



Snowsport Instructor
Guidebook
and
Terms and
Conditions 2011/12

Welcome to the



First of all I would like to thank you for choosing to work for the Interski Snowsport School and wish you all the best for what I am sure will be an enjoyable working week(s).

If you are new to teaching for Interski, new to teaching completely, or even if you have worked for Interski for several years, **the information in this booklet is NEW** and should be read by all instructors intending to work for Interski this season.

The idea of the guidebook is to offer basic guidance in all areas of the operation and if you are an old hand, keep you abreast of any changes. Most importantly, it also contains your terms and conditions of employment which should be read thoroughly and understood before signing your employment confirmation.

This guidebook begins with the overall structure of Interski and briefly outlines certain relevant areas that can familiarise you with our procedures before your arrival in resort. The majority of information specific to your working week will be given at the initial instructor meeting on the evening of arrival in resort, however, it is important to have prior knowledge of our operation in order to help your working week go as smoothly as possible.

Should you have any queries regarding your employment please contact **Tracey Uniacke (Instructor Liaison)** at the Interski head office on +44 (0) 1623 456 333 or tracey@interski.co.uk. Tracey will be able to help you with all your enquiries and will be your first and main point of contact in the UK.

I would like to thank you once again for choosing to work with Interski this season and look forward to seeing you in resort.

Kind regards,

A handwritten signature in black ink, appearing to be "Emma Stocks". The signature is stylized with a large loop at the beginning and a long horizontal stroke extending to the right.

Emma Stocks
Resorts Manager (Snowsport School)

The Interski Snowsport School

Every Snowsport School requires a structure. Through the course of this guidebook it will become very clear to you how the Snowsport School runs. Understanding is the key to clear and concise information. If you do not understand how Interski operates, from client arrival to client departure, you cannot be expected to realise or even understand the importance and priority of differing elements within the resort operation. At this stage it is worth noting that Interski is **NOT** a commercial Snowsport School! Interski is a holiday company that offers snowsport instruction to complement its already comprehensive package.

Client Package

Interski operates using three different types of holiday. The Schools and Colleges, Classics (adults and families) and Interski short stays (Weekend Classics). Although separate in many ways, there must be an equally high level of service placed on all aspects of the Interski experience.

- On a generic level, the **client** package includes and operates the following way:
- Travel by coach from group-allocated pick up point in the UK providing the group size is over 10 full paying passengers (departures are normally on Saturday).
- P & O Ferry crossing (Dover - Calais).
- Inclusive breakfast at a pre-designated French motorway service station and on return P&O ferry.
- Classics clients also have the option to fly or self-drive.
- Fully comprehensive winter sports insurance (Fogg Travel).
- Upon arrival in resort on Sunday (approximately 12.00), clients are met by an Interski Coordinator.
- Snowsport equipment distribution is **usually** done following arrival and either after or before the inclusive lunch for the clients. If time doesn't permit, then the equipment distribution will be done first thing on Monday morning.
- Snowsport School for the schools and colleges **normally** operates from 10.00 to 15.00 with supervised lunch for an hour (included in the cost of the course), Monday to Saturday. During this period, Interski Snowsport instructors supervise students at all times.

Client Package Continued...

- The Classics package lessons are **usually** optional extras and clients can choose from group lessons (3hrs per lesson over 3 days), beginner lessons (2hrs per lesson over 5 days) and private lessons. We also run 'Learn to Ski' weeks where instruction is inclusive and is for 4hrs over 5 days. All children booked into Snowsports School through the Classics programme, (aged 7-15) use the same timings as the Schools and College package and are generally mixed in with Schools and College clients of a similar ability. Instructors assigned to teach Classics lessons may have less, or more irregular teaching hours than those teaching Schools and Colleges.

- The Schools and Colleges package includes a variety of après-ski activities taken throughout the week. A typical selection would be pizza, swimming, bowling, quiz and disco. It is worth noting that certain après-ski activities are exclusive to certain resorts. We also offer après-ski activities for selected Classics hotels (events vary).

