maintained. Everyone at APSI is required to comply with APSI's WHS Policies to ensure their own health and safety and that of others at workplaces where APSI's activities occur.

### Obligations

In accordance with Work Health and Safety Legislation, the APSI and its directors recognise their moral and legal obligations to provide a safe and healthy working environment for workers so far as is reasonably practical. Where employees are required to work offsite the same policies and procedures will apply. The APSI is committed to providing a safe and healthy environment for its members, other customers and visitors so far as is reasonably practical.

### Objectives

- Provide a safe and healthy workplace for all workers
- Provide safe plant and systems of work
- Provide written procedures and instructions that ensure safe systems of work
- Ensure compliance with WHS legislation and current industry standards
- Provide relevant training, information, instruction, and supervision to employees, contractors, visitors and /or customers to ensure their health and safety
- Provide assistance and ongoing support to employees regarding WHS issues

### Duty of Care and Due Diligence

Responsibilities extend beyond minimum compliance with statutory obligations. Every individual owes a duty of care to themselves and each other person they encounter in their activities. Work health and safety legislation places specific responsibilities on individuals including the requirements of due diligence as outlined below.

### Your Responsibilities

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. You must comply, so far as you are reasonably able, with any instruction given by the General Manager or your Technical Director, as well as co-operating with any reasonable policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- Taking reasonable care to work safely
- Making sure that the work area is safe when leaving it
- Make proper use of all appropriate safeguards, safety devices and personal protective equipment
- Follow agreed safe working practices and rules
- Report all known hazards, accidents and incidents as soon as possible

*It is acknowledged that, in accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety.*

The Act requires workers who cease work to notify the relevant manager that they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out 'suitable alternative work'. This would not however require workers to remain at any place that poses a serious risk to their health or safety.

## **Safer Driving Policy**

APSI is responsible for:

- Identifying work-related driving hazards
- Planning work schedules to reduce fatigue when driving
- Taking appropriate action to address any problems with an employee's driving, which may become apparent through monitoring of the individual's driving, a crash, near miss or traffic offence

Employees are responsible for:

- Following safe work procedures including completing safety checks before driving their vehicle.
- Following all road rules and relevant laws.
- Maintaining their vehicle to a safe standard and ensuring their vehicle is adequately registered and insured.
- Holding a valid driver's licence, always displaying relevant plates if their licence is probationary (i.e. P plates), always carrying their licence.
- Reporting road hazards, incidents or accidents to the APSI.

Check that your vehicle is in a safe condition to drive prior to starting a trip. The check should include the following:

- Tyres are fully inflated and have adequate tread
- Front and rear windscreens are clean and free of damage
- Side mirrors and interior rear vision mirror are clean and adjusted to the right angle and height for optimum view
- Vehicle is free from damage

- Headlights, taillights and indicator lights are operational
- In alpine areas, snow chains must be carried and used when directed by the relevant authority or road conditions warrant

### Managing Risk Factors on the Road

#### Adverse weather and road conditions

APSI will, in consultation with employees, consider relevant information about hazards and adverse conditions (e.g. road closures due to snow, bushfires, floods etc.) that may exist prior to commencing a trip. If necessary, alternate routes should be chosen or travel postponed.

#### Speed

Employees must always drive within the legal speed limit. Drivers should travel at speeds that are safe for the conditions, recognising that in some circumstances such as in snow, ice, rain or fog this may be below the posted speed limit.

#### Drugs and alcohol

Employees must not use alcohol and drugs while engaging in work-related driving and comply with drug and alcohol laws.

#### Use of mobile devices

Employees must have a mobile phone when driving alone on country roads. Mobile devices are to only be used in a manner that complies with the law. Drivers must:

- pull over and stop the vehicle before initiating or receiving a phone call or text message.
- use their mobile device (with a hands-free kit) for essential communication only.

#### Seat belts

All employees must always wear seatbelts and ensure that any passengers are also wearing seatbelts.

#### Fatigue Management

Where possible, trainers travelling to the same resort should share the driving responsibility. APSI will arrange accommodation for you on the final day of any event where you cannot drive to your home or next event location in four hours. We understand that you may have other resort work commitments either side of your APSI commitments. If this causes a problem for you travelling interstate, please speak to your Technical Director or the general manager as soon as possible.

