

Professional Instruction

Policy and Procedures



NEW ZEALAND
ALPINE CLUB

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About this release

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Issue	Date	Revision Description	Authorised by

Climbing and Instruction Committee Review

This Plan will be reviewed with the Incident Database and in accordance with **Section 5.2 PIPP Review Process**

Planned Review Date	Scope	Review By	Review Record Ref no. Date
01/07/2013	System Overview	NZAC Instruction Committee	8/11/2103
07/07/2017	Yearly revision / Chief Instructor removed	NZAC Instruction Committee	14/08/2017
July 2018	Yearly revision	NZAC Instruction Committee	7/12/2018

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1. Definitions

The following definitions apply for the purpose of this document:

Activity

Any process or procedure that is undertaken.

All Practicable Steps

The meaning of “all practicable steps” as defined in the HSE Act.

Clients

Non-instructing participants of the course, regardless if they have paid to attend or not.

Contractors

Any person contracted to provide a service for the NZAC relating to one of its courses.

Course

Any instructional event organised by the NZAC for the purpose of conveying skills or knowledge.

Course Leader

The lead instructor as defined by the Programme Coordinator, with overall responsibility for risk management on that course.

Guide

An individual who has gained endorsement by an internationally-recognised guiding association (e.g. NZMGA, IFMGA) as having gained the qualification of a guide.

Hazard

Anything that causes or could cause harm or damage, including a situation where a person’s behaviour may be an actual or potential cause of harm to themselves or another person.

Incident (or Accident)

Any event that causes or could cause harm or damage.

Instructor

Qualified guides and instructors who are contracted to deliver the NZAC professional instruction courses. For required qualifications see section **7.1 Instructor Qualifications and Scope**.

Notifiable Event

A notifiable event is when any of the following occurs as a result of work: a death, notifiable illness or injury, a notifiable incident.

Participant

Anyone in attendance on an NZAC course.

Professional Instruction

Instructional courses organised directly by the head office of the New Zealand Alpine Club and run by professional guides and instructors. Not inclusive of any course run by a section or club affiliated to or endorsed by the NZAC.

Risk

The effect of uncertainty on safety objectives.

Serious Harm

Any event that has a major impact on an individual causing injury, illness or psychological damage classified as 6 or higher on the Incident Severity Scale. Reference NZAC Incident Plan.

Staff

Employees of the New Zealand Alpine Club, for example the Programme Coordinator.

Technical Advisor

A technical expert who holds extensive knowledge, skills and experience of rock climbing, alpine climbing and/or alpine skiing and local areas as well as one or more of the following qualifications IFMGA, MZMGA, NZOIA Alpine 2 and/or NZOIA Rock 2

Acronyms used in this document:

DOC	The Department of Conservation (New Zealand)
MBIE	The Ministry of Business, Innovation and Employment (New Zealand)
NZAC	The New Zealand Alpine Club
PIPP	Professional Instruction Policy and Procedures
RMP	Risk Management Plan
CIC	Climbing and Instruction Committee
PC	Programme Coordinator

2. Introduction

The New Zealand Alpine Club was formed in 1891 and aims to promote and support climbing at all levels within New Zealand. The club has over 3200 members, and five full-time staff based at its headquarters in Christchurch. The scope of its activities are broad, including publishing, the provision of 17 alpine huts and base lodges, instruction, advocacy, insurance and support for overseas climbing expeditions.

NZAC Professional Instruction refers to courses organised by the Head Office. These courses are led by professional guides and instructors, and can be categorised as either:

- Mountaineering skills courses
- Rock climbing skills courses
- Back-country skiing/snowboarding skills courses

2.1 NZAC Safety Policy

- The New Zealand Alpine Club is committed to:
 - The delivery of safe, high-quality instruction programmes and with continual improvement of safety performance
 - Providing our clients with a set of skills which will allow them to venture into our high alpine environments in a way which minimises risk to themselves as well as others, and minimises impact on the environment.
 - Taking all practicable steps to ensure the health and safety of the clients, instructors and general public
 - Identifying, monitoring and complying with relevant legislation, standards, activity guidelines and industry codes of practice
- Our safety objectives will be met through good leadership, commitment and continual updating and review of policies and procedures.



Karen Tait
NZAC General Manger



Penny Brothers NZAC CIC
Chairperson

2.2 NZAC Professional Instruction Safety Goals

Goals – 2017/2018 Financial Year	Responsible	Achieve By	Signed as complete	Date
Zero serious harm incidents on professional instruction courses in 2017/18 FY	All	30/06/2018	Complete	30/06/2018
Yearly review of PIPP	CIC.	30/06/2018	Complete	01/12/2018
Yearly review of 2017/18 FY PIPP operations based on course reports	CIC.	30/06/2018	Complete	01/12/2018
Safety goals for 2018/19 defined	CIC.	30/06/2018	Complete	01/12/2018
External audit of field practices	CIC.	30/06/2018	Complete	28/02/2018
Purchase a second field communication device	CIC	30/06/2018	Complete	01/11/2018

Goals – 2018/2019 Financial Year	Responsible	Achieve By	Signed as complete	Date
Zero serious harm incidents on professional instruction courses in 2018/19 FY	All	30/06/2019		
Yearly review of PIPP	CIC.	30/06/2019		
Yearly review of 2017/18 FY PIPP operations based on course reports	CIC.	30/06/2019		
Safety goals for 2019/20 defined	CIC.	30/06/2019		
Externally nominated TA to review field practices	CIC.	30/06/2021		

2.3 NZAC Professional Instruction Policy and Procedures

- The purposes of the NZAC's PIPP is to:
 - Define NZAC's management of its professionally-led instruction courses
 - Provide guidance to contractors on the NZAC's obligations under the relevant legislation
 - Assure interested parties that the NZAC is fulfilling its obligations regarding this legislation
 - Set down the frequency and responsibilities for management review of this document

