

PSIA-AASI Central Policies & Procedures

VERSION 7

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1.0 Purpose

The purpose of this document is to provide comprehensive policies and procedures for the people and programs of the Professional Ski Instructors of America - American Association of Snowboard Instructors – Central Division (PSIA-AASI Central).

2.0 Scope

Unless otherwise specified, these policies and procedures apply to all people and programs associated with PSIA-AASI Central, including but not limited to all staff, directors, employees, contractors, and paid or unpaid volunteers. Where ASEA policies or contractual obligations apply, those obligations shall supersede this policy.

3.0 Amendment

Unless otherwise specified, these policies and procedures may be amended by majority vote of the Board of Directors. Proposed changes will be published to the entire Board no less than 30 calendar days prior to the vote.

4.0 Definitions

AASI American Association of Snowboard Instructors
ASEA American Snowsports Education Association
ASEA-C American Snowsports Education Association Central Division
Board PSIA-AASI Central Board of Directors
BOD PSIA-AASI Central Board of Directors
EA Education Administrator
EC Event Coordinator
ECC Education/Certification Committee
ESDG Education Staff Development Group
Ex Comm The BOD Executive Committee (the BOD's elected officers)
National Office PSIA-AASI National Office
Office PSIA-AASI Central Office
PSIA Professional Ski Instructors of America
PSIA-AASI Central PSIA-AASI Central Division
PSIA-AASI PSIA-AASI National
Staff PSIA-AASI Central Education Staff
VP Vice President

5.0 Exceptions

Temporary exceptions to these policies and procedures may be made under extenuating circumstances only with prior approval of the Ex Comm. Such temporary exceptions shall be consistent with applicable law. Temporary exceptions shall only be in effect until the next regularly scheduled Board meeting.

6.0 Equal Opportunity Statement

PSIA-AASI Central is committed to equal opportunity for employment with respect to race, gender, ethnicity, sexual orientation, age, religion, marital status, status with regard to public assistance, and snowsport discipline.

7.0 Harassment

PSIA-AASI Central is committed to providing a workplace and event-related environments that are free from discrimination, harassment, and violence. Retaliation against any individual(s) bringing a complaint pursuant to this policy is strictly prohibited. Violation of this policy may result in disciplinary action up to and including suspension or expulsion.

8.0 Conflict of Interest

Violation of this policy will result in removal from any and every Board position, Office position, Education Staff position, or other defined leadership role.

8.1. Non-Compete

Every PSIA-AASI Central member who serves on the Board, in the Office, on the Education Staff, or other defined leadership role within the Division, while acting or appearing to act in such a role, must not promote or support a PSIA-AASI Central competitor or that competitor's interests.

A PSIA-AASI Central competitor is a person or entity listed in this policy as conducting a business or operation within the Central Division's geographic boundary or market area that is similar in nature to all or part of the Central Division's operations of educating and certifying snowsports instructors. The Board may amend this list at any time.

During, immediately before, or immediately after any PSIA-AASI Central event, members may not certify instructors under a competitor's system, distribute a competitor's copyrighted materials, promote a competitor's trademarked terms, or promote joining a competitor's organization.

List of PSIA-AASI Central competitors:

- The Association of PMTS Direct Parallel™ Instructors (PMTS)

8.2. Conflict of Interest

8.2.1 Non-Compete Conflict of Interest

Violation of the non-competite provisions constitutes a conflict of interest. Subject to the non-competite provisions, a member is not prohibited from belonging to a competitor or participating in a competitor's programs. Members with a potential conflict of interest due to their affiliation with a competitor may be required to acknowledge such affiliation in writing and commit in writing to not violate the non-competite provisions as a condition of holding a position on the Board, Office, Education Staff, or other defined leadership role within the Division.

8.2.2 General Conflict of Interest

A conflict of interest exists when a director's or employee's loyalty is divided between the Division's interests and their own interests or those of another individual or corporate entity.

A director is indirectly a party to a Board action if the other party involved in the action is an entity in which the director has a material financial interest, an entity of which the director is an officer, director or general partner, or a person with whom the director has a close personal or business relationship such that the appearance of bias or impropriety would result if the director participates in decision-making that relates to that person.