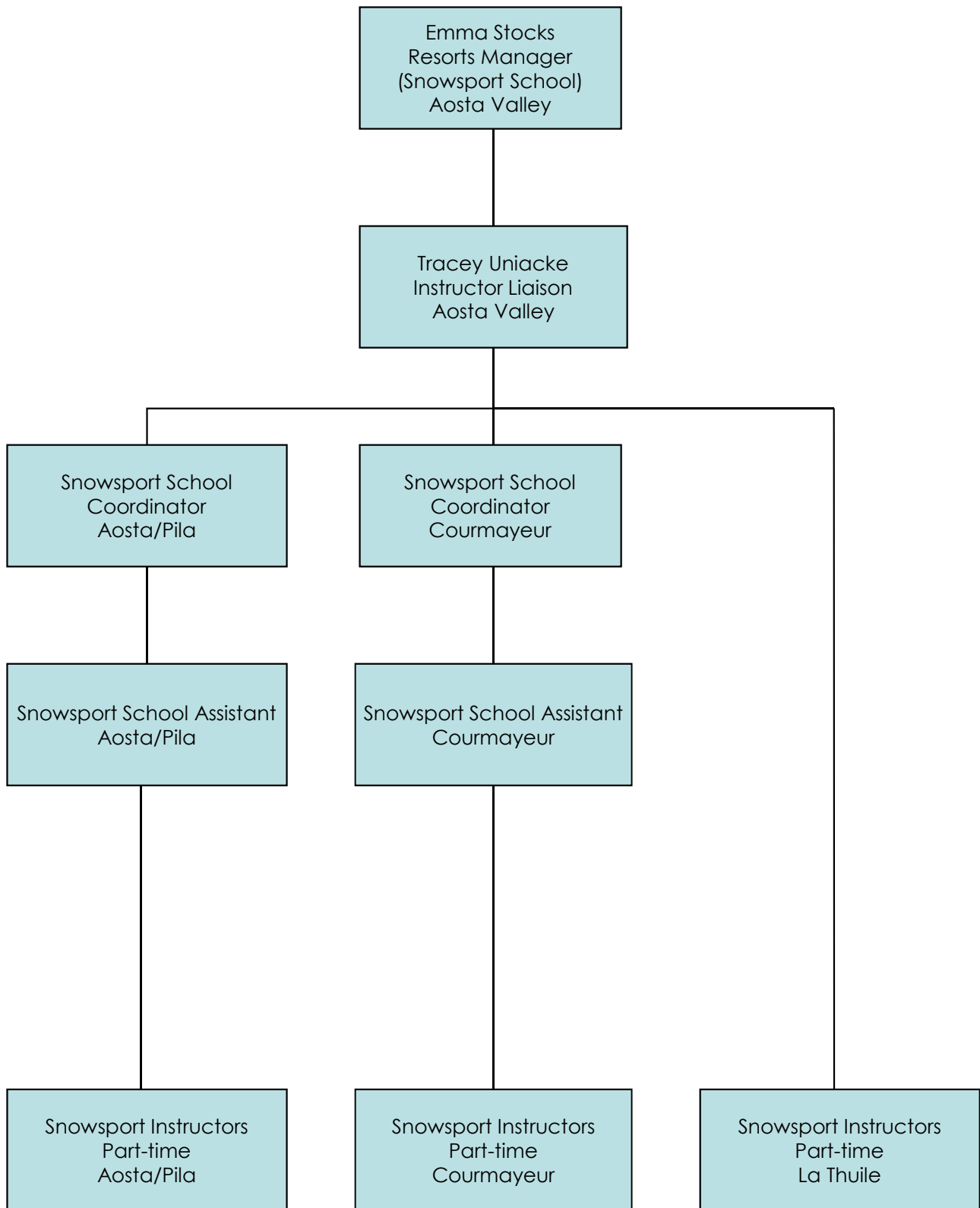
- Presentation evening on final night with issue of Interski badges and certificates (included in the cost) to all those participating in Snowsport School.

- Coach and self-drive passengers depart the following Saturday evening at approximately 18:30 after a full day skiing/boarding and dinner (if on full-board package). Air passengers depart Sundays.

As I am sure you will agree, the Interski holiday is a comprehensive and inclusive package.

Interski takes almost 14,000 clients to the Aosta Valley each season. This number represents approximately 1,200 snowsport instructor weeks which are covered by part-time ski and snowboard instructors. Contained within this document is all the necessary information required to understand your position thoroughly and your importance as part of the Interski operation.

Snowsport School Structure



The Resorts Management Team

Resorts Director – Conan Bellas

Conan has been working winter seasons for over 20 years and in his current role as Resorts Director he is responsible for the company's entire overseas operation. Along with the other Resorts Managers, Conan is also responsible for the recruitment of seasonal staff, disciplinary procedures and the general organisation and planning for future weeks. Conan is BASI ISIA (Level 3) qualified and is training to become dual qualified so he may also teach snowboarding.

Resorts Manager (Snowsport School) – Emma Stocks

Responsible for the 800+ part-time instructors who deliver lessons to our clients each season. It is the job of the Resorts Manager (Snowsport School) to administrate and oversee the running of the entire Snowsport School in the Aosta Valley. Emma's duties include providing indicative figures for snowsports instructors required, implementation of all Snowsport School procedures, coordinating instructor accommodation, travel and wages. Communication with Instructor Liaison (UK), Snowsport School staff, group leaders and local Snowsport Schools as well as the promotion, advertising and marketing of the Interski Snowsport School are also tasks within her remit. Emma has worked eight seasons in the Aosta Valley and Courchevel, has passed her BASI ISTD (Level 4) teaching and technical exams and is preparing for the European Speed Test.

Resorts Manager (Transport) – Matt Clements

Deals mainly with all matters relating to transport within the valley e.g. coaches and resort vehicles. Plans the logistics of arrivals/departures, interchanges, coach allocations and all airport transfers. Matt ensures that all aspects relating to coaches, drivers, transfers and transport in general, are dealt with as smoothly and efficiently as possible. This will be Matt's 4th season with Interski, he is also a BASI Level 2 qualified instructor.

Resorts Manager (Quality Assurance) – Adam Gaida

Responsible for the planning/co-ordination of the majority of Interski's off hill operation. This rôle ensures the suppliers' standards produce client satisfaction. Adam is also directly responsible for staffing from the application and interview process in the summer through to the management of the Resort Team whilst out in Italy, monitoring their performance levels at all times. Adam is also a BASI Level 2 qualified instructor.

