



## **CSIA Course Conductors' Code of Conduct**

### **The CSIA Course Conductor shall:**

1. Support key personnel and systems of partner organizations in a positive and professional manner at all times; while on course, and working in the field.
2. Provide the most up-to-date instruction and coaching possible.
3. Make every effort to attend professional development sessions annually, to improve personal abilities and performance.
4. Align with the goals and objectives of the CSIA, as they service the membership at large.
5. Exhibit exemplary professional behavior at ski areas. Courtesies are often given at ski areas, and they should be considered as a privilege and not a right.
6. Approach problems and issues (technical and non-technical) in a professional and respectful manner, seeking solutions that support due process (consistent with the alignment resolution mechanism).

### **Responsibility**

If there is disagreement or misalignment on issues, it is the responsibility of the individual staff, contractor or course conductor to seek alignment with the objectives, goals and directives of the CSIA.

Please be advised that the CSIA Board will take necessary disciplinary action, should any material breach of the Code occur.

## **Professionalism, Roles and Responsibilities**

Successful course conductors share an attitude and a behaviour that goes beyond technical proficiency. They provide a consistent professional image in the eyes of clients, ski area employees and all resort visitors. This approach ensures customer satisfaction and builds credibility for the profession of ski teaching.

### **Professionalism is:**

- Appropriate grooming and appearance
- A positive attitude
- Punctuality
- Communication and human relations skills
- Respect for clients and co-workers
- Knowledge of resort policy and procedures
- Being acutely aware of the power in relationships between you, the Course Conductor, and the course participant

Avoid sexual intimacy, both during the Course Conductor session and that period following the session, when imbalance in power could jeopardize effective decision-making.

Abstain from and refuse to tolerate in others all forms of harassment, including sexual harassment. Sexual harassment includes either or both of the following:

The use of power or authority in an attempt to coerce another person to engage in or tolerate sexual activity. Such uses include explicit or implicit threats or reprisals for noncompliance or promises of reward for compliance.

Engaging in deliberate or repeated sexually oriented comments, anecdotes, gestures or touching, if such behavior:

- a. is offensive and unwelcome;
- b. creates an offensive, hostile or intimidating working environment; or
- c. can be expected to be harmful to the recipient.