If an action is fair to the Division at the time that it is authorized, approved, or ratified, the fact that a director is directly or indirectly a party to the action is not grounds for invalidating the action. In a proceeding contesting the validity of such an action, the person asserting validity has the burden of proving fairness unless:

- a. The material facts of the action and the director's interest or relationship were disclosed or known to the Board of Directors or a committee consisting entirely of directors and the Board or committee authorized, approved or ratified the action by the affirmative votes of a majority of disinterested directors, even though the disinterested directors be less than a quorum; or
- b. The material facts of the action and the director's interest or relationship were disclosed or known to those voting and they authorized, approved or ratified the action without counting the vote of any interested director.

The presence of the director who is directly or indirectly a party to the action, or a director who is otherwise not disinterested, may be counted in determining whether a quorum is present but may not be counted when the Board or committee of the Board takes action.

9.0 Privacy Policy

The offices of PSIA-AASI Central and PSIA-AASI National collect certain personal information from members and employees in order to conduct the Division's business. Information collected or maintained by PSIA-AASI National is subject to the terms of PSIA-AASI National's privacy policy. Information collected or maintained by PSIA-AASI Central shall be subject to this privacy policy. Examples of personal information collected by PSIA-AASI Central and/or PSIA-AASI National include:

- Name
- Mailing address
- Telephone number
- Email address
- Credit card information
- Certification and event records
- Date of joining the Division
- Other information such as membership number

Personal information may be used to process registrations, complete transactions authorized by the member or employee, and send membership materials, periodic updates and member alerts.

Information shall only be provided to other entities as necessary to deliver these services or as required by law, and shall always be treated as confidential data in such cases.

Personal information may be provided to directors and employees of the Division in order for them to discharge the duties of their position, and shall always be treated as confidential data in such cases.

Whenever possible, communication with the membership shall proceed through the Office to minimize the exposure of confidential information.

Questions regarding the release of personal information should be directed to the President.

10.0 Code of Conduct

In addition to the "Ethics" established under Article XVII of the Bylaws, the following Code of Conduct shall apply. Deviation from this code may result in disciplinary action up to and including the loss of instructor's credentials and Division membership.

10.1. Professionalism

This portion of the Code of Conduct applies to all persons associated with the Division, whether they

are employees, volunteers, or members.

- Practice safety, risk awareness, and professionalism.
- Show consideration and respect for others. Give feedback with tact, diplomacy and sensitivity.
- Practice behavior that is consistent with the guest service policies established by area operators.
- Visibly wear a PSIA-AASI insignia when acting in a professional capacity.
- Contact the appropriate EA or ECC concerning questions, problems, or ideas for improving education and certification programs.
- Do nothing that will bring reproach upon PSIA-AASI Central or its programs. Strive to enhance the Division and its education and certification programs.

10.2. Employees and Directors

This portion of the Code of Conduct applies to all Board members, employees, contractors, and volunteer workers.

- Create an atmosphere in which members can perform at their best.
- Recognize that members have general and individual needs related to their participation in education and certification events.
- Publicly support and work to implement the consensus decisions of the Board and official committees.

11.0 Board of Directors

Per the Bylaws, the business and the property of the corporation shall be managed and controlled by the Board of Directors, consisting of not less than seven or more than thirty certified voting members as specified in the Bylaws. The Board shall have the power and authority to make rules and regulations consistent with the Bylaws and the laws of the State of Michigan.

The Board shall meet in a regular session at least once per year. Specific dates and locations shall be selected by the Board and published in the Division's newsletter and on the Division's website.

All Directors whose term of office expires upon the calling to order of the annual Spring Board Meeting may attend the meeting; however, only those Directors and Officers who have an important function to perform and been formally invited by the Officers Committee shall have their expenses paid.

11.1. General Qualification, Term, Election, Representation & Quorum

General qualifications, terms of office, election, representation, and quorum are defined in Article VIII of the Bylaws.

11.1.2 One Vote per Member

Each voting member is allowed one vote for a Board of Directors position in each of the disciplines in which they are certified. If a member votes more than once in a discipline for the same Board of Director's position, the last recorded vote of that member will be the tallied vote.

11.1.3 Tie Vote

In the case of an election tie for a position on the Board of Directors the members represented by that position will be notified via email and website of the tie. These members will have ten days from the day of notification to vote for candidates who have tied. The voting methods are to follow the format set in the Bylaws (Article 8, Section 5 (c)). The new votes are to be tallied as soon as possible and a winner declared. If there is a tie again,

the “Tie Process” will be done a second (2nd) time. In the case of a third (3rd) tie, the position will be decided by a majority of the seated Board of Directors.