2.4 NZAC PIPP Documents

- The NZAC Professional Instruction Policy and Procedures consists of the following:
 - NZAC Professional Instruction Policy and Procedures
 - Instructional Scope of Qualified Guides and Instructors (Appendix A)
 - Terrain Assessment Guidelines (Appendix B)
 - Approved Course Locations and Frequency (Appendix C)
 - Programme Coordinator Safety Management Induction Procedures (Appendix D)
 - Programme Coordinator Course Checklist (Appendix E)
- The NZAC PIPP is part of the NZAC Safety Management System

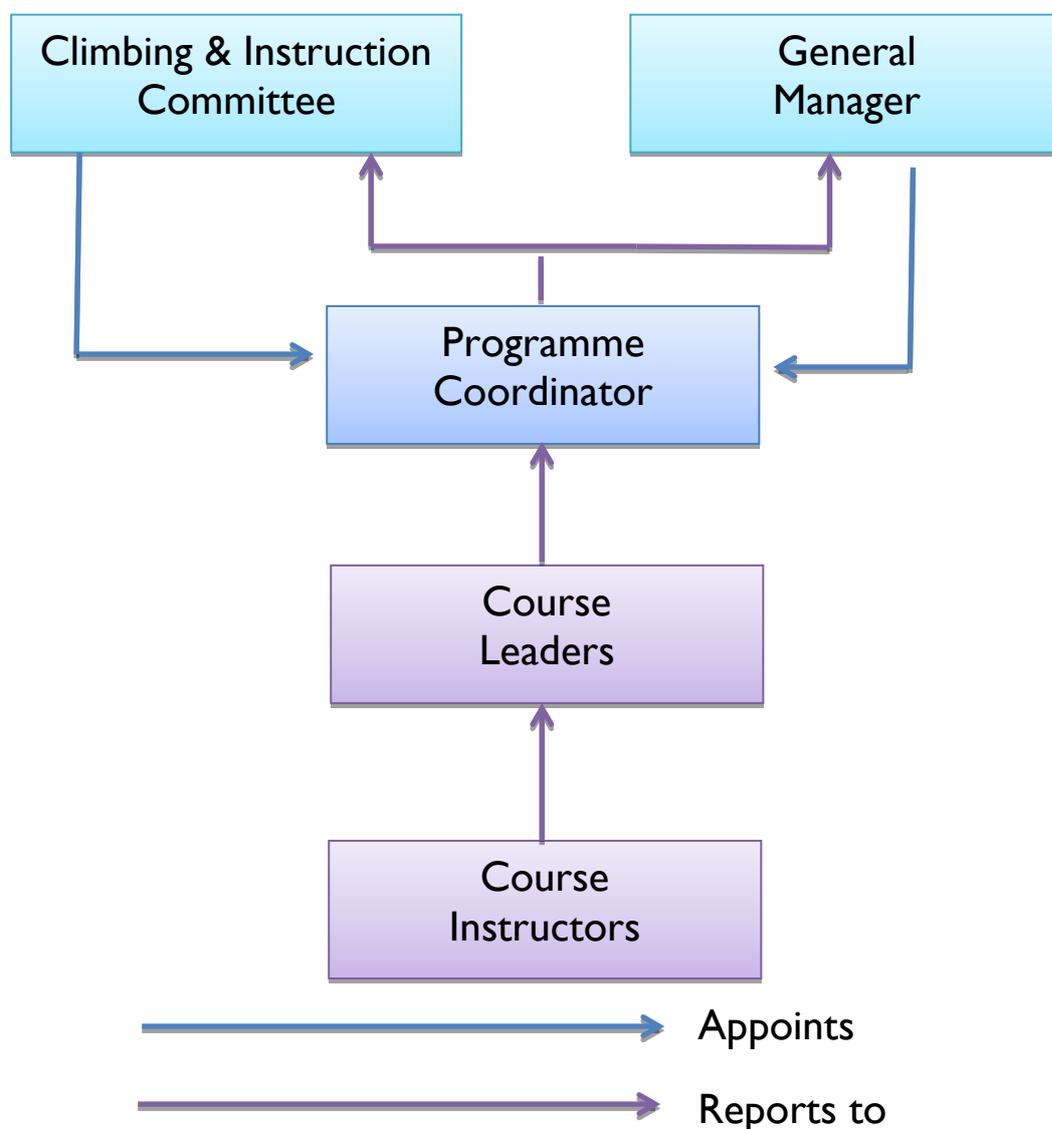
2.5 PIPP Compliance

The NZAC will:

- Assess risks and plan its courses to eliminate or control foreseeable hazards or risks
- Comply with relevant legislation and regulations
- Consult with staff and contractors and actively disseminate safety management information
- Make this Policy and Procedures document available to all staff and contractors
- Take steps to ensure staff and contractors comply to the standards set out in the PIPP
- Provide a system where staff, contractors and clients can give feedback or place complaints
- Undertake to use this feedback to constantly improve safety management systems
- Provide sufficient resources to achieve all the above

3. Leadership and Management

NZAC Professional Instruction Safety Management Structure



3.1 NZAC Climbing and Instruction Committee

- The NZAC will maintain a Climbing and Instruction Committee, responsible for the implementation, review and development of this document. This Committee is to include:
 - The NZAC Programme Coordinator

- The instruction committee chairperson
- At least three other representatives
- The Instruction Committee is responsible for:
 - Ensuring the PIPP complies with the requirements of applicable regulations and legislation
 - Engaging with relevant organisations to ensure alignment with standard industry practice
 - Reviewing and evaluating the performance of the PIPP
 - Reviewing incidents
- The committee will meet at least every two months, and minutes of all meetings will be distributed to interested parties and logged at NZAC HQ.

