



BASI APPROVED SKI SCHOOL QA PROGRAMME Application Guidelines

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British Association of Snowsport Instructors

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Available in



1. What is the BASI Approved Ski School Quality Assurance Programme?

The British Association of Snowsport Instructors is the approved body for the training and licensing of professional snowsport instructors within the UK. As such, it has a responsibility to ensure that the general public who participate in snowsports know what instructor qualifications, standards of competence and safety they can expect from those ski schools and centres who provide snowsport lessons and associated activities.

To this end BASI has developed a BASI Approved Ski School Quality Assurance Programme so that the general public can easily identify organisations that have been inspected and meet the high standards of the BASI Approved Ski School Quality Assurance Programme.

“BASI Approved Ski School” is a quality assurance kite mark that is awarded only to those ski schools who can demonstrate the provision of a high standard of snowsports learning experience. Ski schools that are awarded the kite mark will have successfully undertaken a rigorous assessment of their business processes, instructor recruitment, training and lesson delivery. In order to retain and use the BASI Approved Ski School kite mark schools must undertake a re-assessment every three years.

An applicant Ski School will submit its request for assessment on the appropriate form with the necessary documentation attached.

Following preliminary review of the application, a provisional assessment date will be set by BASI and communicated to the applicant.

The applicant ski school must submit an Application Assessment Dossier (AAD) to BASI that will be used by the Assessor to review the ski school's operation and guide the assessment process. These AAD criteria are listed in Appendix 1.

Assessments are carried out by Assessors appointed by BASI and, where required, the Adventure Activities Industry Advisory Committee (AAIAC) - see note 1 below.

Note: BASI Approved LOtC Status:

BASI works in partnership with the Adventure Activities Industry Advisory Committee (AAIAC), who are approved to inspect against Learning Outside the Classroom (LOtC) and LOtC provider criteria. A LOtC assessment is an optional, additional aspect of the BASI Approved Ski School Quality Assurance assessment; saving time and the need for a further assessment visit. Should a centre wish to apply for LOtC status through BASI's Approved Ski School Quality Assurance Programme, this should be indicated on the application form. Ski Schools should note that the LOtC application requires details of all other activities offered, and that the approval visit will include additional aspects of assessment.

(See Appendix 3 for further information)

2. Who is the BASI Approved Ski School Quality Assurance Programme aimed at?

The BASI Approved Ski School Quality Assurance Programme is aimed at two key audiences:

- a. Any organisation or venue which promotes, sells, organises and delivers snowsports instruction directly to the public, schools and / or groups and directly contracts or employs instructors. Typically these include:
 - a. Commercial snowsport schools offering instruction to the general public
 - b. Artificial slopes or snow domes who provide instruction as part of their services
 - c. Holiday companies arranging snowsports courses as whole or part of their holiday programme.
- b. The general public, school and group organisers who are looking for snowsports lessons and instruction from a professionally accredited school. The BASI Approved Ski School kite mark is a quality assurance stamp that they can ask for when looking for lessons.

3. Benefits of the BASI Approved Ski School Quality Assurance Programme

Those who successfully complete the assessment process are permitted to use the BASI Approved Ski School quality assurance logo. This makes customers and stakeholders aware that the school has passed the high standards of assessment required to become a BASI Approved Ski School. As a member of the BASI Quality Assurance Programme the approved school will benefit from BASI's own marketing & promotional activities with the objective of delivering more customers. Approval includes the following entitlements:

- a. Approved ski schools may display the appropriate BASI Approved Ski School logo at the school premises, on promotional material, on ski school stationery, on the ski school uniform and elsewhere, as agreed in writing in accordance with the BASI Approved Ski School Policy Guidelines.
- b. An Approved School will be listed in BASI promotional material, on the BASI website and promoted as part of BASI's planned marketing activity.
- c. The BASI Approved Ski School Assessment Programme will provide your business with an assessment report and recommendations to develop the overall business performance, that will help schools look for ways to add value to the overall customer experience.
- d. As a BASI Approved ski school part of the assessment may include optional accreditation from the Adventure Activities Industry Advisory Committee (AAIAC). This would deliver additional accreditation and recognition for Learning Outside the Classroom (LOtC) business opportunities.
- e. Access to the Snowlife Awards as run by BASI and the Home Nation Governing Bodies for Snowsports (UK). For non-UK based ski schools this is a marketing tool that may be effective in attracting British clients and British tour operator business.
- f. Complimentary instructor recruitment adverts through BASI social media sites and discounted advertising.

4. Responsibilities of a BASI Approved Ski School

With approved status there are responsibilities including but not limited to:

- a. Upholding BASI's Code of Conduct both as an organisation and among your instructing staff
- b. Providing auditable "shadowing hours" opportunities for BASI students within the Approved Ski School. (These hours may be paid or unpaid but are without additional charge to the BASI student)
- c. Advertising instructor employment opportunities with BASI
- d. Observing and implementing BASI Approved Ski School Policy Guidelines across the Approved Ski School's sales and promotional activity
- e. Undertaking re-assessment within 3 years of the date of initial approval and every three years thereafter
- f. Consenting to ad-hoc inspections that may be carried out from time to time during the 3 year cycle.

These responsibilities are subject to change from time to time and all changes will be notified in writing.

5. Application Criteria and Charges

Applicant ski schools must meet the requirements listed below. Please ensure the requirements are met before submission of an application form for assessment. All application forms should include a scanned copy of all liability insurance certificates and evidence of the legal status and right to operate as a ski school in the country of operation.

- i. An applicant must have the legal status and right to operate as a ski school in the country of operation at a venue where it promotes, sells, organises and delivers snowsports instruction directly to the public, schools and / or groups
- ii. An applicant will be the direct or indirect employer of a number of BASI qualified snowsport instructors and operate an auditable payment system
- iii. Applicants must hold adequate public and employers' liability insurance for snowsports activities (minimum GBP£5m cover or equivalent).