Resorts Administrator – Micheline de Maeyer

Micheline is responsible for the distribution of information from the U.K. She deals primarily with the local suppliers as a "pay master" and first point of contact. Micheline also ensures that the standards are adhered to by these suppliers. Micheline is multi-lingual, speaking 6 languages.

The Resort Team

Resort Coordinator – Courmayeur, La Thuile & Aosta

The rôle of a Resort Coordinator is to oversee the daily, off mountain and resort operations. This involves acting as a point of contact for the resort team, group leaders, coach drivers and suppliers. Works closely with the Resorts Management Team, with a bias towards the après-ski programme.

Snowsport School Coordinator – Courmayeur & Pila

Directly in charge of a particular resort (Pila/Courmayeur/La Thuile), they organise, administrate and manage the on-hill operation. It is their role to communicate with party leaders at their point of arrival and discuss their Snowsport School requirements. They allocate instructors to groups and monitor their progression and group management throughout the week. This role involves being responsive to any untoward and unplanned circumstances that may arise on the hill and they are responsible on a daily basis for every client, instructor and team member whilst they are on the mountain.

Snowsport School Assistants – Courmayeur, Aosta/Pila & La Thuile

It is the responsibility of the Snowsport School Assistant to support the Snowsport School Coordinator in all areas of his/her role in a particular resort (Aosta/Pila, Courmayeur and La Thuile). It is their main duty to act as a coordinator for the instructors, in particular regards to 'off-hill' operations such as accommodation, evening meals and transport. They are also expected to be able to take over from the Snowsport School Coordinator should the need arise. They are therefore required to have an intimate working knowledge and understanding of all areas concerning the Interski Snowsport School.

Snowco

Directly run by the "Head Snowco Coordinator" and backed up by 3 assistants. The team operates Interski's self contained, sister operation, Snowco, in the Aosta Valley. They are primarily involved with the planning, distribution, cleaning and stock control of, not only the Snowco suits, but the instructor/staff uniforms as well. These team players are always on call to change garments and also assist in other parts of the Interski operation should they be required.

Resource Coordinator – Aosta Valley

The Resource Coordinator is primarily employed to organise the massive job of servicing and maintaining Interski's snowsport equipment, as well as ensuring both ski hires are run efficiently. The Resource Coordinator is a qualified ski technician and able to work independently whilst, at the same time, being a team player. Not a small job by any means, taking into account the fact that Interski owns over 1750 pairs of skis, 200+ snowboards and 200+ snowblade and 2 ski hires.

Ski Hire Co-ordinator(s) – Courmayeur & Aosta/Pila

Responsible for the day-to-day running of Interski's ski hires, in conjunction with the Resource Coordinator, acting as a liaison point for clients and staff. The ski hires act as a "shop window" in both resorts so must be kept in a clean and presentable condition at all times. The Ski Hire Coordinators help control stock and servicing and are in constant contact with the Resource Coordinator.

The Resorts Team Continued...

Head of Classics

The "Head of Classics" is trusted to ensure the smooth running of our adults and families programme throughout the Valley, working across all 3 resorts and directly responsible for guaranteeing quality within all aspects of the package. This includes dealing with local suppliers to monitoring information provided by the UK office. Whilst in resort, the Head of Classics works closely with the Classics Coordinators, attending après-ski activities, visiting hotels, liaising with clients and working to ensure complete satisfaction with the Interski Classics holiday experience.

Classics Coordinator – Courmayeur, La Thuile & Aosta/Pila

The Classics Coordinator deals with the day to day running of the "Classics" package in his/her specific resorts, always on hand and available to facilitate the smooth running of the Classics product. Unlike a Schools/Colleges Coordinator, the Classics Coordinator will look after up to 7 hotels as opposed to just 1. They will be responsible for everything from the organisation of arrival lunches to airport meet and greets. Deals with evening venues, hoteliers and suppliers and is always in direct contact with the Resorts Manager (Classics).

Resort Rescue – Courmayeur & Aosta/Pila

This service (unique to Interski) requires being on call 24/7, looking after client welfare. In the event of an accident, these invaluable team members are responsible for going to medical centres/doctors/hospital to act as a liaison point between the injured party and the medical staff.

Resort Assistant - Courmayeur, La Thuile & Aosta/Pila

One of the most demanding and integral positions within Interski. These team players are responsible for being in 10 places at once, assisting in every aspect of the Interski operation. Always contactable 24/7, they must be able and prepared to cover as and when necessity dictates.

Resort Support

An over-reaching rôle that covers a variety of tasks. Resort Support's primary responsibility is for the collection, burning and distribution of our photographic and video material. As the title suggests, Resort Support may be called upon at any time to assist in duties ranging from ski fit/servicing to après-ski cover. This is a truly flexible rôle, requiring skills of adaptability, time management and product knowledge in order to be carried out successfully.

Coordinator

Generally known throughout the ski industry as a hotel rep. At Interski we know them as Coordinators, in recognition of the importance and extent of the work they do. They are the first point of contact upon arrival in resort and are invaluable to the overall running of the operation, liaising between group leaders, hoteliers and coach drivers. These team members are more often than not in the spotlight and must have a thorough knowledge of the operation.

Snowsport Instructors

Considered by the client as probably the most important person for them during their stay. The Snowsport instructors have the responsibility of looking after the clients on the hill, improving the clients' skiing ability, keeping them safe and co-ordinating and supervising the lunch break.