3.2 Programme Coordinator

- The NZAC Programme Coordinator is in charge of logistical and communication needs of the course.
- The Programme Coordinator is responsible for:
 - Assigning and contracting instructors using a Independent Contractors Agreement to work on the courses
 - Ensuring instructors are competent and qualified for the appropriate course as per section 7.1 Instructor Qualifications and Scope
 - Pre-season briefing of contractors
 - Ensuring emergency procedures are practiced
 - Ensuring appropriate field communications devices are available
 - Monitoring the performance of instructors
 - Compiling feedback from clients, instructors and NZAC staff
 - Reporting to the instruction committee on a regular basis
 - Review and circulation of course reports
 - Co-ordination of internal & external field reviews in consultation with Climbing and Instruction Committee or other experts in the field
 - Ensure Appendix E – Programme Coordinator Course Checklist is completed for each course

3.3 Course Instructors

- The NZAC will utilise professional guides and instructors on all its professional courses.
- On all courses there will be a course leader identified by the Programme Coordinator. Where there is only one instructor this person will be the course leader.
- The course leader has overall responsibility for risk management on that course.
- All instructors must have access to and be familiar with the PIPP and take part in pre-season brief facilitated by the Programme Coordinator
- When required, instructors are to provide advice to the Programme Coordinator on
 - Amendments to course information pack and course related resources
 - Suitability of participants in line with the course pre-requisites
 - General course related queries
- During their courses, instructors are responsible for:
 - Ensuring course compliance checklists have been completed
 - Delivery of course content
 - Taking all practicable steps to ensure the health and safety of the clients, instructors and general public
 - Identification, assessment, management and documentation of hazards

- Ensuring appropriate equipment and clothing is carried and used by all participants
- Course leaders and instructors have the authority to
 - Cease or modify an activity if they feel that the safety of the participants is at risk
 - Refuse a participant if they are not correctly prepared for the course (e.g. missing clothing or equipment)

3.4 Staff Induction and Training

- The instruction committee is to ensure that incoming Programme Coordinators are inducted into the safety aspects of the role specific to professional instruction as per Appendix (D) Programme Coordinator Safety Management Induction Procedures
- The Programme Coordinator is to take steps to ensure that the course instructors are aware of and practice NZAC incident plans and emergency procedures.

4. Relevant Legislation, Standards and Guidelines

The NZAC has identified the following legislation, standards, activity safety guidelines and codes of practice as relevant to the safe management of its National Instruction Programme:

- *Health And Safety at Work Act 2015*
- *MBIE - Health and Safety in Employment (Adventure Activities) Regulations 2011*
- *MBIE - Safety Audit Standard for Adventure Activities 2013*
- *MBIE - Health and Safety at Work (Adventure Activities) Regulations 2016*
- *Crimes Act 1961*
- *Land Transport Act 1998*
- *DOC – Concessionaire safety plans*

The following certifying associations are identified as providing qualifications suitable for evaluating instructor competencies:

- *New Zealand Mountain Guides Association*
- *New Zealand Outdoor Instructors Association*
- *Skills Active*
- *Mountain Safety Council*

Refer to Appendix (A): Instructional Scope of Qualified Guides and Instructors

It will be the duty of the instruction committee to monitor these and to update the PIPP as is necessary to ensure compliance.

5. Document Control and Review

5.1 Document Availability

The NZAC PIPP will be made available to all interested parties, including NZAC staff, instructors, contractors and clients.

- The current version of the PIPP will be made available in .pdf or printed form on request to clients and NZAC staff or to contractors who are not guiding or instructing.

- The current version of the PIPP will be supplied to all contracted instructors, and verification of familiarity with the current PIPP will be included in the Duties as set out in applicable contracts.
- Notification of any revisions to the PIPP will be made to any instructor under contract to the NZAC involved in the PIPP.
- All copies will be distributable in non-editable format to protect from unauthorised modification or publication.
- Previous copies of the PIPP will be marked as obsolete and archived at NZAC HQ.

5.2 PIPP Review Process

- The instruction committee will conduct an internal review on an annual basis which will take into account:
 - Client and instructor feedback as collated by the Programme Coordinator
 - Any complaints lodged through the formal complaints process
 - Any incidents or accidents
 - Assessment of any changes of risk factors, including hazards involving drugs or alcohol
 - Any changes to pertinent legislation or safety guidelines
 - Standards of best practice as defined by relevant organisations
- When necessary, the instruction committee will update the PIPP to ensure it is as relevant and up-to-date as possible, and notify of revisions as detailed in section 5.1

5.3 Activity Review Process

- The Programme Coordinator is to conduct or commission a yearly internal review of professional instruction procedures and report findings to the instruction committee.
- The instruction committee is to conduct a periodic review by engaging externally nominated Technical Advisor(s) at a minimum every three years to ensure field practices are up-to-date and comply with the PIPP.
- The instruction committee will review reports made by the Mountain Safety Council from the National Incident Database and:
 - Identify if we have met our health and safety targets and standards
 - Review the PIPP if necessary
 - Make necessary changes, notifying of revisions as detailed in section 5.1

5.4 Audit

As a Club the NZAC currently suits outside the Adventure Activity Regulations and therefore do not have to register as an adventure activity operator and are exempt from audits conducted by an audit body recognised by Worksafe. However, NZAC will engage with an auditor, that is recognised by the Department of Conservation to audit non-registered bodies, to audit the PIPP based on the Safety Audit Standard for Adventure Activities 2016, and renew audit certification at least every three years.

6. Hazard Management

6.1 Identified Hazards

An Course Risk Management Plan (RMP) will be created for each course, this will include a location-specific hazard section to be completed by the Course Leader. Course RMPs will be made available to all parties involved.

6.2 Identification and Recording of New Hazards

If a new hazard is identified during a course it will be the responsibility of the Course Leader to take steps to assess and mitigate the risks presented. Following the completion of the course an Incident Report and New Hazard Evaluation Form will be completed and submitted to the Programme Coordinator. If necessary, the Programme Coordinator will be responsible for making this hazard known to subsequent courses until such a time as the Instruction Committee convenes and assesses it's inclusion to the appropriate Course Risk Management Plan(s).

6.3 Drug and Alcohol Use

- **Activity Risk:**

Due to the multiple risks inherent in an alpine environment which can only be minimised, the reliance on other participants for mutual safety, and the reliance on the instructor's personal judgement to keep the group safe, the NZAC has identified the activities involved in the professional instruction programme to be high-risk.