11.2. Executive Committee

The Executive Committee (Ex Comm) will be comprised of the officers of the corporation. Qualifications, terms of office, election, and specific duties are defined in Article IX of the Bylaws.

11.3. New Board Members

Prior to the first Board meeting, each new director shall be provided with a Board of Directors Manual containing at a minimum the following:

- Welcome letter from the President
- Roster of Board members, Education Administrators, Education Certification Committee members, and Office staff including phone, address, and email
- An organization chart
- Basic information about ASEA, PSIA, AASI, and Central Division
- Articles of Incorporation
- Bylaws
- Policies and Procedures (or summaries thereof)
- Major contracts such as the contract between the Division and the office management company

11.4. Committees

There are five standing committees: the Election Committee, the Governance Committee, the Budget Committee, the Marketing and Public Relations Committee, and the Snowsport School Directors Committee.

11.4.1 General Committee qualifications, compositions, and duties

General Committee qualifications, compositions, and duties are defined in Article XIII of the Bylaws.

11.5. Proposals and Annual Reports

Proposals and annual reports are due in the Office at least four weeks before the Board meeting at which they will be discussed. Late submissions will not be accepted. Meeting packets will be mailed to all Board members three weeks prior to the Board meeting.

11.5.1 Proposals

The EA for each discipline shall submit to the Board any proposal(s) approved by the ECC in their discipline. Each proposal must include an assessment of any budget impact.

11.5.2 Annual Reports

The following annual reports shall be presented at a regularly scheduled meeting of the Board.

- a. Section reports – To be prepared and presented by a representative from each section.
- b. EA reports – To be prepared by the EA for each discipline and presented by the EA or the Education VP.
- c. Finance report – To be prepared by the Budget Committee and presented by the Finance VP.
- d. Office report – To be prepared and presented by the office.
- e. Committee reports – To be prepared and presented by committee chairs.

f. PSIA-AASI Central Division National reports – To be prepared by persons appointed by the Board to the PSIA-AASI Board of Directors or a National committee, function, or event.

12.0 Education Administrators

12.1. Job Description

Within the limits of these policies and procedures and the Bylaws, and with appropriate delegation, each EA shall perform the following job duties:

12.1.1 Personnel

- See that the list of employees in each discipline is compiled and submitted to the Board of Directors for their review.
- Recruit, hire, train, and dismiss, if necessary, the Education Staff throughout the year.
- Establish and maintain training programs for Education Staff personnel.
- Administer an effective personnel program that includes position descriptions, performance standards, performance appraisals and compensation guidelines.
- The Education Administrators, in conjunction with the Education Vice President, shall address all disciplinary disputes, code of conduct violations, and suspensions according to Article XVII of the bylaws of ASEA-C.
- Work with the Office to maintain a roster of Education Staff personnel which indicates their ability to work scheduled events.
- Receive applications for Education Staff positions and forward copies to the Office and the ECCs when applicable.
- Maintain a safe work environment assuring that all activities are managed to minimize risk to employees, members, and the public.
- May remove ECC members from the ECC with consent of the Education VP and the Education Staff.

12.1.2 Education Staff Training & Development

Each EA shall:

- Arrange training opportunities for personnel to identify and document individual strengths and areas needing improvement. Documentation shall be sent to the Office within 30 days and kept in the employee's completed portfolio.
- Arrange training and development opportunities for Staff members to improve at an individual level.
- Assist with the dissemination of leading-edge technical information among the Education Staff.
- Plan and hold meetings in coordination with the ECC to prepare the Education Staff for the upcoming season.

12.1.3 Events

- Solicit input from member schools as to what events the schools would like to have scheduled. Primary and secondary dates shall be submitted by the member school.
- Prepare event schedules for the upcoming two seasons for presentation at the spring Board meeting.
- Plan and direct sanctioned education and certification events.

- Provide support and direction for Event Coordinators as needed, providing them with a roster of available staff and assist in determining work assignments.
- Manage all requests for National Team members to work at Division events.
- Supervise the use of audiovisual and other training aids belonging to the Division.
- Work with the Office and ECC to deliver quality education/certification events.

12.1.4 Budget

- Establish an annual budget and submit it to the Board for approval.
- Assess the budgetary impact of ECC and Board initiatives.
- Operate within the annual budget by ensuring that Education Staff expenditures meet budgeted amounts.