Understanding the Operation

The most difficult aspect of working for any company is finding your feet before you've even started. Interski aims to give the most grounded and informative approach that any Snowsport School can give, by showing and explaining the mechanics before you begin.

The following will give you all the information you require for your week/s teaching with Interski. All of the following topics are placed in order of roughly how you would encounter them in a typical week.

Uniform allocation

The uniforms are generally allocated on the Sunday of your arrival. The uniforms are Animal two-piece suits (jacket and trousers) and for that reason we have a strict policy of distribution and collection. In all three resorts there will be a designated venue and member of Snowco/Snowport School staff dealing with uniform allocation and retrieval. Instructors are expected to present themselves in a smart and tidy condition at all times. **This includes wearing trousers at the correct height** (please bring a belt if you think you will struggle to keep them up – we are not a fashion show!). Uniforms should not normally be worn after 18:30, unless by express permission of the Resorts Director or Resorts Manager (Snowsport School).

All instructors will also be issued with a radio and charger, This should aid in your communication with the Snowsports Staff or other instructors should it be necessary.

Uniforms and radios are not to be left unattended in any way. They are your responsibility for the duration of your stay in the Aosta Valley and, therefore, must be handed back to the appropriate person. The value of the uniforms is such that **failure to hand them back personally will result in refusal of transport home and the forfeit of wages.**

Please note that as you are wearing an instructor suit it will be clear as to who you are on the mountain and there is no need to pin any instructor badges, or similar to your uniform. Putting a pin through the jacket will damage it and could result in you having to cover the cost.

Novelty hats, back packs, bum bags etc are not part of the uniform and you will be asked to remove them if you wear them.

Return to UK

It may seem strange that we plan for your departure before you've even started work. Due to the volume of clients Interski now has visiting its three resorts, it is very important to have your return details as soon as possible to ensure we can get you as close to home as we possibly can. For this reason you are required to fill out your details on a form at the instructor meeting. If the details are not given, it is assumed that you are finding your own way home and space will not be allocated to you for a return journey.

Note: Drinking on Interski Coaches on either the in or out bound journey is strictly forbidden and is in fact illegal through France. Anyone found under the influence of alcohol on an Interski Coach will be dismissed instantly.

Understanding the Operation Continued...

Own Transport

If you are heading to resort via your own transport you will be contacted by myself via email approximately seven days before your working week. I will require your arrival time (approx) as well as means of transport. We can arrange to collect you from either Geneva or Turin airports as well as Chamonix or Aosta train stations if required.

Please be aware that instructor accommodation runs from Sunday evening to Saturday afternoon and anyone requiring an extra night at the start or end of their stay must pay for it themselves directly to the hotel. I can assist with booking extra nights, however, I will need to know as early as possible to ensure availability. If you are staying on for more than one week teaching then your overlapping Saturday night(s) will of course be accommodated.

Evening meals

Evening meals are inclusive to the Interski instructor package. Depending on your accommodation, evening meals will take place in your allocated hotel or at a nearby restaurant. Times can vary and most hotels and restaurants close for one night during the week, so locations can change. You will be made aware of all this information in your Sunday evening meeting as well as via your Snowsports Assistant during the week. There will also be notice boards in your accommodation posting these details.

Hotels

Generally accommodation is allocated, reserved and booked, the week prior to your arrival. From that point onwards I am unable to make any changes. If you have any particular requests or are aware of other instructors in resort with whom you would like to share, then we will do our best to accommodate this, provided you can let us know at least 2 weeks prior to your arrival.

We try hard to keep strong positive relationships with all our hoteliers so please treat your accommodation respectfully.

Ski Hire

The ski hires are stocked with top end Atomic carving skis, snowblades, snowboards and higher end performance skis.

ALL SNOWSPORT INSTRUCTORS ARE EXPECTED TO PROVIDE THEIR OWN EQUIPMENT.

Snowblades will be supplied free of charge should your group be snowblading for a day. The ski hire or equipment is **not self-service**. Equipment will be issued subject to availability, however, this is unlikely during busy weeks. Usual rental rates may apply. Interski also offer ski servicing and the cost of this may be payable in resort or as a deduction from your wages. If you have your own servicing equipment you may use our workshop upon permission of the ski hire staff.

Understanding the Operation Continued...

Lift passes

Aosta/Pila, Courmayeur and La Thuile

You are supplied with a 6 day lift pass during your time working with Interski. You can collect your lift pass on the Monday morning at the lift pass office in resort. Collection times and the exact place of the lift pass office will be explained during your instructor meeting on Sunday evening. The system is very straightforward, just present yourself in uniform at the desk, state your name and it will be cross referenced with a list they have already been given by the Snowsports Staff.

These lists are specific to where you are working. The lift passes can only be claimed by you and are non-transferable. **Any abuse of the lift pass system will result in instant dismissal.**

Should you lose your lift pass you will be expected to purchase your own replacement.

Orientation

If you have never worked for the Interski Snowsport School before or are working in a new resort you will be obliged to attend a **COMPULSORY** resort orientation on the Monday morning to allow yourself time to briefly ski/board around the key areas in resort to ensure that you at least have a basic idea of teaching areas, restaurants, lift systems etc... It will be led by a member of the Snowsports School and meeting times will be given on the Sunday evening meeting. Certain details and teaching progressions are also handed out during the Sunday evening instructor meeting.