- **Safety-sensitive roles:**

The roles of course leader and course instructors have been identified as safety-sensitive, as well as any participants involved in operating a motor vehicle to access a course location. The tasks of Programme Coordinator and instruction committee are completed before the commencement of the course (with the exception of off-site support in the event of emergency procedures) and are not identified as safety-sensitive. However, any NZAC staff listed as an emergency contact during the course term would be expected to adhere to the drug and alcohol policy.

- **Workforce risk:**

The NZAC has assessed its workforce risk as medium:

- Course leaders and instructors are contractors only working for short terms, so any current trends of alcohol or drug use may not be known to the NZAC
- Currently over 80% of the workforce is male
- Most contractors are over 25 years old
- All are very skilled guides with high-level qualifications
- Most courses have at least two instructors working and they are in almost constant contact with each other and the participants – possibly decreasing the chance that drug or alcohol use would go unnoticed.

- **Drug and alcohol policy:**

The NZAC has a zero-tolerance for anyone involved in the course being under the influence of illegal drugs, and/or whose ability to participate is impaired in any way by the consumption of alcohol or drugs.

- The NZAC strictly prohibits the use, making, sale, purchase, transfer, distribution, consumption, or possession of illegal drugs during courses. Any person found using illegal

drugs will be subject to disciplinary action, up to and including termination of employment (in the case of an instructor) or suspension from the course (in the case of a client).

- Only responsible consumption of alcohol is permitted by any person during courses and is to occur only during designated down-time where no high risk activity is taking place or about to take place.
- Clients or instructors who are prescribed medication are expected to ask their doctor if the medication will have any potential negative effect on their ability to participate in the activities included in the course. They are required to report to the Programme Coordinator if there is any potential risk, limitation or restriction for whatever reason that may require modification of the course, or preclude them from safely participating.
- Any violation of this drug and alcohol policy will be treated as an incident and will be responded to and logged as per Section 9 – Incident Plans.
- **Implementation of the policy:**
Course leaders and instructors have the authority to cease or modify an activity if they feel that the safety of the participants is at risk, and this may include the impairment of a client or instructor.
- **Monitoring of impairment:**
Due to the fact that the staff of the NZAC co-ordinate the professional instruction courses remotely, direct monitoring for signs of impairment may not be possible. For this reason, the clients and instructors of each course will all be supplied with this drug and alcohol policy and encouraged to help monitor each other for signs of impairment.
 - The most likely cause of impairment is fatigue – an important skill in the mountains is keeping an eye out for your companions, and the NZAC encourages all participants to discontinue an activity, if it is safe to do so, if their level of fatigue is likely to significantly increase the risk.
 - Reasonable cause to suspect drug or alcohol related impairment include being involved in an accident or near-miss incident, having difficulty focussing, making decisions or communicating with the group, or reduced reaction times.
- **Response**
If a client or instructor has reasonable cause to believe that a participant is impaired, they should consult with the course leader, a course instructor, or another participant and approach the participant with their concern. They should be given the chance to comment. If they have strong reason to believe that the participant is impaired due to drugs or alcohol, and provided that is safe to do so, the course instructor may refuse that participant continued involvement. If the course leader feels that the participant may cause risk to the group they are authorised to arrange for the participant to be returned to a safe location or medical facility if appropriate. The participant may be liable for any costs incurred.
- If the person suspected of impairment is the course leader, another course instructor is authorised to take the above action as required. If there is only one instructor, a course client is authorised to take the above action. It is strongly recommended that the client consults with the other course participants before taking action.
- All participants, including instructors and clients are to be briefed on this policy including how to operate communications equipment needed to effect the removal of an impaired participant or to request assistance if the removal of an impaired instructor has affected the safety of the group.

- **Testing**

Due to the small size of the professional instruction programme, the NZAC has assessed that a testing programme would not be appropriate. In the event of an incident, if the police are involved they may test at the scene.

- **Review**

Any changes in the drug and alcohol hazard are to be assessed as part of the PIPP Review Process as detailed in section 5.2

6.4 Prolonged Exposure to Known Hazards

All instructors and guides spend a large amount of time in the outdoors, and experience multiple associated hazards. Some of these hazards can be compounded over time and can become significant. Identified prolonged exposure hazards include muscular and joint damage caused by carrying heavy packs or chronic illness caused by exposure to direct sunlight or extremes of temperature. The NZAC encourages instructors to:

- Use equipment and clothing which is suitable for the activity environs.
- Have access to suitable safety equipment
- Only commit to a workload which allows for recovery between operations and minimises the risk of chronic overuse injuries
- Seek medical advice if problems occur

7. Operations

7.1 Instructor Qualifications and Scope

- The NZAC will only contract instructors who hold current qualifications from the
 - New Zealand Outdoor Instructors Association
 - New Zealand Mountain Guide Association
 - or as defined by the Mountain Safety Council Avalanche Training Agreement
 - or an equivalent internationally-recognised body.
- Registration requirements under the Adventure Activities Regulations 2016 will be monitored and only instructors who meet current requirements will be contracted.
- The syllabus of any professional course will only include elements covered in the instructional scope of the current qualifications held by the instructors on that course.
- The locations covered on any professional course will only include terrain defined as suitable in the instructional scope of the current qualifications held by the instructors.
- Refer to Appendix (A) Instructional Scope of Qualified Guides and Instructors

7.2 Client Ratios

- All Alpine Skills courses will have a maximum of 8 clients, in a minimum 1:4 instructor to client ratio. An exception is available for Avalanche awareness courses which will have a maximum of 12 clients, in a minimum 1:6 instructor to client ratio, as per best practice outlined by MSC.
- All Rock Skill courses will have a maximum of 8 clients, in a minimum 1:4 instructor to client ratio.