An application form is included in Appendix 2. The application form can also be downloaded online at: www.basi.org.uk/content/basi-approved-ski-school-qa-scheme.aspx

Applicants should pay attention to the check-list on the application form and ensure all items required are included with the application form (do not send items separately). Incomplete applications will be returned.

Prior to assessment applicants are reminded to ensure that instructor staff certification is up-to-date for all employees. This particularly applies to BASI Licensed Membership, Disclosure Checks, First Aid qualifications and Safeguarding Children certification.

Application forms for renewal will be sent out by BASI to the Approved Ski School not less than 3 months prior to the expiry of current approved status.

a. How do I apply?

Read through the Application Guidelines and determine whether the school is ready to apply for assessment. Please complete the BASI Approved Ski School Quality Assurance Application Form (Appendix 2) and send it to the BASI office:

Karen Race
 BASI Approved Ski School Co-ordinator
 BASI
 Morlich House, 17 The Square
 Grantown on Spey
 Morayshire
 PH26 3HG

and / or

Email: ApprovedSkiSchool@basi.org.uk Subject header: BASI Approved Ski School Application Form
 Where the original is mailed (by recorded delivery or equivalent), applicants should also send a scanned copy of the full document to the above e-mail.

Check application meets the required criteria (5. i, ii, & iii above) prior to submission for assessment.

Complete the Application Form in Appendix 2 and send it to the BASI Approved Ski School Coordinator along with your completed Application Assessment Dossier (AAD). Where an AAD is not submitted at the same time as the Application Form, it should ordinarily be submitted within 4 working weeks of the date of your application. Applicants will be notified by the BASI Approved Ski School Coordinator of the individual deadline date of the AAD.

Where the AAD is not submitted with the Application Form, this may delay the scheduled assessment visit date and additional administrative charges may be incurred.

The AAD requirements are listed in Appendix 1 and each section A to H needs to be completed for an application to be accepted. Each AAD Section Sheet should be followed by the statements and supporting documentary evidence for that Section.

The time required to prepare the AAD will depend on each applicant's own operation and administrative processes. The Quality Assurance Programme requires the applicant to review its operations and prepare an AAD to be submitted not less than 6 weeks prior to any proposed assessment date.

The AAD should be titled:

“Ski School Name” Application Assessment Dossier, dated and include the full postal address and contact details of the applicant centre, including a point of contact (ideally the person who will accompany the Assessor on the Assessment visit).

The BASI Approved Ski School Coordinator will contact you to discuss a suitable assessment date and whether BASI has any questions regarding your application. In order to minimise costs, assessments may be coordinated regionally, so that more than one assessment may be undertaken in the same week. BASI will, where possible, organise an assessment date specifically for an applicant but this may be subject to the applicant bearing the full additional travel and other associated costs.

BASI will contact you not less than 4 weeks and in any event 2 weeks before your confirmed assessment date, with the name of your Assessor and an assessment check list – a reminder of what is required and what needs to be made available for the Assessor's visit.

Full assessment payment fees are required on confirmation of your assessment date or not less than 6 weeks before your confirmed assessment date.

b. Assessment

The assessment day is normally one complete business day and will cover in detail the contents of what is listed in the AAD. Please ensure that all documentation, including your own copy of the submitted AAD, and systems are readily available for the Assessor to view during the assessment. Please ensure that the relevant snowsport lessons are running and available to be viewed on the day of the assessment.

At the end of the assessment the Assessor will conduct a debrief meeting with the applicant's named representative. The Assessor will indicate verbally if approval is to be granted or not. Extended or further assessment may be required depending on the circumstances. The Assessor will provide a full written report within 10 working days.

c. Charges - Application and Assessment

Current Price	Application deposit (non-refundable)	Assessment	AAIAC LOtC*	Travel and Subsistence
UK	£100	£650	£165	At cost
Europe	€120	€1500	£165	At cost
Asia / Australia	€120	€1500	£165	At cost
North / South America	U.S.\$160	U.S.\$2000	£165	At cost

BASI Accredited schools are required to be re-inspected every three years. See Appendix 3

When renewing LOtC and Adventuremark accreditation after the first year the provider is asked to confirm that the activities delivered and the current arrangements are as they were when the original assessment took place. If they are significantly different, re-assessment may be required.

The fee to Adventure Activity Associates, who administer the accreditation on behalf of AAIAC is £165 + VAT for the initial accreditation and £165 + VAT for renewal annually

The 3-year BASI re-assessment for an accredited school is a 1-day assessment and the fee is the same as the assessment fee as may be amended from time to time.

Where a school does not achieve accreditation following an assessment, the written report will provide full details of required actions to be taken before a new application is to be made or follow-up assessment can be undertaken.

For a follow-up assessment, remedial action regarding all Required Actions as set out in the written report must be evidenced to the BASI Approved Ski School Assessment Co-ordinator within six weeks. Once received, a follow-up assessment, where required, will be scheduled as soon as is feasible.

The administrative charge for any follow-up assessment is charged at 50% of the assessment fee where the follow-up Assessment occurs within 12 months of the original assessment.

All Application Forms must be accompanied by the application fee before the application will be processed. This may be made electronically or by card payment directly to the office.

Assessment fees are payable not later than 6 weeks before the confirmed assessment date and should be paid when the AAD has been accepted as complete by BASI.

A provision for travel and subsistence expenses will be invoiced on an estimated at-cost basis, payable with the assessment fee, with a final balance invoice following assessment payable within 14 working days.

d. Post Assessment.

Successful applicants will be sent certificates and BASI Approved Ski School Accreditation Pack, Brand Guidelines and Logos.

