Eastern Division Ski and Toboggan Steering Committee

Division Staff Duties and Quality Assurance Guidelines

Goal: Ensure any NSP OET Eastern Division program involving the instruction and/or evaluation of a patroller's riding or toboggan handling skills is conducted in a safe and fair manner, consistent with the criteria established by National and/or Division.

Administrative Duties:

- Division OET Staff Meeting: Usually held in early/mid-December at Killington with the goal of providing staff and regional advisors with updated criteria and lesson plans for the upcoming season.
- Regional OET Meeting: Attend and assist your RA in running the meeting with the goal of sharing key topics from the Division meeting and finalizing the OET plan for the region for the season (eg, schedule of events, identify prospective TI/TE's, date/location for senior exam).
- Winter OET Schedule: Support your RA in developing a winter schedule that includes Senior Exam, TI Refresher, and sufficient ride/toboggan clinics to meet the needs of the region for the season, including time, place, instructors and point of contact for each event.
    - Register events online – if asked, assist with register events; remember to leave end date open by two weeks
- Instructor Development: Work with the RA to develop Toboggan Instructors within every patrol and maintain a pipeline of prospective TI's and TE's. Actively review rosters and talk with Patrol Directors to identify prospective instructors and ensure instructor application and mentoring forms are completed in due course.
- Instructor Re-certification: Assist your RA with monitoring three year rotation of the TI's to receive continuing education (ie, Toboggan Instructor Refresher Course) and TE's to recertify in the region; help ensure they are recertifying and staying current.
- Safety: Touch base pre and post clinics to ensure safety precautions are being followed; ensure that safety is being discussed at the onset and as appropriate throughout an event (eg, use of appropriate terrain, ability to opt out, use of side of the trail for discussion, watch trail merge points).
- Run clinics: Ensure they are safe, educational and enjoyable. This would include the use of PISE for feedback and ADAPT for clinic progressions; look for opportunities to apprentice prospective instructors during your clinics as well. Review applicable steps below.

*For Staff members assigned a Quality Assurance (QA) responsibility for a regional Senior Exam, please review the steps below:*

4+ weeks prior to the Event:

- Introduction to RA as the Staff member responsible for QA; this should be done as soon as the exam schedule is published and QA assignments are made
- If necessary, make hotel reservations in order to get best available rate

2 weeks prior to the Event:

- Confirm the following with the RA:
    - Date, time and exact location of the event
    - Confirm the course has been registered online with NSP
    - # of expected participants
    - Names of examiners (and confirm currently qualified to examine)
    - Inquire about prospective TEs (ie, how are they involving future instructors, being apprenticed for the next level, in the event)
    - High-level plan for the event (including meals)and expected available terrain
    - Ensure appropriate details and materials have been shared with participants and examiners
    - Ask about incidental items (eg, parking, sign-in process, examiner materials, competing events at resorts, any management concerns)
- Confirm your travel logistics (eg, hotel accommodations, carpooling)

Week of the Event:

- No surprises! Touch base with the RA to ensure no changes in the plan (eg, location, start time, participants, examiners, available terrain)
- Double check you have all your gear (eg, skis/boards, boots, cold/warm weather gear, etc.)
- Review QA form/criteria you will be assessing during the event

Day of the Event:

- Arrive EARLY and BE PREPARED!
- Check-in with the RA, confirm the exact plan and any changes to what has been previously discussed. Make sure to understand when/how information will be shared with participants and examiners, as you should to be present for each, and exactly when the event will start.
- Be ready before the event starts (see above)
- *Before the event starts:*
    - Plan for the day communicated to the examiners, and then communicated to the participants. You should be present for both. Details should include groupings and introductions, trails to be used, timing on activities (including breaks/lunch), process for flagging issues or re-attempts (advocate assigned), reminder that safety is first (ie, nobody gets hurt and can opt not to attempt activities).
- *During the event:*

    - Overall clear expectations and good direction/leadership
        - Appropriate and safe terrain selected for each skill
        - Read criteria before every run/objective
        - Demo's are 6's or better, or redone immediately!
    - Provide a positive participant experience
        - No scorebooks in hand, completed throughout the day. Most appropriately done on a chairlift.
        - PISE feedback – no secrets
        - Keep it consistent; all participants should get the same opportunities on like terrain
- *During the feedback/evaluation:*
    - Ensure thoroughness, fairness and consistency
        - Make sure the criteria is being applied appropriately
        - Ensure the evaluation of all participants is consistent
        - Each evaluator should be present for the performance review and able to ask questions or express any concerns
    - Thoughtful delivery of results and feedback
        - Feedback needs to be PISE (noted above) and be provided shortly after the conclusion of the event to the participant
        - Results should be delivered in a manner that is respectful of the outcomes (ie, no public display of anybody that was not successful)
    - Feedback from participants on the event should be solicited
- *If a violation is observed or any concerns are present*:
    - Make your concerns known to the RA; where possible, allow the RA to take corrective action, if such steps will resolve the issue
    - Contact the OET Supervisor immediately if your concerns are not addressed or you believe the issue has resulted in an ill effect (eg, unfair or inconsistent exam situation, misapplication of evaluation criteria)
    - If you have ANY concerns that the exam was not fair, contact the OET supervisor immediately!!!

Within one week following the Event:

- Complete QA paperwork and submit to OET Supervisor and/or QA Steering Admin with a copy (cc) to the RA. *Please see Senior Exam QA Report Example*.
- QA paperwork should be sufficiently complete and detailed. See examples.

Finally, thank you! The QA process can often be an unsung staff role but its critical to maintaining our training standards and consistency in evaluation across events/regions.