- All Backcountry Ski/Snowboard courses will have a maximum of 12 clients, in a minimum 1:4 instructor to client ratio.
- If a course is to be run at a ratio and maximum client number outside of the above set ratios and maximum client numbers, the instructor is to get written confirmation from the climbing and instruction committee and another Technical advisor (with the same or higher qualifications) confirming that all parties agree that it is safe to run the specific course in the locations specified at the specified ratio and maximum client number.
- All course ratio and maximum client numbers must adhere to any special conditions stipulated in the NZAC approved concession if taking place on Department of Conservation (DOC) land, see Appendix (C) Approved Course Locations and Frequency.

7.3 Clothing

- A clothing list for each course will be supplied to all participants at least 2 weeks prior to the commencement of the course.

7.4 Equipment

- A list of personal equipment required for the course will be supplied to all participants at least 2 weeks prior to the commencement of the course.
- Appropriate equipment in good condition for the activity is to be carried by instructors at all times. As a guideline this includes;
 - Appropriate group first aid equipment
 - Suitable communication equipment
 - Spare equipment and clothing
 - Emergency equipment
 - Copy of Course Risk Management Plans and Emergency Management Procedures (to be supplied by Programme Coordinator).
- All equipment hired and/or used on instruction programmes should be in good condition and inspected regularly for its fitness for purpose.
- Participant equipment and clothing is to be checked prior to an instruction activity and assessed as suitable for purpose.
- Participants on a professional instruction course should be issued with and use, where appropriate, safety equipment deemed appropriate for the activity. An avalanche transceiver, shovel and probe must be worn by all participants on winter alpine instruction courses. In summer, transceivers are to be worn at the discretion of the Course Leader.
- It is the responsibility of the course leader to ensure that a consistent practice is adopted by all instructors in the use of equipment based on an assessment of the conditions, participant experience and the environment. This includes wearing of helmets at all times where there is a risk of falling and/or objects hitting participants and instructors.

7.5 Activity Environments

- It is the responsibility of the course leader to ensure that a consistent and current practice is adopted by all other instructors in the selection of terrain to be used for instruction purposes.
- Site specific safety guidelines should be followed at all times
- Terrain that requires the participants to use skills being taught to ensure their safety should not be used for instruction activities.

- Terrain should be assessed for use according to the guidelines set out in Appendix (B) Terrain Guidelines.
- For courses taking place on Department of Conservation (DOC) land, only areas listed in Appendix (C) Approved Course Locations and Frequency, for which the NZAC holds approved concessions are to be used for PIPP courses. Any DOC course location outside of the NZAC concession(s) must be approved by the CIC and the appropriate steps required to gain access to the location must be taken. Please note, due to the time and cost of gaining concessions the course location may not be approved in the short-term.
- Courses taking place on council or private land must follow the access agreements in place for that location.

7.6 Field Communications

- The NZAC aims to have immediate contact with rescue services available at all times on all its professional instruction courses.
- Where the course is to be run in a location where cell phone reception is not available, the NZAC will provide a primary field communications device with no known blind spots in the course location (e.g. satellite phone or mountain radio). A Personal Locator Beacon will be provided as a secondary communication device.
- If the course has more than one instructor, a secondary field communications solution will be made available allowing the instructors to communicate while in line-of-sight (e.g. UHF radio).
- The course leader may choose to supply their own field communications equipment and may use it instead of those provided by the NZAC as long as:
 - The devices meet the criteria outlined in 7.6 above
 - Any communication blind spots are mapped
 - Permission is gained from the Programme Coordinator
- Anyone using the field communications equipment in any way other than ensuring group safety will be liable for any expenses incurred.

7.7 Course Procedures

The following tasks are to be completed for all courses:

Phase	Task	Responsibility
Pre-course	Course approved by NZAC	Programme Coordinator
	Accommodation booked	Programme Coordinator
	Venue confirmed: <ul style="list-style-type: none"> • Concessions obtained if applicable • Backcountry avalanche advisories checked • Bookings made if applicable 	Programme Coordinator
	Food / catering arranged: <ul style="list-style-type: none"> • Dietary needs assessed • Requirements communicated to clients if self-catering 	Programme Coordinator

	<p>Course instructions / info sent to clients:</p> <ul style="list-style-type: none"> • Course info • Gear lists • Meeting time and travel arrangements • Food / catering arrangements • Gear hiring information • Client registration, consent and risk disclosure form 	Programme Coordinator
	<p>Client consent and risk disclosure form collected:</p> <ul style="list-style-type: none"> • Forms must be signed before participation • Client's needs assessed <p>Medical information & emergency contacts:</p> <ul style="list-style-type: none"> • Collected and stored • Copies sent to Course Leader 	Programme Coordinator
	Safety Management documents, Field communications and Group First Aid Kit ready and available for Course Instructors	Programme Coordinator
Client Brief	<p>Course briefing undertaken, including:</p> <ul style="list-style-type: none"> • Environmental care expectations • Course content overview • Weather forecast • Avalanche hazards assessment 	Course Leader
	<p>Equipment Check for participants and instructors:</p> <ul style="list-style-type: none"> • Personal climbing equipment assessed • Gear list checked • Clothing list checked • Group First Aid Kit checked 	Course Leader
Pre-field	<p>Terrain Condition Assessment completed. Gather information, if applicable, from:</p> <ul style="list-style-type: none"> • Avalanche.net advisories • Department of Conservation • Ski Patrols • Other relevant sources 	Course Leader
	<p>Weather Assessment completed Gather information, if applicable, from:</p> <ul style="list-style-type: none"> • Relevant websites • Local media sources • Field observations • Other relevant sources 	Course Leader