6. BASI Approved Ski School Assessment Visit

The assessment visit will be scheduled at an appropriate time during your operating season. On receipt of the completed AAD an assessment date will be confirmed. BASI will confirm your assessment visit date and the appointed Assessor(s) will contact the applicant directly before then to confirm final arrangements.

The BASI Assessor will use the evidence provided on the application form and the AAD (submitted no later than six weeks prior to assessment) as part of the documentation for the assessment visit.

A manager or other nominated person will be expected to accompany the Assessor throughout the assessment and provide reasonable access to systems, documentation and the site as required for the assessment.

The BASI Approved Ski School Quality Assurance Assessment usually requires 1 full day at the applicant ski school of which half of the day will be for the evaluation of administration systems and processes with the other half of the day spent observing lessons.

You will be required to have your own copy of the AAD to hand throughout the visit.

During the BASI Assessor's visit they will require to see evidence of the following key areas of the operation and your AAD should provide more detail on each key area:

- a. Management structure and management systems including customer feedback
- b. Provision for customer care and client information
- c. Special requirements relating to clients with disabilities or other area specialities such as off-piste or ski mountaineering / nordic touring
- d. Daily procedures and deployment of instructors
- e. Instructor role, staff selection procedures including records of BASI Instructor and other accredited ISIA affiliated qualifications
- f. Provision of snowsport equipment and protective gear
- g. Observation of snowsport lessons (reviewing areas d. and e. above)
- h. Provision of other facilities e.g. changing areas, accommodation or catering where these are supplied as part of a snowsport package.

7. Results & Outcomes

The applicant will receive a full written report including any required actions and recommended actions.

i. Ratings

The following ratings method will be used by the BASI Assessor to mark each assessment area:

Ratings of 1 Meets the standard appropriate to level of application. No further action required however constructive advice may be offered.

Ratings of 2 Will meet the standard after submission of specified further evidence relating to the identified areas of development.

Ratings of 3 Does not meet the required standard. Significant parts of the organisation or management are not in place. Specific requirements will need to be completed before approval can be granted. A time scale for completion and / or further assessment will be identified and agreed.

The BASI Assessor will complete the supporting report from check lists (relating to Appendix 1 A-H) during the assessment visit and show this to the manager or nominated person in charge of snowsports. This person will be asked to sign and may add their comments in the appropriate place.

The BASI Assessor will give one of three recommendations:

- BASI Approved Ski School status Recommended (with or without LOtC)
- BASI Approved Ski School status Not Recommended
- Assessment Incomplete.

Approval Recommended

When the BASI Assessor grants approval, a certificate will be issued by BASI on submission of all final Assessor reports. BASI, on receipt of all final Assessor paperwork will issue the approved ski school with an Approved Ski School Pack.

Approval Not Recommended

This is used when, in the opinion of the BASI Assessor, the ski school does not match the exact standards as outlined in this document. The BASI Assessor will create an action plan with the ski school and provide an indicative date for completing the action plan and possible re-assessment date.

Inspection Incomplete

At the time of the assessment visit, it may not be possible for the BASI Assessor to satisfy her / himself that the applicant meets the requirements of the BASI Approved Ski School Programme. BASI Approved Ski School status will not be granted until the provider has satisfied the BASI Assessor that the applicant meets all necessary requirements and this may require the submission of additional evidence omitted from the AAD. A timescale will be agreed with the applicant to submit such evidence so that the Assessor can satisfy themselves that the assessment was complete.

ii. Assessment Outcomes & Appeals

Following the BASI Assessor visit you will receive:

Verbal feedback directly from the Assessor on completion of the assessment visit.

A written report and notification of the BASI Assessor's results and recommendations. The BASI Assessor will report all findings to BASI. As soon as is practicable BASI will write to the applicant ski school informing it of the assessment outcome and include any relevant action points that the school will need to address over the approval period in a final report.

Duration of Approval

The approved status will run for a period of 3 consecutive years. BASI will contact the approved school at least 3 months prior to expiry and notify it of the need to arrange a re-assessment.

Please note:

The LOtC and Adventuremark accreditation is valid for two years with a renewal after the first year.

When renewing AAIAC and LOtC after the first year the provider is asked to confirm that the activities delivered and the current arrangements are as they were when the original assessment took place. If they are significantly different, re-assessment may be required.

The fee to Adventure Activity Associates who administer the accreditation on behalf of AAIAC is £165 + VAT for the initial accreditation and £165 + VAT for renewal annually.

Withdrawal of Approved Ski School Status

Approved Ski School status may be withdrawn in the event that BASI has evidence of the ski school failing to comply with the conditions as outlined in this document or as may form part of the approval.

Appealing a BASI Assessor Recommendation

The applicant has four weeks in which to appeal the assessor's recommendation. This appeal must be received in writing and addressed to the BASI Approved Ski School Programme Coordinator.

As part of the appeal investigation, the provider will be entitled to make written and / or verbal submission to support the appeal, as will the BASI Assessor.

Written notice of the decision on this appeal will be sent to the centre within 30 working days. The appeal process involves a panel of BASI Approved Ski School Quality Assurance Assessors reviewing the information and advice will also be sought from AAIAC as necessary.

Notification of intention to appeal should be addressed to the BASI Approved Ski School Programme Coordinator. A fee of £250.00, to cover the administration of the appeal, must accompany notification of intent to appeal. Should the appeal be successful, this fee will be refunded in full.

Appendix 1

Application Assessment Dossier Assessment Sheets A to H

The Application Assessment Dossier (AAD) should be submitted to BASI no later than 6 weeks before your assessment visit date.

The folder can be submitted as either a hard copy folder or electronically as a single pdf file.

It should be titled: “Ski School Name” Application Assessment Dossier, date and include the full postal address and contact details of the applicant, including a point of contact. The point of contact should be the person in charge who will accompany the assessor on the assessment visit.