Morning meeting

The morning meeting is quick and simple, however it is compulsory and very important. It ensures everyone is aware of any last minute changes or any other information that has come to light which could affect you. You will be informed as to the timing and venue at the Sunday evening meeting.

Lunches

Depending on their package, most clients will have been issued a booklet containing lunch vouchers for use during their stay in Italy. These vouchers can be redeemed at a selection of mountain restaurants and entitle the holder to a snack lunch and a drink.

In order to avoid any unnecessary congestion, we have developed a lunch rota system informing each instructor of the restaurant he/she is expected to use and at what time.

This system is designed to take into account the standard of your group and aims to have every group using each of our selected restaurants at least once during their stay.

Understanding the Operation Continued...

Upon arrival at the selected restaurant, the following procedure should be followed:

1. Collect Interski menu from cash desk/food distribution.
2. Ask group for their food and drink order.
3. Select your choice from the Interski menu.
4. Collect vouchers from clients and ensure you have the right number (you will not need one for yourself).
5. Take completed menu form, vouchers and any other cash payments back to the cashier and await your order.

It is an idea to obtain a piste map to help identify exactly where the restaurants are and which lifts give access to them. Restaurants tend to change each year so you will need to pay particular attention to any new venues or changes to existing ones.

There are a number of restaurants in each resort that are only open to Classics clients as their voucher is different. This gives Classics clients the opportunity to eat away from the crowds but they can also eat in any of the Schools/Colleges restaurants as well.

YOU MUST REMAIN WITH YOUR GROUP THROUGHOUT THE LUNCHTIME PERIOD. ON NO ACCOUNT MUST YOU LEAVE YOUR GROUP OR ALLOW ANY MEMBER OF YOUR GROUP TO FREE SKI.

Snowsport School check-in

YOU MUST SIGN IN AT THE END OF LESSONS. (Failure to do so will inevitably cause concern and frustration to all parties involved). A member of Snowsport School staff will be available at a designated meeting point in all resorts to check class numbers, standards and potential problems.

Pila

Check-in is **opposite the bottom of the Gorraz lift next to the Pila lift ticket office.**

Courmayeur

Check-in is **outside ski hire and at the exit of the bottom station of the Maison Vieille chairlift (Depends on class standard).**

La Thuile

Check-in varies – please check with Snowsports School Staff.

The above are the pre-designated check-ins for the Snowsport School but they are subject to change should the situation arise. The Snowsport School Coordinator and/or assistants will inform you in advance if there are any changes.

Wages

Although the wages are not paid until successful completion of the week/s you are teaching, there is a procedure of signing for your hours before the week is complete. This tends to take place on a Wednesday morning before the instructor meeting. You are expected to check your hours before signing to ensure the amount you are paid relates to the hours you have taught, thus minimising confusion, late payments and inaccuracies.

Understanding the Operation Continued...

Interchange days

The group you are teaching may have opted to ski or board in an alternate resort for a day or two. In this case you will be informed at the earliest possible opportunity if you are required to travel with them.

Transport will be organised for you, taking lesson times into account. All details will be issued by Snowsport School staff. Lift passes should be collected from the ticket office of the resort in which you will be skiing/boarding and lunch arrangements will be made available to you before lessons start.

Upon arrival in your interchange resort you will be met by Snowsports School staff who will ensure you have a piste map and give you a brief orientation, should you require one. They will also make you aware of lesson timings, lunch venues and emergency contact numbers.

Presentation arrangements

Anyone who has taken part in Snowsport School during the week gets presented with an Interski badge and certificate to mark their achievement through the week. All School and College presentations are on a Friday afternoon/night, with the exception of groups skiing or boarding for only five days.

The Classics presentations vary in time and venue. You will be informed of arrangements by Snowsport School staff prior to presentation.

Obviously groups that you have been teaching are staying all over the valley so there are transport implications to get you to and from the appropriate venues. You will be informed by the Snowsports School staff of your transport arrangements and timings as well as any changes to your evening meal venue or timing.

Where are the badges and certificates? (B's and C's)

All badges and certificates are now distributed to the Coordinators who look after the groups and names are completed prior to your arrival at the hotel. All you will be required to do is sign the certificates for your group and present them.

MAKE SURE THAT YOU HAVE CONVERSED WITH THE OTHER INSTRUCTORS WORKING WITH THE SAME SCHOOL TO AVOID ANY POTENTIALLY EMBARRASSING SITUATIONS. YOU WILL BE PROVIDED WITH THE CRITERIA FOR THE 'INTERSKI STAR AWARDS' AT THE START OF THE WEEK.

Understanding the Operation Continued...

Accident procedure

If you are unfortunate enough for one of your group to have an accident, there are certain guidelines that we have to follow to ensure the safest course of action that we promise our clients.

During the instructor meetings, the Snowsport School Co-ordinator and/or assistant will run through the guidelines and contact points in your respective resort so you are fully aware of all the back up and support that is available to you.

Just so you are aware, each resort has a member of staff who is designated as the **Resort Rescue**. Their job is to liaise between medical centres, group leaders, instructors and staff members depending on the seriousness of the incident.