12.1.5 Liaison

- Maintain open communication and work effectively with the ECC, Board, Office, members, and industry partners, keeping the Office and Ex Comm informed of Education Staff operations.
- Be receptive to new ideas and opportunities to improve operations and services, referring information to the ECC, other Education Staff personnel, or the Board as appropriate.
- Bridge the geographical gaps between the Sections.
- Compose proposals for the Board.
- Act as a project manager for Board and ECC initiatives.
- Attend regular scheduled meetings of the Board as requested in order to understand the Board's direction for the Division and to provide an expert resource for administrative information about each discipline (for example, how many members took which events over the past five years, etc.).

12.1.6 Proposals Requiring Board Approval

Certain changes to education or certification/accreditation programs shall require Board approval prior to being implemented. These include and are not limited to:

- A change in the price charged to members.
- A change that increases the total cost to members.
- A change in the certification or accreditation standards themselves.

Any change that involves certification/accreditation or increasing costs to the membership may be reviewed at the Board's discretion. All proposed changes shall include an analysis of the impact on the budget and the cost to members.

12.1.7 Other

- Prepare and revise instructional materials in cooperation with the ECC and subject to Board approval, and make such materials available to the Education Staff and the membership.
- Develop/revise educational and certification policies in their respective disciplines for Board consideration
- Perform such other duties as may be authorized or directed by the President or the Board.

12.2. Physical Demands and Work Environment

EAs are expected to work outdoors and demonstrate at Level III proficiency in their discipline in all weather, snow, and terrain conditions. EAs are expected to travel to events and meetings throughout the Division.

12.3. Review of Education Event and Examination Fees

At its first regular meeting of the fiscal year, the Board will review and revise or approve the then-current schedule of fees for education events and certification, specialist and accreditation exams. The schedule of fees may later be amended in conjunction with the budget process. This schedule of fees will be maintained as Appendix 1 to the Policies and Procedures. Revisions to the schedule need not be published to the entire Board 30 calendar days prior to the vote. The above referenced Appendix 1 is attached. Titling and numbering of this amendment may be appropriately revised when the Policies and Procedures are updated.

12.4. The “Buy Three Education Events in One Season and Get the Fourth Education Event Free” Program

Members that purchase three education events in one season are entitled to attend a fourth education event that season for free. The fourth free event does not include Race Camp w/D-Team, Women’s Clinic w/D-Team, Women’s Clinic w/PSIA-C Leader, Mini Academy, Intro to Video, Advanced Video or Video Analysis Workshop.

13.0 Education/Certification Committees

The Education/Certification Committees guide the Education Staff in supporting the Division’s education goals and objectives.

13.1. Job Description

When utilized, the ECCs shall work with the EAs to establish priorities and identify projects based on the vision and direction of the Board. The ECC shall establish committees or task forces made up of Education Staff personnel to create appropriate solutions for pending projects. The ECC shall set focus and maintain accountability for projects.

13.1.1 ECC Chairperson

Each ECC Chairperson shall perform the following job duties:

- Coordinate the activities of the ECC.
- Assist the EA in preparation and revision of education and certification programs.
- Assist the EA in establishing qualifications for examiners and preparing lists of examiners for the Board.
- Assist in the evaluation of technical information and publish information considered to have merit.
- Work with Event Coordinators to make Staff training assignments.
- If requested, participate in budgeting activities and ensure that training and development projects are within the approved budget.
- Attend Board meetings if requested.
- Perform such other duties as may be authorized or directed by the EA or the Board.

13.1.2 Development of Educational Products

Each ECC shall:

- Assist with the maintenance and development of a comprehensive educational curriculum to meet the evolving needs of the membership.
- Under the direction of the EA, establish and supervise effective and productive project teams to develop new programs. These team members shall be the most suitable people for the task and shall not necessarily be limited to Education Staff or Division members.

13.1.3 Development of Certification Products

Each ECC shall:

- Recommend certification and accreditation standards for approval by the Board.
- Maintain and develop methods for validating member skills against approved standards.
- Maintain comprehensive written exams.
- Develop specific formats, scoring mechanisms, and forms for certification/accreditation. Forms shall be common to all disciplines wherever possible.
- Under the direction of the EA, establish and supervise effective and productive project teams to develop new programs. These team members shall be the most suitable people for the task and shall not necessarily be limited to Education Staff or Division members.
- Communicate approved standards to the Education Staff
- Oversee the training committee while providing training and leveling opportunities.
- Assist with the implementation of approved standards through certification and accreditation events.