Notes for compiling your Application Assessment Dossier;

- Keep it simple
- Work through each page with your staff to identify what information already exists and where the gaps may be, please address the points which apply with regards to size and scope of operation
- Use evidence from your current operation that already exists, including but not limited to: management diagrams and structures, customer comment forms, risk assessments, accident reports, policies
- Provide brief descriptions where required in the Application Assessment Dossier sheet and be prepared to demonstrate or provide hard evidence to the Assessor during the assessment visit
- The BASI Approved Ski School Quality Assurance Programme is there to help and support you and your staff in the development and delivery of your snowsports experience to the public. You are more than likely doing many things well but you may discover as you go through the Application Assessment Dossier check-lists that there are some areas that need to be developed. Development and improvement is an important part of the BASI Approved Ski School Quality Assurance Programme and we hope that the process and experience will be a valuable tool for you to review your operation and procedures to celebrate what you do well and highlight areas that could be improved
- If you have any questions please contact: Karen Race, BASI Approved Ski School Coordinator.

We wish you every success.

Application Assessment Dossier

A. General Requirements

Management Systems

The BASI Assessor will require evidence of:

- i. A defined management structure with identified areas of responsibility
- ii. A policy of operation which is consistent with the BASI Code of Conduct
- iii. Procedures to identify the risks and problems associated with providing snowsports in their operating areas i.e. risk assessments
- iv. Effective controls to manage the above risks
- v. Defined procedures for managing any emergency situation that may arise during snowsports programmes (e.g. Fire Plan, First Aid Procedure, Hill Evacuation Procedure)
- vi. A recruiting & screening policy (snowsports qualified staff)
- vii. Records of BASI or equivalent ISIA recognised qualifications / First Aid / Criminal Record Disclosure (or equivalent) and relevant refresher courses
- viii. A robust process to inform staff of standard working practice and to keep them informed of day-to-day changes in these practices.

- ix. A robust process to induct new employees into the working practices of the company and to the operating area (see appendix 8 for further information)
- x. Monitoring procedures for those instructors with limited remit qualifications
- xi. A mentoring and staff development programme as appropriate
- xii. Procedures for dealing with breaches of Standard Operating Procedures and / or BASI Code of Conduct
- xiii. Procedures for managing accidents / incidents / complaints and methods for recording and reviewing working practice
- xiv. Procedures for the safe management of all facilities over which the provider has control
- xv. Satisfactory recording of any significant incidents via either an incident or accident report form and procedure for notifying statutory bodies e.g. Health & Safety Executive (or equivalent)
- xvi. Evidence of adequate public and employers' liability insurance for snowsports activities (minimum GBP£5m or equivalent) – submitted as part of application.

B. Customer Care

The BASI Assessor will require evidence of the following areas / fields of operation:

Customer Information and Contact

- i. The applicant's website and / or promotional material gives an accurate and honest description of what snowsport opportunities are available
- ii. There is a clear indication of what is included or excluded in any package and charges for services are clear and unambiguous
- iii. Booking process is efficient: customer information recorded and any special requirements are identified. Clear payment and cancellation policies
- iv. Clear timetable of lessons and meeting places
- v. Student progress / assessment procedure (allocating classes according to ability) i.e. Snowlife.

Customer Reception

Information on display should include:

- i. Ski school services available and current pricing structure
- ii. FIS Code of Conduct for snowsports
- iii. First Aid points and nominated First Aiders on duty
- iv. "Photo-gallery" of instructional staff and management
- v. Piste map of the area (or similar)
- vi. BASI logo and information on the BASI qualification structure
- vii. Clear signage to services such as hire area, First Aid, toilets, changing, café
- viii. Waiting area for parents / teachers with information regarding procedures in the event of activity being curtailed
- ix. Storage area for valuables
- x. Feed-back forms to request compliments or complaints.

Assembly Area

- i. Areas for different groups should be clearly indicated
- ii. An identified member of applicant's staff to allocate clients to the appropriate level of class
- iii. An on-slope member of staff to deal with re-allocation of clients to classes.

C. Special Requirements and Services

Safeguarding Children

Centres are required to operate a Snowsport Safe Policy to ensure that young people and vulnerable adults in their care can take part in snowsports safely.

BASI Approved Ski Schools are required to ensure that their Codes of Practice reflect best practice in this respect and have a Safeguarding Children Policy, a satisfactory Staff Induction Policy and Criminal Records Disclosure Policy (or equivalent).

BASI Approved Ski Schools ought to have arrangements in place to deal with customers who may have reduced mobility or learning difficulties. Ideally each BASI Approved Ski School should recruit or have access to instructors with special training in the management of such customers.

Arrangements for off-piste, ski mountaineering and nordic touring (where applicable)

The BASI Assessor will require evidence that:

- i. Centres have ensured that instructors, leaders or guides have the competence to safeguard customers when operating off-piste or in remote areas away from the operating base
- ii. Instructors have access to information relating to weather or snow conditions in their working environment
- iii. Instructors, leaders or guides and clients are equipped with the necessary equipment for operating in the chosen terrain
- iv. Centres have arrangements for being kept informed of the intended routes, location of groups and policy arrangements for dealing with late or non-return of group(s).

D. Staff

Daily procedure and deployment of instructors prior to the arrival of clients at the centre.

- i. Instructors have access to weather forecast; information on areas and uplift open. When appropriate an avalanche forecast should be available
- ii. Instructors are deployed to groups appropriate to their level of qualification.

Management to ensure instructors are suitably qualified and currently licensed, properly equipped, in appropriate ski school uniform, displaying the appropriate insignia or badge (BASI or equivalent)

On Arrival

- i. Clients are met and allocated to groups appropriate to their level of ability
- ii. The clients' aims and aspirations for the lesson should be identified and relayed to the instructor
- iii. Care should be taken to take account of parental preferences and information obtained of any medical issues that may affect the conduct of the lesson
- iv. Clear guidance should be given to parents or accompanying staff regarding the meeting point after the lesson and the procedure which will be followed in the event that the lesson has to be curtailed.