THE SNOWSPORT SCHOOL ACCIDENT REPORT FORM MUST BE FILLED OUT SUBSEQUENT TO AN ACCIDENT NO MATTER HOW SMALL AND REGARDLESS OF WHETHER THE SKI PATROL (PRONTO SOCCORSO) OR MEDICAL CENTRES HAVE BEEN INVOLVED. IT IS FOR YOUR BENEFIT THAT THE ACCIDENT REPORT FORM IS FILLED OUT AS SOON AS POSSIBLE WITH CLEAR AND CONCISE DETAILS OF THE INCIDENT.

Instructor questionnaire

In order to continue developing and improving the Snowsport School, we have produced an instructor questionnaire. This tends to be filled out on a Friday evening by the group leaders and/or students that you have been teaching.

The questionnaires are now recorded into an a database so accurate ratings can be produced on a general or individual level at any time during the course of a season. They can also help to determine outstanding instructors and/or instructors that may require work on their performance before they can be employed to work for Interski in the future. The questionnaires are available at all times from the Snowsport School Coordinator.

Understanding the Operation Continued...

Scholarship Scheme

The Scholarship Scheme is ongoing and has been designed for school students of a certain age to be selected for a scholarship that will give them the opportunity to qualify as full BASI Alpine level 2 members. If you have in your group a student of normal year 11(16) - 13(18) and above who is of Interski 5 star or above, you must make the Snowsport School Co-ordinator and/or Assistant aware so that an assessment can be done and video can be taken.

THE SCHOLARSHIP SCHEME IS ONLY OPEN TO STUDENTS TRAVELLING ON A SCHOOLS AND COLLEGE PACKAGE. PLEASE DO NOT UNFAIRLY RAISE THE HOPES OF ANY STUDENT.

The following stages are for your reference. Please pay particular attention to Stage 1:

STAGE 1

The initial selection process is done using Interski Snowsport instructors as "talent scouts". The instructors are given general criteria containing areas of performance, personality and adaptability that an instructor needs to see before a person can be put forward to Stage 2. If a student matches the criteria, the instructor/Snowsport School Coordinator/Snowsport School Assistant will do one of two things; video the candidate or write a basic report on the candidate for review at the end of the season (Stage 2).

AT THIS TIME, THE INSTRUCTOR/SNOWSPORT SCHOOL COORDINATOR/SNOWSPORT SCHOOL ASSISTANT INFORMS THE PUPIL AND TEACHER THAT THE RELEVANT PAPERWORK HAS BEEN FILLED IN AND PASSED TO THE RESORTS MANAGER (SNOWSPORT SCHOOL) FOR REVIEW AND POSSIBLE SELECTION

NO GUARANTEES ARE TO BE GIVEN BY ANY MEMBER OF STAFF THAT A CANDIDATE WILL BE ATTENDING STAGE 2. THE DECISION IS AT THE SOLE DISCRETION OF THE RESORTS MANAGER (SNOWSPORT SCHOOL) TO BE MADE AFTER THE SEASON HAS FINISHED.

STAGE 2

Once the season has finished, it is then the task of the Resorts Manager (Snowsport School) to review all candidates and select a number who will be invited to a particular venue for Stage 3. Instructors may on occasion put forward candidates that are under the age limit to make sure they are seen and kept on record for future seasons should the candidate return with their school. This is done to ensure that the progress of any good skier can be tracked until they are of the correct age. Providing the candidates skiing has remained at the required level and they are still travelling with a school, they can be re-identified for Stage 1.

Understanding the Operation Continued...

STAGE 3

The candidates who have been selected for Stage 3 are required to attend a full day of skiing performance at a pre-determined venue where they will touch upon many of the elements that make up the content of a ski instructor exam. Topics include the Central Theme, Fundamentals and Beyond the Central Theme. The aforementioned topics are the general framework for all ski instructors. All candidates are assessed on their ability to both understand and perform to a level within these areas. Once the day has finished, the BASI (British Association of Snowsport Instructors) trainers who deliver the content sit down with the Resorts Manager (Snowsport School) to make a basic list of 10 to 15 possible Scholarship students. The trainers then have three days to write detailed reports on every candidate attending Stage 3. From this we determine the final 10 Scholarship students.



Terms and Conditions of Employment 2011/2012

Snowsport Instructor

As instructors you will be required to follow the recognised codes of conduct and practice of your governing body as well as maintaining the high standards set and expected by Interski. Snowsport teaching will generally be with school/student groups, working Monday – Saturday, 10.00 to 15.00 and supervising your groups over lunchtime. Class standards will vary from beginners to race training.

There is no 'hierarchy' within the snowsport school determining which standard of group you will be teaching, however, please be aware that the majority of schools travelling with us are of beginner standard.

The continued success of Interski depends almost totally on the service provided by its staff. It is of the utmost importance that you are, at all times, seen to be acting in a responsible manner and are courteous to clients and the local people, without whom we could not exist.

It must be noted that each instructor will be directly responsible to the Resorts Manager (Snowsport School) who will, in the case of misconduct by any member of the Snowsport School, be in a position to reprimand in an appropriate way.