The APSI recommends that you take a break from driving at least every two hours. However, if you are becoming fatigued, have a break from driving regardless. If you cannot continue driving in a safe manner or the journey is taking much longer than expected the APSI will reimburse you any additional accommodation costs.

#### What is a 'break from driving'?

- A break from the physical task of driving of at least 10 minutes
- You can be resting or power napping, walking around or even refuelling – any activity that provides a break from the task of driving and concentrating on the road.

#### What are the signs of fatigue?

- Micro sleeps
- Constant yawning
- Drifting in the lane
- Sore or heavy eyes
- Trouble keeping your head up
- Delayed reactions
- Daydreaming
- Difficulty remembering the last few kilometres
- Variations in driving speed

#### How to avoid fatigue?

- Get enough sleep the night before driving long distances.
- Avoid beginning a long journey very late in the day or when you would normally be asleep - your concentration may be greatly reduced.
- Keep the temperature comfortable, with fresh air circulating.
- Take adequate rest breaks every two hours. Getting out of the vehicle and moving around will promote blood circulation and help keep you alert.
- Learn to recognise the signs of fatigue. Fatigue reduces concentration in a similar way to drink driving.
- Share the driving and check on each other's alertness.
- Avoid alcohol
- Remember fatigue can also occur on short journeys if you have not had adequate sleep and are driving when you would normally be asleep.

### **Alcohol and Drug Use Policy**

Workers who are impaired by drugs or alcohol increase the risk of injury and illness to themselves and to others. By law, workers must take reasonable care of their own health and safety at work to avoid harming the health and safety of other people through any act or omission. Under work health and safety legislation, APSI has legal obligation and a duty of care to respond to alcohol use or related-harm in the workplace.

The APSI is responsible for creating a safe workplace culture that prevents and manages alcohol and drug related harm.

Alcohol and drug use can negatively impact your work performance, particularly your:

- Safety and that of others
- Professional image and reputation
- Work relationships and networks
- Productivity and work quality

#### Your Responsibilities

As mentors and leaders in the snowsport industry, APSI employees are expected to maintain a high level of safety and professionalism at all times.

It is your responsibility to ensure that you are not, by the consumption of drugs or alcohol, in such a condition as to endanger your own safety or that of others. This includes not coming to work if, after drinking or using drugs in your social time, your ability to work safely is impaired.

While working for the APSI, no one is permitted to use or be under the influence of drugs or alcohol except:

- As outlined under end of day and social events in this policy.
- For legitimate medical reasons. You must notify your supervisor or Technical Director if prescribed medication that could impair your motor or cognitive functions.

#### End of Day & Social Events

APSI permits the responsible use of alcohol during some events related to its business. Employees that are representing the APSI during social events and at the end of course/exam days and are expected to be mindful of their behaviour and act responsibly. Employees must not act in a way that is detrimental to the APSI or its reputation, nor become publicly intoxicated.

To ensure everyone remains safe, you are required to follow the guidelines below:

1. Social Events: From time to time, the APSI may hold or attend social events related to its business (e.g. fundraisers, AGM, interski). At these events employees are permitted to use alcohol in a responsible manner.
2. End of Day: Trainers have a duty of care toward candidates in their group. However, we recognise that socialising with trainers is important to our members. Therefore, trainers are permitted to use alcohol in a responsible manner, **at the end of the day**, once they are no longer working and will not be participating in any further snowsport activities. After this, trainers must change out of their APSI uniform before engaging in any further social activities.

#### Information and Support

APSI will provide training and information about the effects of drug and alcohol use on personal and work health and safety, and on the components of this policy. If you need help with drug or alcohol use, please talk to us, or refer to the resources and contacts below.

Alcohol Think Again: <https://alcoholthinkagain.com.au/> or call 1800 198 024

Lifeline: <https://www.lifeline.org.au/> or call 13 11 44

Alcohol and Drug Foundation: <https://adf.org.au/> or call 1300 85 85 84

If your supervisor or technical director believes that you are under the influence of drugs or alcohol at work and unable to safely perform your duties, arrangements will be made to remove you from the workplace. You may also be subject to further disciplinary action.

## Social Media Policy

Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. The APSI encourages its employees to use social media in a professional and personal capacity to reach out and share information and views with friends and communities.