During the lesson

- i. The lesson should start at the advertised time
- ii. The terrain and the uplift should be appropriate for the ability of the group and within the remit of the instructor
- iii. Teaching areas should have a safe run-out without obstruction, holes or fences that could pose a hazard to the group
- iv. A senior qualified member of staff should be on-piste to deal with any necessary re-allocation of students between groups

- v. A senior qualified member of staff will also be on hand to supervise the one-to-one monitoring of any instructors with a restricted remit
- vi. Post-lesson the instructor or senior qualified member of staff should be at hand to identify future training needs or client requirements.

E. Staffing Qualifications

Staff Qualifications

The senior person in charge of any BASI Approved Ski School should normally hold a minimum of a BASI Level 3 or ISIA recognised equivalent in the main snowsports discipline offered by the Centre. In the absence of these qualifications BASI may recognise other appropriate experience and qualifications. Where an applicant offers a range of disciplines it should ensure that it has access to and / or employs qualified persons with experience in these disciplines. All members of staff undertaking snowsport instruction must hold a valid and relevant instruction qualification or have been assessed by an appropriately experienced and qualified individual.

The applicant will be able to demonstrate through its record keeping systems the following:

- i. Employees and their levels of qualifications including check / validation dates
- ii. Induction dates and
- iii. Professional personal development programmes.

Staff Induction

A formal induction process should take place for all staff employed by the applicant (full time, part time, freelance or volunteer). All staff should be aware of the applicant's standard operating procedures.

Class Sizes

Client to Instructor ratios - (not more than 10 clients per instructor). Recorded evidence of class logs, student names and allocated instructors - if not then some other means of ascertaining staffing ratios and client details should be readily available and demonstrable for class logs.

Instructing Session

This is an integral part of the approval process. It allows the BASI Assessor to measure the delivery of snowsports instruction and to check the robustness of the management systems in a real environment.

In advance of the assessment instructors should be informed that it may be necessary for the Assessor to speak to them during their lesson.

F. Equipment Provision

It is accepted that some applicants may not provide snowsport equipment for their clients but may rely on:

- i. Clients arriving with equipment that they own or have hired from another source
- ii. A hire facility operated by the owners of the facility.

In all cases applicants are reminded that they have a legal obligation to ensure that the equipment used by their clients is safe and fit for purpose. In the case of (i) above this may mean a verbal check with the user that the equipment has been obtained or been issued from a reputable source or at the very least a visual check by the instructor.

If the instructor is not satisfied with the client's equipment the client should be advised that he / she has to accept all responsibility for the failure of his / her equipment and any resultant accident. If in doubt the instructor should decline to take the client out for the lesson or the client should be advised to hire from an assured source.

Equipment provided by or hired out by the applicant

Staff Competence

All those who are involved in the sizing and setting up of equipment for clients should have certified evidence of training by the manufacturers of the bindings and other equipment that the applicant uses.

Equipment set-up

The hire facility should have the means of determining the weight and the height of the clients. The age and declared ability level of the client should be recorded and retained for a period as required by law.

Where helmets are issued or available for hire they should conform to standard (as may be amended) EN 1077:1966/BS EN 1077:1966

(General advice regarding equipment is available in Appendix 5)

G. Lesson observation

Instructor on time and prepared

Any pre-information on clients read and confirmed verbally before the lesson starts

Aims and aspirations of the clients established

Post-lesson arrangements for parents / guardians / teachers established

Selected terrain appropriate for competence of group

Any hazards identified and appropriate guidance given

In the event of an incident instructors are aware of accident and emergency procedures

Instruction is positive and supportive and appropriate to the individual needs of each client

Instructor can access assistance without unduly interrupting the lesson

Instructor delivers the group back to the meeting point and provides supervision until parents / teachers arrive

Post-lesson advice and guidance provided to clients (standard achieved and next lesson level to book)

Clients directed to feedback forms

Instructor is competent to operate at this level.

Note: Section H relates to the LOtC assessment only

H. Other facilities offered as part of the snowsport package, including but not limited to:

Transport – does transport offered meet all statutory legal requirements?

Accommodation – is this subject to other assessments, such as local authorities, tourist organisations or similar?

Alternative activity programmes – do these meet other statutory or an appropriate standard?

The Assessor will require that you can demonstrate you are meeting the legal requirements in the country you are operating and sign the declaration on page 20.

Appendix 2 – BASI Approved Ski School Quality Assurance Programme Application Form

Full Name of Ski School	
Operating Address	
Postcode	
Telephone Number	
Main Contact Name	
Position	
Email	
Phone number	
Name of person responsible for Snowsport Activities	
Position	
Email	
Name of Staff Member to Accompany Assessor on Inspection Visit	
Position Held	
Preferred Inspection Date (s) <small>*Note this needs to be during your operating season.</small>	

The above named ski school wishes to apply for an assessment as part of the BASI Approved Ski School Quality Assurance Programme.

The ski school wishes to be inspected for the following disciplines (tick only those that apply):

- | | | | |
|-----------|--------------------------|------------|--------------------------|
| Alpine | <input type="checkbox"/> | Adaptive | <input type="checkbox"/> |
| Snowboard | <input type="checkbox"/> | Touring | <input type="checkbox"/> |
| Nordic | <input type="checkbox"/> | Off-Piste | <input type="checkbox"/> |
| Telemark | <input type="checkbox"/> | Heliskiing | <input type="checkbox"/> |

The ski school wishes to be inspected for LOfC status (see guidelines Appendix 3) Yes No

I confirm that the applicant satisfies the following application criteria and has enclosed the following evidence:

- An applicant must have the legal status and right to operate as a ski school in the country of operation at a venue where it promotes, sells, organises and delivers snowsports instruction directly to the public, schools and / or groups
- An applicant will be the direct or indirect employer of a number of BASI qualified snowsport instructors and operate an auditable payment system
- Applicants must hold adequate public and employers’ liability insurance for snowsports activities (minimum GBP £5m cover or equivalent).