	<p>Transport arrangements confirmed:</p> <ul style="list-style-type: none"> • Only licensed drivers operating vehicles • Vehicles have current WOF and registration • Vehicles are assessed as roadworthy and suitable for terrain as far as is reasonably practicable. • Clients briefed on helicopter safety if applicable 	Course Leader
	Course intentions left with third party	Course Leader
	<p>Emergency Management Procedures</p> <ul style="list-style-type: none"> • All instructors are familiar with and in possession of a laminated copy. 	Course Leader
	Course Risk Management Plan filled and signed	Course Leader
	Course Compliance Checklist completed	Course Leader
Field Phase	Daily morning weather & terrain observations. Collected and recorded	Course Leader
	Daily intentions lodged where suitable	Course Leader
Post-Course	<p>Clients debriefed Risk Disclosure and Medical Information forms destroyed unless client has been involved in an incident or accident.</p>	Course Leader
	<p>Client feedback and complaints forms:</p> <ul style="list-style-type: none"> • Made available to clients • Results collated and action taken where necessary 	Programme Coordinator
	<p>Field communications devices returned</p> <ul style="list-style-type: none"> • Programme Coordinator notified if damaged, faulty or lost 	Course Leader
	Instructors debriefed	Course Leader

<p>Incident Report Forms completed and lodged reference: Incident Plan & Severity Scale</p> <ul style="list-style-type: none"> Severity 1-2: If appropriate, complete and send to Programme Coordinator within 2 weeks of course completion Severity 3+ or significant near miss: Report to Programme Coordinator as soon as is possible. <p>Incidents that cause serious harm must be reported to Programme Coordinator and general manager as soon as is possible.</p>	Course Leader
Notify Worksafe of notifiable events as soon as is possible.	General Manager
Course Report completed and sent to Programme Coordinator	Course Leader
Instruction committee informed of any incidents 3 or above on ISS or significant near misses.	Programme Coordinator

7.8 Client Feedback and Complaints Procedure

- The Programme Coordinator is to send a Course Feedback Survey form to all clients within 2 weeks of course completion. NZAC Course Complaints Form is to be made available to all clients and instructors.
- Results are to be collated by the Programme Coordinator and reviewed by the instruction committee.

7.9 Guide Feedback and Performance Review

- NZAC Instructor Feedback Survey forms are to be sent to all participating instructors within 2 weeks of course completion.
- Results are to be collated by the Programme Coordinator and reviewed by the instruction committee.

8. Emergency Plans

- An emergency may be defined as
 - Serious injury to a person, physical or mental
 - Fatalities
 - Any requirement for air evacuation
 - Substantial damage to property
 - Severe negative impact on the NZAC image

In the event of an emergency the course leader is to co-ordinate the response using the Emergency Management Procedures, a laminated copy of which is held by each instructor.

Where applicable, the NZAC will assume responsibility for co-ordination of the response until relieved by police, search and rescue services, ambulance medics or locally responsible personnel (e.g. ski patrollers or alpine rescue team).

The NZAC response will be co-ordinated by, in order of availability:

- The General Manager
- The Programme Coordinator
- Course Leader
- Course Instructors

Emergency personnel responsibilities:

Role	Responsibilities	Communicate With
Course Leader and Instructors	<ul style="list-style-type: none"> • Implement Emergency Management Procedures • Contact general manager and Programme Coordinator as soon as is practical • Co-ordinate NZAC's response until relieved 	<ul style="list-style-type: none"> • Instructors • Clients • Programme Coordinator • General Manager
Programme Coordinator	<ul style="list-style-type: none"> • Assure general manager is alerted of situation as soon as possible • Co-ordinate NZAC's response in absence of general manager 	<ul style="list-style-type: none"> • Instructors • General Manager
General Manager	<ul style="list-style-type: none"> • Assume co-ordination of NZAC's response as soon as is practical • Handle media communications 	<ul style="list-style-type: none"> • Instructors • Programme Coordinator • Instruction Committee
NZAC Instruction Committee	<ul style="list-style-type: none"> • Give guidance to general manager • Analyse emergency response • Review Safety Management Systems and update if necessary 	<ul style="list-style-type: none"> • General Manager

9. Notifiable Events

9.1 Incident Assessment and Response

Any incident must be assessed by the Course Leader using the Incident Severity Scale Assessment, and action taken as set out in the NZAC Incident Plan.

9.2 Investigation and Reporting

All Incident Report Forms will be collated by the Programme Coordinator, any notifiable events will be reported to the GM who will report to Worksafe as soon as possible. The instruction committee will be provided with the Incident Report Forms, along with comments on underlying causes, suggested improvements and analysis of trends.

The Instruction Committee will review all Incident Report Forms on at least an annual basis

Any Incident rated as 6 or higher on the ISS will be trigger a review of the PIPP to be completed by the Instruction Committee within 2 months of the incident date.

Appendix A - Instructional Scope of Qualified Guides & Instructors

The following criteria are based on the most recent information provided by the qualifying organisations.

Abbreviations used: IFMGA: International Federation of Mountain Guides Associations
 NZMGA: New Zealand Mountain Guides Association
 NZOIA : New Zealand Outdoor Instructors Association
 SA: Skills Active
 MSC: Mountain Safety Council

Qualifying Organisation	Qualification	Terrain Limitations	Instructional Scope
IFMGA	Mountain Guide	Self-imposed	The highest guide qualification, requiring at least 5 years of assessment. IFMGA recognises the ability of the Guides to use their experience and discretion to choose appropriate terrain and syllabus for climbing or skiing activities.
NZMGA	Climbing Guide	Self-imposed, including alpine rock, snow, ice in summer and winter.	All climbing and mountaineering activities in NZ where skiing is not the main objective.
NZMGA	Ski Guide	Backcountry ski and snowboard environment, including ascents of peaks up to Logans grade I as part of a ski tour	All skiing and snowboarding activities in NZ, including heli ski guiding, ski mountaineering and instruction on glaciated and non-glaciated terrain.
NZMGA	Assistant Guide under direct supervision	As imposed by supervising Guide	As imposed by supervising Guide
NZMGA	Assistant Guide under indirect supervision	<ul style="list-style-type: none"> Grade 3 minus for Assistant Mountain Guides Additional limitations for <20 days logged experience as per NZMGA website 	As imposed by supervising Guide
NZOIA	Alpine Instructor Level 2	<ul style="list-style-type: none"> Multi-day alpine climbing trips up to grade 2 on peaks less than 3000m Trips on easy glaciated terrain where travel is straight forward. Crevasse hazards may be present and options exist to reduce or eliminate exposure to risk through route selection 	<ul style="list-style-type: none"> Lead and manage participants during top rope, lead and multi-pitch alpine climbing. Hard ice and mixed climbing 1 day Avalanche Awareness courses
NZOIA	Alpine Instructor Level 1	<ul style="list-style-type: none"> 2-3 day trips, all seasons on non-technical ground 	<ul style="list-style-type: none"> Non-technical instruction where a rope is not normally required.