The APSI social media guidelines are not intended to discourage you from utilising social media but rather to urge you to be aware of the content you are posting online and how it reflects on yourself and the APSI as your employer. In today's world just about everything we do online can be traced and can impact (for better or worse) on a company. The APSI does not want to control what is said on personal social media sites however we need to remind you that ethics and company loyalty extend to all forms of communication.

Therefore, the APSI has introduced a simple social media policy that follows the principle of three R's. The policy asks that when engaging in social media you are clear about who you are representing, you take responsibility for ensuring that any references to the APSI are factually correct and accurate and do not breach confidentiality requirements, and that you show respect for the individuals and communities with which you interact.

### Respect

- Be polite and respectful of others and their opinions, even in times of heated discussion and debate.
- Follow the terms of use, cultural and behavioural rules, of the social media platform being used.
- Respect copyright and privacy laws when publishing on social media platforms. Check with the APSI office if you are not certain about what you can reproduce or disclose on social media platforms.

### Representing

- Ensure you do not imply in any way that you are authorised to speak on the APSI's behalf.
- Be mindful during your social media engagements of the importance of not damaging the association's reputation and/or bringing the APSI into disrepute.

### Responsibility

- Ensure you do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including the APSI, its employees, its contractors, its partners, its competitors and/or other business-related individuals or organisations.
- Ensure you do not disclose the APSI's or other people's confidential or personal information in social media venues and comply with the APSI's Privacy Policy (see below).

## **Equal Employment Opportunity Policy**

The APSI is committed to ensuring a discrimination and harassment free environment. This commitment is based, in part, on the need to ensure that our organisation complies with equal opportunity laws. We are committed to providing a safe and pleasant working environment for all employees and encouraging good working relationships between employees.

We endeavour to ensure that in the application of all company policies, practices and procedures, no discrimination takes place and that all employees enjoy equal access to opportunities within the organisation. The basis of employment decisions is the individual merit of employees. We endeavour to ensure that no sexual, racial or other harassment occurs in the workplace or at other APSI events.

Discrimination or harassment by APSI employees or executives will not be tolerated under any circumstances. Disciplinary action will be taken against any employee or executive who breaches this policy.



### What is Equal Employment Opportunity?

Equal employment opportunity, or EEO, means the absence of discrimination or less favourable treatment in employment based on an attribute, such as a person's sex, age, race, disability, etc – in other words, a 'fair go' for all employees.

### What is discrimination?

Discrimination can be either direct or indirect. Direct discrimination occurs when unlawful distinctions are made between individuals and groups based on any of the grounds of discrimination. Indirect discrimination occurs when a seemingly harmless policy, rule or practice has a discriminatory effect against an individual or group.

### What is harassment?

Unlawful harassment can be based on any of the prohibited grounds of discrimination. Harassment is any form of unwelcome behaviour or language of a sexual or other nature that has the effect of offending, intimidating or humiliating a person.

### What to do if you experience discrimination or harassment

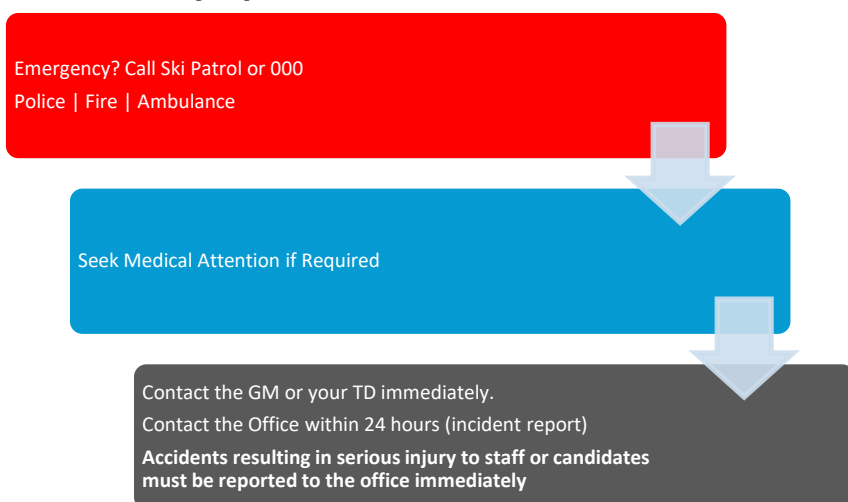
Inform your Technical Director or the APSI General Manager. Alternatively, you may wish to speak to APSI administration or a member of the Board who will advise you of your options. Be frank and open with the representatives who are investigating the complaint. This will enable appropriate action to be taken.