13.1.4 General

- The status of all projects shall be tracked by the ECCs and reported at least quarterly to the EAs and the Education VP.
- Perform such other duties as may be authorized or directed by the EA or the Board.

13.1.5 Proposals from Members

Members of the Division in good standing may submit written proposals for new education products to the ECC. The ECC shall evaluate the technical merit of the proposal and consider how the results might fit into the Division's overall product mix and then submit to the appropriate Discipline Administrator.

A written response shall be provided in a timely manner indicating whether or not the ECC supports the proposal. If the Discipline Administrator approves and the ECC supports the proposal, the project shall be added to the ECC's official Project List and additional resources shall be assigned if approved by the EA. If the ECC does not support the program, an explanation and suggestions for improvement shall be included in the written response.

13.2. Qualifications

Each ECC member shall be an active Examiner. ECC members shall also have:

- Experience in staff management and implementation of personnel procedures.
- Strong management, interpersonal and leadership skills.
- Broad understanding of and commitment to snowsports instruction, coaching, and the Division.
- Ability to spend time traveling on behalf of the Division.
- Willingness to spend the necessary time maintaining contact with the EAs and Education Staff

personnel.

- Good communication skills and the ability to use current technology.

13.3. Term of Service

The term of service is three seasons. Terms shall be staggered such that one ECC member's term expires each season.

13.4. Physical Demands and Work Environment

In addition to the physical demands and work environment which apply to them as Education Staff personnel, ECC members are expected to demonstrate proficiency in their discipline equal to the majority of Examiners. ECC members are expected to travel to events and meetings throughout the Division.

13.5. Election Process

Each EA may choose to establish and utilize an Education/Certification Chairperson and Education/Certification Committee members. An ECC chairperson and up to six members may form the committee.

If an EA chooses to utilize an ECC, the Education Staff in their discipline shall elect ECC members as follows:

- Blank nomination ballots shall be distributed at the fall Education Staff meetings. Candidates in attendance may address the Staff.
- Nominations shall be due in the Office by January 1. Nominees shall be contacted to confirm their willingness to serve if elected.
- Election ballots shall be sent by February 1 and shall be due in the Office by February 15. Ballots shall be accompanied by position statements from each candidate if the candidate so desires.
- The Office shall communicate the election results by February 20.
- The Office shall maintain written records of all elections.
- The EA shall appoint an ECC Chairperson from its members each season.

13.6. Vacancies

Vacant ECC positions may be left vacant or filled at any time by a majority vote of the entire Education Staff in that discipline. The Office shall facilitate such voting via email or US mail. Written records of all elections shall be maintained by the Office. If no ECC is elected by the Education Staff, the EA may choose to fill the vacancy by directly appointing a replacement.

14.0 Education Staff

The PSIA-AASI Central Education Staff is charged with delivering education and certification events to the members of PSIA-AASI Central. There are several different job classifications within the Education Staff including Division Clinic Leader (DCL), ESDG, Educator/Examiner, and Educator/Examiner Emeritus.

14.1. Job Descriptions for Education Staff Members

Duties, qualifications, terms of service, hiring process, physical demands, and work environment for each of the classifications of Education Staff members are described in detail in the PSIA-AASI Central Education Staff Handbook.

14.2. Application Process for the Education Staff

Certified Level III instructors will be allowed to participate in the ESDG training in the season following the season in which they become Certified Level III. Any Level III Certified instructor, who has been Level III Certified for one season or longer, is eligible to apply for consideration as a member of the PSIA-AASI Central Education Staff. Such application shall be made to the Education Administrator of their discipline. The respective Education Administrator shall forward copies of the application to the respective Education/Certification Chairperson, if applicable.

14.3. Leave of Absence

Education Staff personnel may request a leave of absence from the Education Staff. Personnel on a leave of absence are exempted from all training and work requirements. If the need arises, a Staff member on a leave of absence may work at an event in their former capacity.

To be granted a leave of absence, a written request must be submitted to and approved by the appropriate ECC or EA. Leave shall be granted for no more than one season per request. To continue a leave of absence for the following season, a new request must be submitted and approved prior to the first Education Staff meeting.