			where snow is normally encountered
SA / MSC	NZ certificate of Avalanche Risk Management level 6 or Avalanche Safety 2	<ul style="list-style-type: none"> • 4 day trip on backcountry avalanche prone terrain 	<ul style="list-style-type: none"> • 4 day Backcountry Avalanche
SA / MSC	NZ certificate of Avalanche Risk Management level 5 or Avalanche Safety 1	<ul style="list-style-type: none"> • Day trips, all seasons on non-technical ground where snow is normally encountered 	<ul style="list-style-type: none"> • 1 day Avalanche Awareness
NZOIA	Rock 2 – Senior Instructor	<ul style="list-style-type: none"> • All non-alpine rock terrain 	<ul style="list-style-type: none"> • All aspects of rock climbing and abseiling including lead and multi-pitch
NZOIA	Sport Climbing Instructor	<ul style="list-style-type: none"> • Single pitch rock with easy access from base to top and indoors 	<ul style="list-style-type: none"> • Top-rope, abseiling & bouldering outdoors • Lead climbing
NZOIA	Rock Instructor Level 1 – Sport Climbing Endorsement	<ul style="list-style-type: none"> • Single pitch rock with easy access from base to top and indoors 	<ul style="list-style-type: none"> • Top-rope, abseiling & bouldering outdoors • Lead climbing
NZOIA	Rock 1 - Instructor	<ul style="list-style-type: none"> • Single pitch rock with easy access from base to top and indoors 	<ul style="list-style-type: none"> • Top-rope, abseiling & bouldering outdoors •

Appendix B - Terrain Assessment Guidelines

Danger Level	Snowpack stability	Avalanche Probability and Avalanche Trigger	Recommended Action
...What...	...Why...		...What To Do...
LOW (green)	The snowpack is generally well bonded and stable.	Natural avalanches highly unlikely. Human triggered avalanches unlikely.	Travel is generally safe. Normal caution advised.
MODERATE (yellow)	The snowpack is moderately well bonded on some steep slopes, otherwise generally well bonded.	Natural avalanches unlikely. Human triggered avalanches possible.	Generally favourable conditions. Routes should be selected with care, especially on steep slopes.
CONSIDERABLE (orange)	The snowpack is moderately to weakly bonded on many steep slopes.	Natural avalanches possible. Human triggered avalanches probable.	Backcountry skiing and travel should only be carried out by experienced persons able to evaluate avalanche hazard. Steep slopes of the aspect and altitude indicated should be avoided.
HIGH (red)	The snowpack is weakly bonded in most places.	Natural and human triggered avalanches likely.	Backcountry skiing and travel should be restricted to low-angled slopes; areas at the bottom of slopes may also be hazardous.
Extreme (black)	The snowpack is generally weakly bonded and largely unstable	Widespread natural or human triggered avalanches certain	No backcountry skiing or travel should be undertaken

Appendix C – Approved Course Locations

Approved locations NZAC Department of Conservation Concession (Guiding Permit) Schedule 3

SCHEDULE 3

SPECIAL CONDITIONS

Concession Activity and Locations – maximum numbers of people

- Activities and locations approved are as follows subject to stated maximum party size, maximum number of clients per guide and frequencies.

Location	Max party Size (Inc. Guides)	Max length of visit	Max Frequency of use.	Max no. of trips/year
Arthurs Pass National Park				
Otira Valley catchment mountainous terrain, Arthurs Pass National Park	10	1-7 days	-	12
Temple Basin catchment mountainous terrain excluding ski area facilities, Arthurs Pass National Park	10	1-7 days	-	12
Crow Valley catchment mountainous terrain, Arthurs Pass National Park	10	1-7 days	-	12
Head of White River, catchment mountainous terrain, Arthurs Pass National Park	10	1-7 days	-	12

Location	Max party Size (Inc. Guides)	Max length of visit	Max Frequency of use.	Max no. of trips/year
Aoraki/Mt Cook National Park				
White Horse Hill car park to Mueller Glacier and/or to Mueller Hut; Annette Plateau, Sealy Range; Barron Saddle Hut; access/descent ridges from eastern side of range in vicinity of, Glencoe Stream ('Water Tank Ridge' to Mt Annette, Mt Sebastopol (Red Tarns Track) to Annette Plateau and Sawyers Stream to Annette Plateau Note: trips based at Mueller Hut are limited to a total of 7 persons.	8	1-7 days	-	12
Sebastopol Bluffs rock climbing area	8	Day use, based from the Alpine Club's Unwin Lodge	-	-

Location	Max party Size (Inc. Guides)	Max length of visit	Max Frequency of use.	Max no. of trips/year
White Horse Hill car park to Hooker Glacier Lake via Hooker Valley walking track. Hooker Glacier and catchment mountainous terrain and climbing peaks; Ball Pass; Aoraki/Mt Cook National Park	8	1-7 days	-	12
Stocking Stream and off track approach/descent route to Sefton Bivy; The Footstool climbing routes, Aoraki/Mt Cook National Park	8	1-7 days	-	12
Murchison Glacier catchment mountainous terrain and climbing peaks; Murchison Hut. Murchison Face to Tasman Saddle, Aoraki/Mt Cook National Park.	8	1-7 days	-	12
Godley Glacier and catchment mountainous terrain.	8	1-7 days	-	12
Grand Plateau catchment mountainous terrain and climbing peaks; Plateau Hut; Haast Ridge/Fresh Field Glacier and Cinerama Col/Boys Glacier approach/descent routes, Aoraki/Mt Cook National Park.	8	1-7 days	-	12
Tasman Glacier catchment, neve and alpine climbing routes; Kelman Hut; Tasman Saddle Hut; Tasman Saddle to Murchison Glacier via Murchison Face. Tasman Glacier approach/descent routes from Blue Lakes car park.	8	1-7 days	-	12
Te Kahul Kaupeka Conservation Park				
'Castlehill' climbing area	10	Day use only	-	12
Parts of the Craigieburn Range located within Conservation Area.	10	1-7 days	-	12