### Consequences of discrimination and harassment

Employees are expected to comply with APSI policy and refrain from engaging in discriminatory or harassing behaviour. Complaint of discrimination or harassment will be investigated in a confidential manner. If proven, the person responsible will be disciplined. In serious cases, this may involve dismissal.

The complaint handling procedure set out in the APSI Constitution details the action employees can take if they feel that they have been harassed or discriminated against.

## Accident / Injury Procedures



Resort Contacts		
Resort	Ski Patrol Phone	Medical Centre Location
Perisher	02 6459 4666	Ski tube Terminal, Perisher Valley

Thredbo	02 6459 4147	Valley Terminal
Mt. Hotham	03 5759 4038	Corral Day Car Park, Southwest Corner
Falls Creek	03 5758 1234	Bottom of Gully Chairlift
Mt. Buller	03 5777 7808	Summit Rd. Next to Bourke St

\*\* The APSI can accept no responsibility for any accident, injury or loss, which is in any way associated with an APSI event. However, if a candidate is injured during an APSI event, please encourage them to contact the APSI office.

Any incident/ accident/ injury or near miss [to yourself or a candidate](#) must be reported to the APSI office within 24 hours of the event occurring. A phone call (02 6456 1255) or email [apsi@apsi.net.au](mailto:apsi@apsi.net.au) is sufficient initially. As soon as possible, an incident report form must be completed and submitted to the office. Incident report forms are available on your staff USB, from the APSI office or at [www.apsi.net.au/staff](http://www.apsi.net.au/staff).

Candidates are required to agree to a release of liability and report any pre-existing injury prior to an APSI event. If the candidate is unable to perform certain tasks in an exam as a result of an injury, they should be asked to miss that component resulting in a resit.

The [work cover](#) section of this handbook provides more information on the process for claiming worker's compensation for injuries sustained while undertaking duties for the APSI.

#### On Snow Accidents

- Make the area safe (skis/snowboard placed uphill to alert others)
- Alert Ski Patrol
- Remain at the scene
- Identify yourself to Ski Patrol
- If you or an APSI candidate are involved in the accident, please report the accident to the APSI office within 24 hours.

#### Motor Vehicle Accidents

- Stop as soon as you can do so safely
- Call emergency services if necessary
- Switch off the motors of vehicles involved in the accident
- Use headlights and hazard lights to warn other drivers
- Before attempting to assist any injured people, look out for hazards such as power lines, broken glass or flammable materials
- Post someone to warn and slow down oncoming traffic
- If you are involved in the accident, exchange drivers' names and addresses, owners' names and registration numbers of other vehicles involved
- If you or an APSI candidate are involved in the accident, please report the accident to the APSI office within 24 hours

## Disciplinary Action Policy

The APSI Disciplinary Action Policy explains how we address employee misconduct or inadequate performance. Where deemed appropriate, disciplinary measures may be taken when employees behave in a way that detracts from our ability to deliver a quality service to our members, contradicts our code

of conduct or other polices, or in any other way is perceived to adversely affect our association, objectives or good reputation.

This policy establishes an equitable and consistent approach to addressing unsatisfactory work performance and/or conduct by:

- ensuring counselling takes place to reinforce the expected performance or conduct standards
- establishing a process under which warnings may be issued and discussed
- providing for disciplinary action where performance or conduct does not improve.

### **Rights and Responsibilities**

All employees have the right to have the principles of natural justice and procedural fairness observed, this means:

- The employee who is the subject of concern must be informed of all the allegations in relation to his/her behaviour
  - The employee must be provided with the opportunity to put forward their case
  - All parties must have the right to be heard
  - All relevant submissions and evidence must be considered
  - Irrelevant matters must not be considered
  - The decision-maker must be impartial, fair and just
- Investigations and proceedings that are conducted honestly, fairly and without bias
- No undue delay in investigations and proceedings.

