



Guide Training Competencies / Induction

For each new or existing guide or contractor

To be completed at the beginning of the season or before the first trip.

Name Lead/Assistant Guide
Date of Training/Induction

Competency	Trainer sign off Name	Date	Guide sign – I acknowledge I am competent in this field.
Briefings			
All briefings should be clear, confident, concise, and cover all relevant points. Guides should also check for understanding from clients			
First day overall trip briefing			
Pre trip mountain bike safety briefing			
Nightly briefing – info for the next day			
Overnight Hut briefing			
Start of track safety briefing			

Mountain Biking			
Mountain Bike competencies should be demonstrated by guide during training trip, and throughout the season.			
Competent and Confident Mountain Biking Skills			
Major hazards on bike identified and understood			
Capable of basic Bike Mechanics			
Capable of determining potential Hazards on given Trails and current weather situations			
Is Physically and emotionally capable to run multi day demanding Mountain Bike Rides on an ongoing basis			
Leadership; Capable of making good decisions, establishing confidence and is capable of leading a group through difficult situations			
Emergency Response Scenarios			
Understand and demonstrate confidence with the Emergency Plan and how it relates to different scenarios whilst running a trip.			
Car/Bus accident scenario			
Heart Attack scenario			
Client Knocked UN conscious			
Mountain Bike Crash / Broken Limb			
Mountain Bike Crash / Deadly Bleeding			
Attended Emergency Training During the season			
Date & Place of training :			

Food and Cooking

Food and cooking competencies should be demonstrated by guide during training trip, and throughout the season.

Complete a food safety course			
Have a good level of food presentation & Quality Cooking Skills – Gourmet Delicious			
Demonstrate safe use of gas cookers in huts – lighting, storing, windows open etc			
Understanding of food programme and shopping lists			
Demonstrate safe food preparation and storage			
Have a good understanding of differing dietary needs			

Accommodation

Guides should be familiar with each of these competencies following the training trip.

Identify hazards and emergency exits in backcountry hut use					
Understands Expectation setting of accommodations					
Understand layouts and rooming of each accommodation					
Understand rooming allocations from handoff					
Health and Safety					
Understands and Complies with NZSTA health and Safety Policies.					
Understands the procedures of documenting an incident, near miss and hazard reporting					
Understands the procedure of filling in the end of trip reports, and all associated documentations					
Understands SOP's; Activity related, Day to day & Ancillary SOP's					

Vehicles and Trailers

Guides should be competent with each of these competencies following the training trip, and throughout the season.

Confident in procedures of Standard Vehicle Safety Checklist			
Confidence in backing a trailer			
Demonstrate directing a backing bus/trailer			
Confidence in driving the Van with passengers			
Capable of Loading Bikes on Trailer securely			
Able to safely hook on a trailer to the bus correctly			
Identify where all safety equipment on bus/ van is located – fire extinguisher, first aid kit, emergency exits and where to find SMP			

Communications

Guides should be familiar with all forms of communication, understand their purpose, and know which to use for each situation.

Demonstrate and understand use of Satellite phone, emergency beacon and Radios			
Demonstrate good radio protocol with Radios			
Correctly fill out a hazard and incident form; more detail the better			
Confidently interpret and understand a manifest sheet			
Understand and be able to use SOP's			
Have read and understood the Safety Management Plan, and know where it is kept during the trip, and know how to refer to it.			
Have attended and understood all training sessions			
Confidently read and understand trip guidelines			

Fill out an end of trip report and know to get the forms prior to trip commencement.			
Know to maintain communication with office throughout the trip			
Know who in the office to call in a given situation			

Exceptional Customer Service			
Guides should be familiar with NZSTA's level of customer service, understand the theory behind it and be able to meet the standard confidently and consistently.			
Understand the attitude and personable expectations required when dealing with people.			
Demonstrate understanding of your role as a guide and leader.			
Understand the importance of and effectively use expectation setting.			
Understand and demonstrate a wide variety of people skills (teamwork; dealing with difficult clients & situations)			
Confident in dealing with issues that arise and are out of our control ; EX: Bad Weather, Itinerary Changes, Stressful days on the job			

EXTRA NOTES: Record emergency training date and place, add notes regarding specific trips and Induction Processes pertaining to trip.