Personnel may request reinstatement as an active member of the Education Staff at any time. A written request must be submitted to and approved by the appropriate ECC. Personnel on a leave of absence who do not request reinstatement or continued leave of absence shall be deemed to have retired from the Education Staff.

Personnel on a leave of absence may attend Education Staff meetings at their own expense. They may not vote in Education Staff elections.

15.0 General Administration

15.1. Division Office

The Board shall authorize the President to sign a contract for general office services. The Office shall be responsible to the President. Specific duties of the office shall be defined in the contract for professional services. Competitive bids shall be solicited prior to contracting for office services.

15.2. Fiscal Year

The Division's fiscal year shall commence May 1 and end April 30 of each year.

15.3. Availability of Records

Official records of the corporation shall be made available to any member in good standing upon application to the President. The records of a member in good standing shall be made available to that member upon application to the Office.

Complete minutes of each regularly scheduled Board meetings shall be approved by the Board not more than sixty (60) calendar days after the meeting. Approved minutes shall be posted on the Division website not more than five business days after approval by the Board. Minutes of discussions by the Board during closed session shall be exempt from this requirement.

15.4. Continuing Education Unit

Continuing Education Units (CEU's) shall be allocated in units of 6 per one day event, and 12 per 2 day event. A deviation in the presentation of the delivery of that event shall not diminish the associated CEU's. e.g. A Level One Exam presented over the course of 3 evenings shall receive 12

CEU's.

15.5. Exam Information

Information about certification exams shall be made available at no cost to members on the Division website. This information shall include at a minimum:

- The general format for each day of each exam.
- Specific performance requirements (teaching, tasks, maneuvers, etc.).
- Samples of all scoring and feedback forms.
- Suggestions for effective exam preparation.

15.6. Certification Standards

The Board shall approve all changes in certification standards. Recommended changes shall be submitted to the Board by majority vote of the EA and ECC of the affected discipline(s).

15.7. Non-PSIA-AASI Education Credit

This program was designed to provide an orderly process for obtaining continuing education units for participating in events outside PSIA-AASI, PSIA-AASI Central, or other PSIA-AASI divisions. Education credit for attending a Non-PSIA-AASI education events is available for current certified Level I, II and III members once every four seasons. A one-day event will provide 6 CEU's for the current season. A two-day or more event will provide 12 CEU's for the current season and the following season.

15.7.1 Eligible Types of Events

The types of events that could be considered for credit are: USSCA coaches' clinics, ski racing camps, sports training education classes, Interski events, group leadership training classes, etc. The training must be an official formal education program offered to the public by an educational organization such as a college, association, company, etc. that normally provides training courses. Informal and/or private training such as conventional ski lessons and ski school clinics do not meet this requirement even if the group leader is highly qualified, e.g. certification examiner, D-Team member, etc.

15.7.2 Request for Non-ASEA CEU Application

A member should submit a Non-PSIA-AASI Education Event CEU Request form to the PSIA-AASI Central Division office at least 30 days before the event to obtain advance approval to participate in the event for PSIA-AASI Central Continuing Education Units. The request must be accompanied by an applicable Non-PSIA-AASI event administration fee, which includes a nonrefundable processing fee.

Printed material (e.g. flyer, brochure, etc.) provided by the educational organization that describes the program and gives information concerning the dates the program is offered, program fees, etc., must also be provided.

After participating in the education event, the member must return a completed Non-PSIA-AASI Education Event Attendance Verification form signed by an official of the sponsoring organization in order to receive PSIA-AASI Central education credit for the current season and the following season.

15.8. Reinstatement

15.8.1 Eligibility

The reinstatement process was set up to provide PSIA-AASI Central current members who are delinquent in education, Alumni members wishing to regain their certification, members who have used the waiver policy for more than four (4) continuous years, as well as former members, a path to return to active membership without loss of their prior certification level. Members with multiple discipline certifications shall note this on the Reinstatement Form and will only pay one fee and have one (1) extra season to complete the UPDATE CLINIC for every discipline in which the UPDATE CLINIC is offered. If the UPDATE CLINIC is not offered, or cancelled in a discipline, the member shall take 12 CEUs (2 days of education) of their choice, in that discipline.