It is the responsibility of all parties involved in counselling or disciplinary action to participate fully in the resolution process in good faith. Confidentiality must always be respected and maintained, within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

### **Procedure**

1. Identify the problem & notify the person of the problem immediately.
2. Discuss the problem and investigate the cause.
  - Conduct formal or informal counselling – a private meeting/interview is generally appropriate to discuss the reasons. The person may not necessarily be aware of the problem.
  - Get a response/reason/explanation. Be prepared to give a fair hearing of and proper consideration to any reason or excuses given.
3. Negotiate a plan for improvement and desired outcomes (e.g. training).
4. Set a period for review.
5. Make the person aware of the consequences of non-compliance with requirements, for example:
  - You will receive a formal, written warning
  - You will be placed on suspension
  - Your future employment may be reviewed
  - Your employment will be terminated
6. Document the discussion.
  - The person should be allowed to see, sign and make any comments on this file note.

Concentrate on the facts of the situation and the clear quantifiable measurements to support these facts. Ensure there is evidence for facts and figures. This requires good record-keeping to be an essential part of the process, and therefore to also be a part of the management practice of the business.

Monitor change. The person should be allowed time to demonstrate improvement, in line with the review period and standards set at the counselling meeting.

If the behaviour persists, act as per the notified consequences.

**Counselling** will always be used first when discipline is deemed necessary. However, additional consequences that may be applied include the following:

1. Verbal warning
2. Written warning
3. Formal disciplinary meeting with the appropriate person
4. Suspension for a set period or indefinitely
5. Termination

In the case of serious misconduct (serious offences, criminal conduct, fraud etc.) employment may be terminated immediately.

## Part 4 – Working for the APSI

### Commencing Your Employment

Our success as an organisation is based on the combined talents of all our staff. The APSI is continually looking for people who excel at their job, while maintaining a positive attitude towards candidates and fellow staff. The information listed below **must** be provided to the office prior to commencing work. If you require any assistance, please contact the office. Copies of some of these forms can be found at [www.apsi.net.au/staff](http://www.apsi.net.au/staff) or on your staff USB.

#### Contract of Employment

Your contract outlines the terms and conditions of your employment with the APSI. Before you start work, you acknowledge that:

- you accept employment with the APSI on the terms set out in your contract
- you will comply with the policies and procedures contained in this manual
- you will comply with regulations set out in the APSI Constitution and By-Laws

#### Pre-employment Declaration

The information on this form relates to employee health and work cover and requires you to disclose all pre-existing injuries and diseases suffered by you.

#### Superannuation

As required by law, the APSI pays contributions to a superannuation fund on behalf of all eligible employees. At present we pay an amount equivalent to 9.5% of your gross salary.

Employees can nominate their own superannuation fund. If you wish your superannuation to be paid into a self-managed super fund (SMSF) you must also supply your fund's ABN, electronic service address

and bank account details for deposit. If you choose not to nominate a fund or do not provide your superannuation fund details, your superannuation will be paid into a default fund chosen by us.

#### Tax File Number Declaration Form

All employees are required to complete a tax file number declaration form prior to the commencement of work. If you do not have a Tax File Number, are not sure whether you have a Tax File Number, or cannot remember it, you will need to complete a Tax File Number Application/Enquiry Form. Please ask the office for this form if required.

#### Employee Information Form

The information on this form relates to general contact, address, superannuation, bank account and car information.

#### Banking Details

Your BSB and account number are required for the weekly deposit of your pay.

#### Car Details

This information is required for complimentary entry into resorts when conducting courses/exams.

#### Pre-employment Quiz

A pre-employment quiz must be completed prior to beginning work. The answers to the quiz can be found in this handbook. The purpose of the quiz is to show that you have read and understood the policies contained in the staff handbook.

### **Employee Records**

Employee personal records, as required by law will be maintained by APSI. Your employee file contains personal information relating to you and your history of employment with APSI and includes forms completed by you at the start of your employment.

### **Work Hours and Location**

Your employment will be on a casual basis, as required, from June until October. As a casual employee, there is no guarantee of ongoing or regular work. You will be required to perform your duties at various locations to accommodate operational requirements, to be agreed upon with your Technical Director. Work hours are generally between 8 am and 5 pm, however you may be required to travel outside of these hours. Some trainers will be asked to work in Japan over the Australian summer. If you are working in Japan, the terms of employment and contract from the Australian winter immediately prior will be used.