**BEHAVIOUR BY ANY INSTRUCTOR THAT IS SEEN AS DETRIMENTAL TO THE COMPANY
COULD RESULT IN INSTANT DISMISSAL AND AS A CONSEQUENCE, THE LOSS OF
ACCOMMODATION, TRANSPORT HOME, SKI PASS AND WAGES.**

Duties (Snowsport Teaching)

- To teach all standards within your ability and knowledge (beginners to race training).
- To work primarily with school and college groups.
- To be available to teach an adult package.
- To assist in ski hire as and when required.
- To undertake any other duties as deemed necessary by the Resorts Manger (Snowsport School).**

**UNDER NO CIRCUMSTANCES CAN ANY INTERSKI STAFF MEMBER BE ALLOWED TO
PROMOTE, SELL OR TEACH ANY PROSPECTIVE CLIENT OUTSIDE OF THE INTERSKI HOLIDAY
PACKAGE. FAILURE TO COMPLY WITH THE AFOREMENTIONED WILL RESULT IN INSTANT
DISMISSAL AND FORFEITURE OF ALL INTERSKI EMPLOYEE BENEFITS.**

Class Hours

School/College and Junior Snowsport School:

10am – 3pm Mon-Sat

Classics Group Lessons:

3 hrs per day over 3 days e.g Mon/Wed/Fri 9.30am – 12.30pm.

Beginner Ski (Classics):

10am – 12pm Mon – Fri

Learn to Ski (Classics):

10am – 3pm Mon - Fri

The timings of lessons may be subject to change depending on snow/weather conditions and the departure/arrival times of the group (especially on the first day). It is important, however, that any time lost, for whatever reason, is made up by extending lessons or shortening lunch.

You will also be required, if teaching school or college groups, to supervise your group over lunchtime and assist with ordering food, collecting luncheon vouchers etc...

On the mountain

All Clients must receive the advertised amount of hours. On no account will instructors finish lessons early.

When lessons have finished, all classes must terminate at the areas designated by the Snowsport School Coordinators and group leaders.

All instructors should carry their licence card with them at all times when it is returned after registration. Failure to arrive in resort with a licence and a current stamp could mean the instructor forfeiting accommodation, wages and transport home.

ON NO ACCOUNT WILL SCHOOL GROUPS BE ALLOWED TO SKI/SNOWBOARD UNSUPERVISED, EITHER DURING OR AFTER SNOWSPORT SCHOOL HOURS, UNLESS BY SPECIFIC ARRANGEMENT WITH SNOWSPORT SCHOOL MANGEMENT AND PARTY LEADERS.

If the mountain is closed, for whatever reason, then all instructor duties will e determined by the Interski Resort Team.

Always check the master board at the bottom of the main lift stations before lessons to ensure that the runs/lifts that you are intending to use are open.

Please ensure you record the names of your group members early on the Monday morning and ensure that any changes are also recorded. It is helpful to record in which hotel your group is based.

Please ensure that, during each week, you use all restaurants in which you have been designated to eat. (Please assist the resort team by following these instructions).

You will be required to assess your class's skiing/snowboarding ability in conjunction with the Interski Snowsport School star system criteria during the week and award them with a 'star rating'. It is important that you compare your group with others of similar ability, prior to presenting badges and certificates on the final evening of each week.

Instructor information is held by Snowsport School staff and displayed at various locations.

Smoking in uniform is not permitted.

Under no circumstance should Interski instructors consume alcohol during teaching hours.

All groups must be led on the mountain at an appropriate pace and on an appropriate slope, which is suitable to the lowest common standard. Behaviour contrary to this will result in disciplinary action.

Upon finishing lessons, a checking in procedure operates in all of our three resorts. Please familiarise yourself with this and have group numbers and standards to hand.

The rulings regarding off-piste skiing/boarding with Interski clients are as follows:

OFF PISTE

OUT OF BOUNDS AND UNPATROLLED AREAS

THERE IS TO BE NO SKIING/BOARDING IN THESE AREAS UNDER ANY CIRCUMSTANCES

OFF PISTE

WITHIN BOUNDARIES OF A PATROLLED SKI AREA

THE SNOWSPORT SCHOOL COORDINATOR MUST BE CONSULTED AND APPROVAL GIVEN AND WITNESSED BEFORE ANY AREAS ARE SKIED/BOARDED, NO MATTER HOW EASY THE RUN APPEARS TO BE IN YOUR PROFESSIONAL OPINION

The above rulings are to protect the safety and well being of Interski's clients and **not** a judgement on your professional abilities/conduct and/or qualification given by your national governing body.

Off the mountain

At all times whilst in resort, you are a representative of the company and must conduct yourself in a sober and responsible manner.

UNDER NO CIRCUMSTANCES MUST ANY INSTRUCTOR BECOME PERSONALLY INVOLVED WITH ANY SCHOOL PARTY MEMBER, EITHER IN OR OUT OF SNOWSPORT SCHOOL HOURS. THIS INCLUDES REQUESTING/ACCEPTING OR COMMUNICATING WITH SCHOOL OR COLLEGE PARTY MEMBERS VIA SOCIAL NETWORKING SITES SUCH AS FACEBOOK, TWITTER AND BEBO. THIS IS STRICTLY FORBIDDEN, IS A BREACH OF CHILD PROTECTION POLICIES AND WILL RESULT IN INSTANT DISMISSAL.

All accommodation will be provided and paid for by Interski during working weeks and must be kept in a clean and tidy condition.

Lift passes will be provided during working periods.

Should you experience any difficulties or problems whilst in resort, your first point of contact will be the resident Snowsport School Assistant. In their absence, please contact a member of the Interski resort team. He or she will have worked for Interski for some considerable time and will be able to assist you directly, or inform you as to whom your problem should be addressed.