Appendix 3

The Learning Outside the Classroom Badge

The Learning Outside the Classroom (LOtC) Quality badge provides for the first time a national accreditation combining the essential elements of provision - learning and safety - into one easily recognisable and trusted Quality Badge.

LOtC badges will enable schools to use the services of a 'badged provider' with confidence and, crucially, without any other checks.

If you are a provider of snowsports or other adventure activities and you would like to find out more about how the badge works visit www.adventurelotc.com In the 'Documents to download' section, you will find The LOtC Quality Indicators and the AAIAC Provider Accreditation Criteria.

The Adventure Activity Industry Advisory Committee (AAIAC) has been appointed as the awarding body for the Adventurous Activities badging sector.

BASI is now an AAIAC Approved Scheme for LOtC and Adventuremark accreditation and can offer an assessment against the provider criteria as an additional aspect of your BASI Approval / Accreditation. This is a cost and time benefit that will deliver additional accreditation and recognition for Learning Outside the Classroom (LOtC) business opportunities.

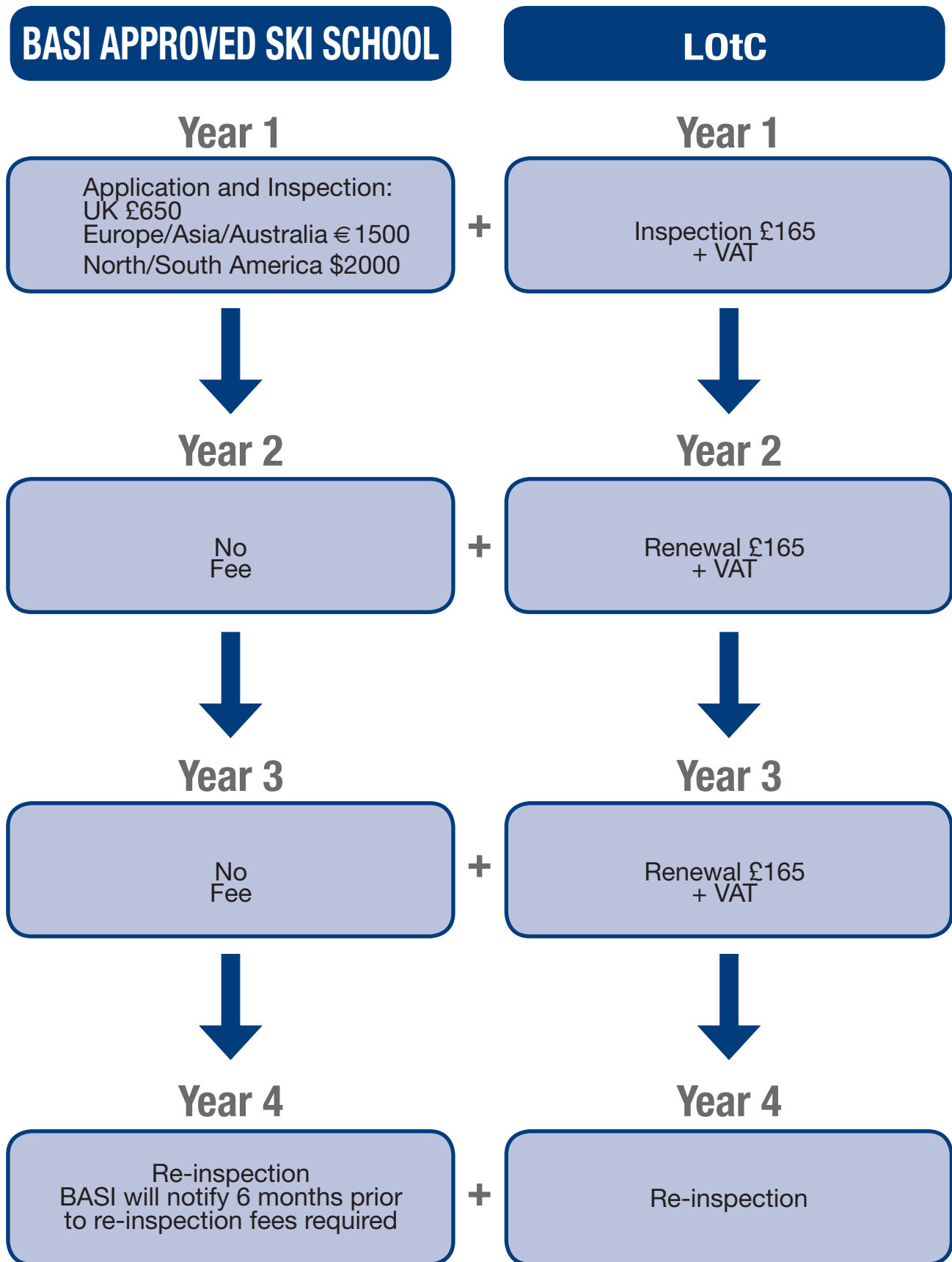
The LOtC and Adventuremark accreditation is valid for two years with a renewal after the first year. Details of Adventuremark can be found here: <http://www.adventuremark.co.uk>

When renewing the LOtC and Adventuremark accreditation after the first year the provider is asked to confirm that the activities delivered and the current arrangements are as they were when the original assessment took place. If they are significantly different, re-assessment may be required.

The fee to Adventure Activity Associates, who administer the accreditation on behalf of AAIAC, is £165 + VAT for the initial accreditation and £165 + VAT for renewal in the second year (this is both for Adventuremark and the LOtC Quality Badge).