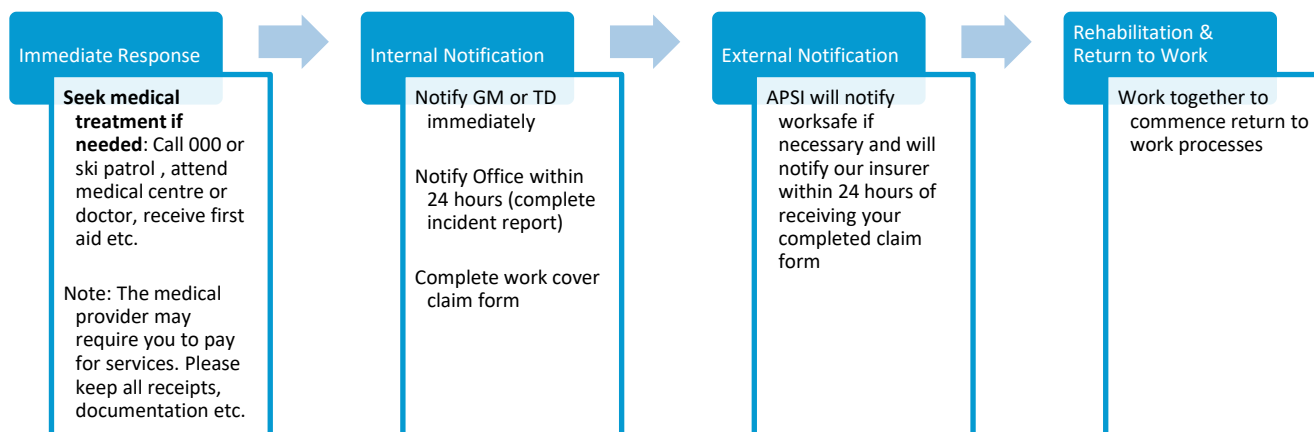
### **Accommodation**

The APSI office will arrange accommodation for trainers when working away from their home resort. Please contact APSI Office no later than **seven days** prior to commencement of an event for accommodation details.

Trainers travelling to NSW for work will be accommodated at the office, 3/1 Penders Court, Jindabyne. Should this not be available then other accommodation will be arranged by the APSI.

### **Work Cover**

As an employee of APSI you are entitled to claim compensation if a work-related injury occurs. If you are involved in a workplace injury or accident, you should follow these steps:



To make a claim for work cover, you must complete a claim form within 30 days of becoming aware of the illness or injury. The office can provide the relevant forms and assist you with this process. If you do not report the injury in writing within 30 days of becoming aware of it, you may not be entitled to claim for compensation.

If you need time off work, and you are claiming weekly benefits, you must get a work cover medical certificate from your treating practitioner.

**Note:** if you are injured and claiming work cover from another employer (e.g. your resort), you will not be allowed to complete work for the APSI. You may resume working for us once you have been cleared by your medical practitioner and provided a copy of your clearance certificate to the APSI office.

## Payroll

APSI operates on a weekly pay system. The pay period is one week in length beginning each Monday and ending on Sunday and payroll is processed each Tuesday. Pay as you go tax is withheld from your gross wage and superannuation payments are paid into your nominated fund. Pay cannot be processed unless you have provided APSI with the following information: TFN declaration, bank account and superannuation fund details.

### Time Sheets

Time sheets received prior to 9 a.m. of Monday each week will be processed, and payment direct deposited into your account during the week (generally received into your account on Wednesday). If you do not submit your time sheet on time your pay will not be processed until the following week. Each employee is responsible for submitting their own time sheet as soon as possible after they have worked.

Timesheets can be submitted by email, mailed, online or in person at the office. The online form can be found at [www.apsi.net.au/staff](http://www.apsi.net.au/staff). You can also collect a timesheet from the office or request a blank form to be sent to you via email.

### Electronic Funds Transfer and Pay Slips

Your pay will be deposited directly into your nominated account (as specified on your employee information sheet) by electronic funds transfer. Pay slips will be emailed to the email address nominated

on your employee information sheet. [End of year payment summaries \(previously known as group certificates\)](#) will be emailed to your nominated email address after 31 June. Please advise the APSI office if you would prefer to receive your payment summary by mail. If there are any discrepancies with your pay, pay slip or payment summary please contact the APSI office as soon as possible.

## Wage Rates

### Office Staff

Office staff and the General Manager will be paid as per their individual contracts.

### Trainer & Examiner

Trainer / Examiner Level	Daily Rate
Rookie*	\$189.60
One / Two	\$249.11
Three	\$274.75
Four	\$300.38

\*Rookie rate is payable to all Rookie trainers and to higher level trainers when they are shadowing the next level course/exams.