Location	Max party Size (Inc. Guides)	Max length of visit	Max Frequency of use.	Max no. of trips/year
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Mt Cook Station Conservation Area

Gorilla Stream Valley approach/descent routes and Nuns Veil climbing route.	8	1-7 days	-	12
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Ruataniwha Conservation Area

Parts of Ben Ohau and Ohau Ranges within the Conservation Area.	15	1-7 days	-	12
Climbing areas accessed from Hopkins, Temple and Huxley Valleys located within the Conservation Area	15	1-7 days	-	12
Note: <ul style="list-style-type: none"> Large parts of these ranges are not within the Conservation Area. In such cases land owner/lessee permission to enter is required. Ohau Ski Area access road – use of the road by vehicle to access Hemi's Basin rock climbing area and the terrain within the Ohau Ski Area is at the concession holder's discretion. 				

Mt Aspiring National Park

Mt Brewster via Faintail Falls car park, track to Brewster Hut, approach to Mt Brewster, Brewster Glacier and Mt Brewster climbing routes.	7	1-7 days	-	12
Mt Aspiring Climbing Region	7	1-7 days	-	12
Rob Roy, vally access and climbing area.	7	1-7 days	-	12
Cascade Saddle, valley access and route, climbing area.	7	1-7 days	-	12
Rees Valley road end car park; Rees Valley and Kea Basin approaches to Mt Earnslaw; Esqualent Bivy; Pluto Peak and Mt Earnslaw alpine climbing routes.	7	1-7 days	-	12

Location	Max party Size (Inc. Guides)	Max length of visit	Max Frequency of use.	Max no. of trips/year
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Wanaka Rock Climbing

Roadside Attraction Recreation Reserve rock climbing routes.	10	1-7 days	-	12
Riverside Recreation Reserve rock climbing routes.	10	1-7 days	-	12

Mt Somers Area

Alford Forest, Mt Somers, Sharplin Falls and Woolshed Creek climbing areas, Pinnacle Hut.	10	1-7 days	-	12
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The Remarkables and Rastus Burn Conservation Areas

Double and Single Cone, Lake Alta, Wye Creek and other climbing areas accessed from the ski area car park.	10	1-7 days	-	12
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Fiordland National Park

Mt Moir climbing routes via Homer Saddle and Homer Tunnel environs climbing routes.	7	1-7 days	1 per week	12
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West Coast National Park

Fox Glacier lower ice.	7	1-7 days	-	12
Fox Neve and alpine climbing routes. Pioneer and Chancellor Huts.	7	1-7 days	-	12
Franz Josef Glacier lower ice.	7	1-7 days	-	12
Franz Josef Neve and alpine climbing routes. Centennial Hut.	7	1-7 days	-	

Appendix D – Programme Coordinator Safety Management Induction Prodecures

Details:			
Employer Name:	New Zealand Alpine Club	Position:	Programme Coordinator
Employee Name:	Enter here	Supervisor:	General Manager
Employment Start Date:	dd/mm/yyyy	Last document review:	dd/mm/yyyy

Safety Management Documents				
Document	Location	Current Version	Read	Date
Safety Management System	N:Drive Server	E01R03		
Professional Instruction Policy and Procedures	N:Drive Server	E01R03		
Volunteer Rock Climbing Instruction Policy and Procedures	N:Drive Server	E01R01		
Volunteer Alpine Instruction Policy and Procedures	N:Drive Server	E01R01		
Instructor Registry	N:Drive Server	E01R01		
NZAC Incident Plan	N:Drive Server	E01R01		
NZAC Emergency Management Procedures	N:Drive Server	E01R01		
New Hazard Identification Forms	N:Drive Server	E01R01		
NZAC Feedback & Complaints Forms	N:Drive Server	E01R01		
Course Instructor Resources	N:Drive Server	Course-specific		
Course Info & Equipment Lists	N:Drive Server	Course-specific		
Course Registration Forms	N:Drive Server	Course-specific		
Course Risk Management Plans	N:Drive Server	Course-specific		

Signoff - I have read and understand my role and responsibilities in relation to the above documents:

Employee:	Date:	General Manager:	Date:
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Place completed induction sheet with employee's employment details.

Appendix E – Programme Coordinator Course Checklist

To be completed by Programme Coordinator for all NZAC professionally run courses and saved on file at NZAC head office.

Phase	Task	Completed / Notes
Pre-course	Ensure instructors meet requirements outlined in Section 7.1 Instructors Qualifications and Scope	
	Course instructor independent contract agreements allocated	
	<p>Facilitate instructor pre-season briefing outlining:</p> <ul style="list-style-type: none"> • Instructors understand the course scope <ul style="list-style-type: none"> ○ Course Instructor Resource • Instructors understand the expectations of the NZAC Safety management paperwork and timelines required for completion <ul style="list-style-type: none"> ○ Course Risk Management Plan ○ Course Compliance Checklist ○ Course daily log ○ Incident plan ○ Incident report form ○ Emergency management plan • Instructors discuss the report from the season prior and identify any learnings for this seasons courses • Instructors identify any new risks or hazards or changes in conditions for the upcoming season <ul style="list-style-type: none"> ○ New Hazard Evaluation form 	
Post course	Obtain completed safety management paperwork and post course report from instructor and save on file at NZAC head office.	
	Review and circulate course reports	
	Participant feedback collected and instructors are provided with performance feedback.	