Should BASI Approved Ski Schools wish to apply for LOtC through BASI, this should be indicated on the application form and applicants should note that the application requires details of all other activities offered. BASI Approved Ski Schools should note that the approval visit will include additional aspects of assessment and the BASI Approved Ski School Quality Assurance Inspector will be required to observe any additional activity delivery.

Approved Ski School – Inspection and Re-Inspection Cycle





Provider Declaration

Confidential – To be completed by the Assessor and Provider before the assessment commences

Staffing

1. All reasonable steps are taken to check staff, who have access to young people, for relevant criminal history and their suitability to work with young people.

Vetting Checks for BASIS / Adventuremark and LOtC

Providers working with young people under the age of 18 years must ensure that all employees declare criminal offences which are not covered by the 1974 Rehabilitation of Offenders Act. In addition, all staff in contact with children, or resident on site, should have their criminal history checked at the appropriate level with one of the following vetting organisations – Disclosure and Barring Service (England & Wales), Access NI (Northern Ireland), Disclosure Scotland (Scotland), Garda Central Vetting Unit (Republic of Ireland), or the relevant authority in your country of operation.

I confirm that the organisation has the appropriate safeguarding procedures for working with Children and Vulnerable Adults.

Insurance/Finance

2. The provider has public liability insurance for at least £5 million.
3. Where applicable, the provider complies with the Package Travel Regulations, including bonding to safeguard customer's money in case of provider financial failure.

Accommodation (if residential accommodation is provided)

4. Accommodation has had a fire risk assessment which is updated at least annually and any advice received from a fire officer has been implemented.
5. There are appropriate security arrangements to prevent unauthorised persons entering the accommodation.
6. Separate male and female sleeping accommodation and washing facilities are provided and staff accommodation is close to the group under supervision.

Vehicles (where appropriate)

7. All vehicles are roadworthy and meet the requirements of relevant regulations in the country in which they are being used. Drivers are PCV qualified or operate with a small bus permit and local minibus driving assessment.

AALS Licence (where appropriate)

8. Adventure Activities Licensing Service (AALS) Licence held?
AALS Licence Number Expiry Date
9. Participants will at all times have access to a person with a current first aid qualification. Staff are practiced and competent in accident and emergency procedures.
10. I confirm that I have read the complaints and appeals procedure.
11. I understand that the LOtC Quality Badge can only be awarded to my provision in its entirety; if any activities are provided by my organisation or site that are not declared in the application this will invalidate my LOtC Quality Badge award.

Please delete any statements which do not apply to your organisation and explain below what the position is:

I undertake:

- To observe the requirements of the BASI Approved Ski School QA and LOtC Quality Badge Code of Practice and its appeals procedure;
- To inform BASI Adventure Activity Associates Ltd. immediately should there be a significant change in the activities I offer and to meet the costs of any extra assessment these activities might require;
- To allow access to our site(s) and to our records, to an assessor or other BASI / AAIAC representatives, to verify observance of the BASI QA / LOtC Quality Badge Code of Practice;
- To commit to continuous improvement and development to sustain high quality learning outside the classroom, in order to benefit children and young people;
- To cease to use or display BASI Approved Ski School branding / Adventuremark and / or the LOtC Quality Badge (and any associated logo or certificate) in the event of the BASI Approved Ski School QA or LOtC Quality Badge being withdrawn.

Signed:	Date:
Name in capitals:	Position in organisation:
Name and address of provider:	
Tel:	Email:
Assessors signature of confirmation (to be signed in the presence of the Provider):	Assessors name in capitals:

Confidential – To be completed by the Assessor and Provider before the assessment commences**Activities Provided**

12. Please circle the activities you provide:

4x4 Driving	Ghyll scrambling	Mountaineering	Sledging
Abseiling	Go karting	Orienteering	Snorkel and aqua lung activities
Archery	Gorge walking	Paintball	Snowsports
Artificial wall climbing	Hang gliding	Parachuting	Stand Up Paddle Boarding
Assault Course	High ropes courses	Paragliding	Swimming - pool, sea, natural waters
Athletics & other sports e.g. trampolining	Hill walking	Pony trekking	Swimming pools in hotels, hostels or campsites
Horse riding - dressage, showjumping, cross country	Pot-holing	Surfing	Bell-boating
Powered safety/ rescue craft	Survival Skills	Bouldering	Hovercraft
Quad biking	Team Building	Bushcraft	Ice climbing
Towed water sports / water skiing	Canoeing	Improvised rafting	Rock climbing
Via Ferrata	Caving	Jacobs ladder	Rock hopping
Wave skiing	Caving - Artificial	Jet skis	Rowing
Weaselling	Clay pigeon shooting	Kayaking	Sail boarding
White water rafting	Coasteering	Kite surfing	Sailing
White water tubing	Crate stacking	Leap of Faith	Sand yachting
Wild camping	Cycling	Low ropes courses	Sea level traversing
Windsurfing	Dog sledging	Mine exploration	Shooting
Yachting (coastal and off-shore)	Dragon boating	Mountain biking	Segway Zip wires
Forest Schools	Mountain boarding	Sit on Top Kayaking	Zorbing

Please list any other significant activities provided and not listed above:

BS 8848:2014 Self-declaration of Conformity

Supporting documentation and checklist

The following checklist may be used to support a self-declaration of conformity. The checklist follows the order of **BS 8848:2014**, and should only be used in conjunction with that document. All clauses of **BS 8848:2014** should be considered in making this self-declaration.