## Expense Claims and Allowances

Receipts must be submitted for all expense claims (other than motor vehicle travel and meals). Original receipts can be dropped off at the APSI office or sent by mail. Electronic copies of receipts can be submitted via email or using the online timesheet. Scanned copies or photos are acceptable, if all information on the receipt is legible. Expenses may be claimed by employees according to the following:

### Meals

A meal allowance will be paid to you for each day that you work at the following rates:

Location	Daily Rate
At home	\$27.00
Away from home	\$65.00
Travel day	\$32.50

The travel day meal allowance is only paid when you are entitled to the ½ day travel wage (as outlined under travel wage section). Receipts are not required for the meal allowance payment to be received.

### Resort Entry

Resort Entry passes for vehicles will only be arranged through the office if current registration vehicle details have been supplied to the office prior to the event. We have a sponsorship arrangement with the resorts and passes are supplied free of charge, if the resort receives the car registration information far enough in advance. Resorts require a minimum of [48 hours' notice](#) (longer for weekends) to process complimentary entry. If, for any unforeseen reason you are required to pay for entry, you will be reimbursed upon supplying a receipt to the APSI office.

### Accommodation

The APSI office will book and pay for accommodation for trainers when working away from their home resort. However, if you need to pay for your own accommodation, you will be reimbursed [up to a maximum \\$150 per night](#) on supplying receipts to the office.

## Travel Wage & Per KM Allowance

### Per KM Allowance

- Motor Vehicle expenses are paid at the rate of \$0.38 per kilometre travelled. The per KM allowance will only be paid to the driver of the car.

### Travel Wage

- A travel wage of ½ day of your base rate is also payable if travel time is over 2 hours one way.
- The travel wage is payable to all APSI employees travelling to / from resorts to conduct APSI business, regardless of whether you were the driver or passenger.

Your travel wage will be paid according to the hours the APSI Board has determined it should take to travel between locations. As with your normal wage, you are not paid for breaks. However, to ensure your safety, please follow the APSI guidelines regarding breaks while driving. Please see the attached table for details.

### Travel Allowance Rates

From	To	Distance	Hours	Travel Wage
Jindabyne	Perisher	30	0.5	None
	Thredbo	35	0.5	None
	Ski Tube	20	0.5	None
	Selwyn	130	1.5	None
	Charlotte Pass	38	0.5	None
	Falls Creek	377	5.0	½ Day
	Hotham	414	5.5	½ Day
Falls Creek	Buller	492	6.5	½ Day
	Hotham	110	2.0	½ Day
	Buller	280	5.0	½ Day
Hotham	Jindabyne	377	5.0	½ Day
	Dinner Plain	12	0.25	None
	Falls Creek	110	2.0	½ Day
	Buller	275	4.5	½ Day
Buller	Jindabyne	414	5.5	½ Day
	Hotham	275	4.5	½ Day
	Falls Creek	280	5.0	½ Day
Buller	Jindabyne	492	6.5	½ Day
	Hotham	275	4.5	½ Day

### International Travel

#### Internal Japan Flights

For internal travel in Japan that includes flights, the ½ day travel wage & meal allowance is payable regardless of the length of the flight, stop overs or number of flights.

*Example: if a trainer is travelling from Niseko to Hakuba via Tokyo, they would be entitled to the ½ day allowance.*

#### International Flights

For international travel that includes flights, 2 x ½ day travel wage and meal allowance (e.g. 1 day) is payable, regardless of the length of the flight, stop overs or number of flights.



\*APSI employees undertaking international travel are encouraged to liaise with the office. Depending on the individual arrangements and with prior approval, the conditions for international travel may be negotiable.

#### Days Worked Allowance<sup>1</sup>

This allowance is payable to trainers after a certain number of days have been worked in a season. This allowance is designed to help compensate trainers that are taking extended time away from their snowsport school where they may be receiving a higher daily wage. The allowance is subject to tax withholding and paid as follows:

Days training	Per day allowance
Days 1 - 10	Base daily rate
Days 11 - 20	\$10 per day on top of base rate
Days 21+	A further \$10 per day (\$20 per day total) on top of base rate

#### EDC Allowance<sup>2</sup>

The Exam Day Coordinator allowance (EDC) is payable to trainers other than the Technical Director when they are acting as the coordinator on an exam day. EDC allowance is paid at \$25 per day, on top of the base rate.