Punctuality

Lateness will not be tolerated and could result in the loss of earnings or even dismissal.

Instructors must be punctual for all classes and must report to designated places at specific times. If, for any reason whatsoever, you are unable to attend any classes, you must immediately notify a member of the Snowsport School staff. If this is not possible, a message must be relayed.

To this end, please ensure you take into account queuing times and the **possible consequences of over indulgence at the bar.**

Arrival

You must attend the Snowsport School meeting on Sunday evening to receive your work instructions from the Snowsport School staff.

Neatness and uniform

You will be expected to arrive for work clean tidy and with alcohol free breath. Failure to do so will result in being sent off the mountain without a lift pass and will result in forfeiture of wages for the day or even dismissal

You will be provided with a two-piece suit, radio and charger that will be issued on Sunday when you arrive in resort. It must be worn at all times whilst you are teaching and should always be kept in a clean and tidy condition.

The uniform must not be worn on free days **or** after 6.30pm in the evenings. Whilst free skiing/boarding in uniform either before or after lessons, you are an advertisement for the company and must ski/board and act in a professional manner.

Please ensure you personally hand your uniform, radio and charger to the appropriate staff member at end of your working period.

YOU WILL BE LIABLE FOR ANY DAMAGE OTHER THAN REASONABLE WEAR AND TEAR OR DAMAGE CAUSED IN EXCEPTIONAL CIRCUMSTANCES.

Travel to and from resort

If travelling to the Aosta Valley on Interski transport, please remember to behave sensibly and to respect other passengers. It is illegal to consume alcohol on coaches whilst travelling.

Ensure you sit in the seat number that is allocated to you.

Expenses

If travelling by Interski transport you may incur costs to get to your coach pick up point, in this instance you may claim up to £30 of travelling expenses.

If travelling to resort via your own transport, you may claim up to £55 of travelling expenses. However, should you require collection from either Turin or Geneva airports then these expenses will be either halved, if you only require a one way transfer, or voided, should you require a return transfer.

In order to claim expenses you will be required to complete an Expense Claim Form, issued at your Sunday evening meeting in resort. Please complete this attaching all the necessary receipts. Expenses will then be paid in addition to your wages, via cheque, directly from the UK.

INSTRUCTOR INSURANCE

Whilst working for Interski, instructors are insured as follows:

PUBLIC LIABILITY	=	£10,000,000
EMPLOYERS LIABILITY	=	£10,000,000
PROFESSIONAL INDEMNITY	=	£1,000,000
MEDICAL & EMERGENCY	=	£5,000,000 **

** However, please ensure you possess an **European Health Insurance Card** (replaces the old E1-11 form)

If you want to extend your cover to include personal belongings, you may purchase an additional insurance package for £15.00. This must be bought and paid for **PRIOR** to your work period. Please call the office for details.

IF YOU WOULD LIKE A FULL BREAKDOWN OF THE INSURANCE DETAILS, THEY ARE AVAILABLE ON OUR WEBSITE. PLEASE VISIT www.interskisnowsportschool.co.uk

Confirmation of employment procedures

Work periods will only be confirmed and finalised upon receipt of a signed *Interski Snowsport School Employment Offer* at the Interski office. This form is enclosed with this guidebook. Please check carefully the work periods that you have been allocated, sign the form and return it using the envelope provided.

EMPLOYMENT WILL NOT TAKE PLACE WITHOUT THE SIGNED INTERSKI SNOWSPORT SCHOOL EMPLOYMENT OFFER AND A VALID COPY OF YOUR PASSPORT AND INSTRUCTOR LICENCE.

Part time payment

All payments to non-UK residents will be made in resort in Euros on production of an invoice (completed in resort) following successful completion of each teaching week.

All payments for UK residents made are subject to normal tax and National Insurance deductions in line with instructions from the **Nottinghamshire Inland Revenue**.

Payments to UK residents will be made directly, via cheque, within two or three working days at the end of each working period, directly from the UK, according to the following rates of pay:

SCHOOLS AND COLLEGES: £200 (standard package)

This is inclusive of 24 hours teaching, 6 hours lunchtime supervision, Sunday evening and daily morning meetings, 1 presentation evening.

CLASSICS LESSONS: £8.33 PER TEACHING HOUR

Please note you will also be expected to attend the Sunday evening and morning instructor meetings.

If you are required to teach any additional hours (some schools book additional tuition, or you may be asked to undertake some private lessons), you will be paid £8.33 for every hour outside of the standard package.

If you are teaching a Schools and College package and complete less than 24 hours teaching (some schools depart early or opt for shorter days), you will be deducted £8.33 for every teaching hour not undertaken.

Should you become sick or injured whilst in resort and unable to teach, your pay could be deducted and you could be asked to return home. Each case will be looked at individually and all circumstances considered.

ALL WAGES ARE SUBJECT TO TAX AND NATIONAL INSURANCE DEDUCTIONS. NONE OF THE RESORT STAFF ARE AUTHORISED TO MAKE PAYMENTS IN RESORT TO UK RESIDENT SNOWSPORT INSTRUCTORS SO INSTRUCTORS ARE THEREFORE REQUIRED TO MAKE ALTERNATIVE FINANCIAL ARRANGEMENTS SHOULD THEY BE WORKING IN EUROPE FOR A LONG PERIOD OF TIME.