Requirement for BS 8848:2014 conformity	Sub-clause	Name, location and type of evidence (e.g. attached as appendix, electronic system) <i>Type of Evidence that might support this</i>	Date / Author	For Office use: Assessors Comments
A Defined Management Structure	Ai			
Operational Policy and Procedures	Aii Av			
Risk Assessments and Mitigation	Aiii Aiv Axiv			
Recruitment Policy, Vetting and Induction	Avi Avii Aix Ei Eii Eiii			
Staff briefings and working practices	Aviii			
Supervision of Staff Training and Development	Ax Axi			

Requirement for BS 8848:2014 conformity	Sub- clause	Name, location and type of evidence (e.g. attached as appendix, electronic system) <i>Type of Evidence that might support this</i>	Date / Author	For Office use: Assessors Comments
Staff Disciplinary Staff Handbook	Axii			
Incident and emergency response procedure and communication plan	Axiii Axv			
Public Liability Insurance Document	Axvi			
List of emergency contact numbers for leadership team	Axiii Axv			
Safeguarding Children Policy	C			
Competencies required for Off Piste, Ski Mountaineering and Nordic Touring	Ci Cii Ciii Civ			
Daily Procedure for Deployment of Instructors and Comms	Di Dii			

Requirement for BS 8848:2014 conformity	Sub- clause	Name, location and type of evidence (e.g. attached as appendix, electronic system) <i>Type of Evidence that might support this</i>	Date / Author	For Office use: Assessors Comments
Client Management upon Arrival	Di Dii Diii Div			
Lesson Management	Di to Dvi G			
Equipment provision, set up and maintenance	F Fi Fii			
Customer Information/Care Information for participants: • pre-booking; • booking contract; • joining instructions Pre Visit Post Visit	Bi Bii Biii Biv Bv			
Customer Reception Assembly Areas	Bi Biii			
List of third party providers, including travel and accommodation and assessment criteria used	H			

Appendix 4

SAFETY HELMETS

BASI Guidance Note:

Where mandated by law or local regulations or ski area policies, helmets must be worn.

Dr. Mike Langran, Board member and UK National Secretary of the International Symposium for Ski Safety (ISSS) states: “the current evidence strongly suggests that helmets may prevent or reduce the severity of many head injuries. Nevertheless, even the best currently available helmet cannot protect you against all potential impacts”. www.ski-injury.com/faq

“Where safety helmets are considered to be necessary for an event or activity, or where they are required to be worn by the competition rules, they must conform to the manufacturing standard EN 1077:1966/ BSEN1077:1996”.

Implicit in this standard is that;

“Safety helmets must have a hard, strong, outer shell, and provide protection close to the eyebrows and ears and well down towards the neck at the back of the head. The helmet must incorporate a shock absorbing liner of suitable foam. It must fit the head well, and must not easily pull up and backwards, exposing the forehead”.

Helmets should be inspected after each use / fit for defects, to ensure continued integrity and replaced according to manufacturers’ guidelines.

Clients’ protective clothing and footwear should be correctly fitted and must be checked by the instructor before lesson commences.

Snow conditions, weather forecast, wind chill factor, the ability of the group, type of activity, length of session and the location, should also be taken into account.

Appendix 5

Equipment hire

- All equipment set up should be undertaken by staff qualified and credited according to manufacturers standards
- It is important that ski bindings, and all other equipment issued, are set correctly to enable the binding or equipment to perform in accordance with the manufacturer's design. Reference should be made to the binding, or other equipment, and manufacturer's information when determining settings but even correctly set bindings cannot be guaranteed to release under any, or all, circumstances
- Correctly fitting equipment is essential. Boots should be the correct size for the user and should be able to be fastened properly. Skis and snowboards should be appropriate to the activity undertaken and the competence of the user
- Clients should be made aware of the importance of ensuring that boots and bindings are clear of snow, ice, grit or other material when putting skis / boards on
- Hire equipment should be checked and individually set at the start of a period of hire and should be inspected again on return in case it has been damaged in use. Any defective equipment should be tagged and removed from hire stock and this should be recorded. Once repair has been undertaken, the equipment can be returned to stock.

Further information can be found by visiting the manufacturer's web site.

Appendix 6

Employee training

- You should ensure that all employees, including instructors, have received appropriate training. Training should include the applicant's normal and emergency operating procedures
- Some employees, such as instructors, ski patrollers and ski technicians, will require specialist training. This should include an objective assessment of employee competence. You may need to supplement this with site-specific training
- Where training is provided by specialist training organisations, the applicant should keep records of this training and the certification of staff. It is recognised that different applicants will have different training requirements and therefore the arrangements for such training will differ. Records of all training should be kept and be available for inspection.

Workplace and welfare

Where appropriate:

- All parts of the applicant's premises should be appropriately maintained
- There should be access to suitable toilet and washing facilities
- Facilities should be provided for changing clothing and provision should be made for employees to dry wet clothing.

Facility layout and access control

Customer reception and equipment issue is normally at the bottom of the snowsports facility. At such sites clients need a certain amount of skill to negotiate ski tows or lifts to access the slopes. Where reception is at the top or middle of the slope, consideration should be given to management systems and operating procedures to ensure that clients are initially directed to the appropriate part of the facility for their ability.

Appendix 7

Guidelines for carrying out a Risk Assessment

Reference should be made to the relevant Health & Safety regulatory body in your country of operation.

It is advisable for applicants to check updates on legislation that may affect responsibilities as an operator in the snowsports industry.

It is a legal requirement in the UK to assess risks. In the unlikely event that you have difficulties whilst conducting an assessment, your local health and safety assessor will be able to provide further advice.

For the UK the following references may assist:

Essentials of Health and Safety at Work IBAN 9780717661794 X £10.95

Management of Health and Safety at Work: Approved Code of Practice, L21, 1992, ISBN 0717 662063

Our Health and Safety Policy Statement, 1990 (rev), ISBN 07176 04411

Personal Protective Equipment at Work: Guidance on Regulations, L25, 1992, ISBN 07176 0415 2

Health and Safety – Ski Slope Operations www.hse.gov.uk/pupns/indg371.pdf