#### Technical Director Wage Allowance<sup>3</sup>

The Technical Director wage allowance is paid per day on top of trainers' wage to all Technical Directors. Technical Directors wage allowance is paid at \$25 per day, on top of the base rate.

#### Technical Director Phone and Internet Allowance<sup>4</sup>

To assist with the cost of their administrative work for the APSI, Technical Directors are paid a phone and internet allowance for the winter season. This allowance is payable in advance each June, after the Annual General Meeting. To claim this allowance, include phone and internet on your first timesheet after the AGM.

The Technical Director Phone and Internet Allowance is paid at the following rate:

Discipline	Amount per year (1 June – 31 May)
Alpine	\$450
Snowboard	\$450
Nordic	\$150
Telemark	\$150
Adaptive	\$150

#### Any Other Expenses

From time to time you may incur additional expenses in the course of your work for the APSI. Any additional expense claims, other than those listed in the handbook, must be approved by the APSI office [in writing](#) and receipts submitted to the office for reimbursement. Unapproved expenses or those submitted with no receipts will not be reimbursed to you.

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<sup>1</sup> "Days worked" allowance is only payable to trainers and Technical Directors.

<sup>2</sup> "EDC allowance is only payable to trainers other than the Technical Director

<sup>3</sup> TD wage allowance is only payable to Technical Directors.

<sup>4</sup> TD phone and internet allowance is only payable to Technical Directors.

## Part 5 - Appendices

### 1. The Alpine Responsibility Code

Regardless of how you enjoy you snowsport, always show courtesy to understand be aware that there are inherent risks in all snow recreational activities that common sense and personal awareness can reduce. These risks include rapid changes in weather and surface conditions, collision with other people as well as natural and artificial hazards such as rocks, trees, stumps, bare spots, lift towers and snow making equipment.

Know and observe the code below. It's your responsibility to observe and teach this code to others.

- Know your ability and always stay in control and be able to stop and avoid other people and objects. It is your responsibility to stay in control on the ground and in the air.
- Take lessons from qualified, professional instructors to learn and progress.
- As you proceed downhill or overtake another person, you must avoid the people below and beside you.
- Do not stop where you obstruct a trail or run or are not visible from above
- When entering a trail or run or starting downhill, look uphill and give way to others.
- Always use proper devices to prevent runaway equipment. Ensure your equipment is in good condition.
- Observe and obey all signs and warnings. Keep off closed trails or runs and out of closed areas.
- Before using any lift, you must have the knowledge and ability to load, ride and unload safely.
- Do not ski, snowboard, ride a chairlift or undertake any other alpine activity if your ability is impaired by drugs or alcohol.
- If you are involved in or witness an accident, alert Ski Patrol, remain at the scene and identify yourself to Ski Patrol.

### 2. Terrain Park Etiquette

Terrain Parks are now a major part of Australian resorts and are designed to be used by all Snowsport riders. They are quite simply manmade terrain features purposely built for the enjoyment of the rider. They include half pipes, rails, jumps, waves and skier/Boarder-cross courses.

'Smart Style' is a program specifically designed to fit the culture of current park riders and is a simple set of messages quite like those a surfer may follow in the ocean.

The simple messages are:

#### Look before you leap

- Before getting into freestyle terrain observe all signage and warnings
- Scope around the jumps first not over them
- Use your first run as a warm-up and to familiarise yourself with the terrain
- Be aware that features change constantly due to weather, usage, grooming and time of day
- Do not jump blindly and use a spotter when necessary

#### Easy Style It

- Know your limits and ski/ride within your ability level

- Look for small progression parks or features to begin with and work your way up
- Freestyle skills require maintaining control on the ground and in the air
- Do not attempt any features unless you have sufficient ability and experience to do so safely
- Inverted aerials increase your risk of injury and are not recommended.

### **Respect Gets Respect**

- Respect the terrain and others (freestyle terrain is for everyone regardless of equipment or ability)
- One person only at a time on a feature
- Wait your turn and call your start
- Always clear the landing area quickly
- Respect all signs and stay off closed terrain and features

These rules can be found at [www.lidsonkids.org](http://www.lidsonkids.org) and is a product of the NSAA and Burton Snowboards.