15.8.2 Pathways

a) Members who are eligible for Reinstatement and have not maintained education requirements for 1-6 years may be reinstated to prior certification level by paying full dues, paying a fee of \$25/year up to a maximum of \$100 and attend the appropriate twelve (12) CEU clinic during the season of return. Those members who are being reinstated due to the Waiver process do not have to pay the reinstatement fee. Reinstatement at the prior certification level will be granted once these requirements are met.

b) Members who are eligible for Reinstatement and have not maintained education requirements for 7+ years may be reinstated to prior certification level by paying full dues, pay a fee of \$150, attend the appropriate twelve (12) CEU clinic during the season of return and pass a written exam at their prior certification level. If the member does not pass the written exam at their prior certification level they will drop one (1) certification level. Those members who are being reinstated due to the Waiver process do not have to pay the reinstatement fee. Reinstatement at the appropriate level will be granted once these requirements are met.

15.8.3 Application

A member seeking reinstatement must pay full dues, submit a Reinstatement Form and pay appropriate fees to PSIA-AASI-Central Office. If the season's dues are paid after June 30, the standard late fee will be assessed. Once the Reinstatement form and payments are received the member may take the appropriate clinic(s) and written exam(s).

15.9. Waiver

The waiver process allows members to request an Education Waiver if they are unable to fulfill the current season education requirement for their certification. Once the Waiver is accepted the member maintains their level of certification and are considered "In Good Standing" for the following season.

15.9.1 Types of Waivers

1. GENERAL WAIVER– a seasonal Waiver which does not need explanation from the member. Fee is \$50 per season and it may only be used twice. The General Waiver cannot be used in consecutive years.
2. HARDSHIP WAIVER –a seasonal Waiver explaining the hardship(s) which do not allow the member to meet education requirements. No fee
3. MEDICAL WAIVER – a seasonal Waiver explaining the medical reason(s) which do not allow the member to meet education requirements. A doctor's note must be provided with the waiver application. No fee
4. MILITARY WAIVER – a seasonal Waiver explaining the Military reason(s) which do not

allow the member to meet education requirements. Proof of military duty must be provided with the waiver application. No fee

15.9.2 Application

Members are to submit a Waiver Request Form to the PSIA-AASI Central Office between July 1 and April 30 of the current season. Appropriate fees and documentation are to be submitted with the Waiver Request Form. The General Waiver form may be used only twice by a member. The Hardship, Medical and Military waivers may be used as needed. If Hardship, Medical and/or Military waiver is used for more than 4 continuous years the member must take a qualifying UPDATE CLINIC the first season the member is able to take an on-snow clinic.

15.10. Miscellaneous

15.10.1 Observers

Board members and directors of member schools may observe non-exam events free of charge, subject to prior approval of the Event Coordinator.

15.11. Non-Members Attendance at Events

Non-members may attend the following PSIA-AASI Central Division events for an additional administrative fee at the standard event fee for those events. No continuing education units will be given to non-members.

Adaptive: All education events

Alpine: Creating Great Beginner Lessons, Skiing Fundamentals, Race Clinics, Toboggan Handling (National Ski Patrol)

Nordic (Telemark and Cross Country): Instructor Workshop

Snowboard: Women's Snowboard Clinic, Riding and Teaching Development

16.0 Compensation and Expense Reimbursement

16.1. Authorized Expenses

Lodging, meals, and transportation shall be reimbursed for authorized meetings and education/certification events.

16.1.1 Lodging

Lodging rates for meetings and events shall be negotiated prior to arrival. One-half of the double occupancy rate shall be reimbursed. The maximum rate per double occupancy room is \$125.

Roommates shall be grouped by gender. Spouses may room together if it does not increase the Division's cost (the number of rooms required does not change or the spouse pays for his/her portion of the room). If an odd number of rooms is required, one person may be reimbursed for the full rate.

16.1.2 Meals

Actual daily meal expenses shall be reimbursed up to:

Breakfast \$7.50

Lunch 8.50

Dinner 24.00

Maximum per day \$40.00

16.1.3 Transportation

Transportation by automobile shall be reimbursed at \$0.45 per mile. An additional 10% shall be reimbursed for each round-trip member of the event staff or an additional 5% shall be reimbursed for each one-way member of the event staff. Tolls shall be reimbursed at actual expense and parking with proof of a receipt.

16.2. Expenses Requiring Additional Approval

16.2.1 Airline Travel

When airline travel exceeds driving cost, airline expenses shall be pre-approved by the Education Administrator.

16.2.2 Miscellaneous Expenses

When airline travel exceeds driving cost, airline expenses shall be pre-approved by the Education Administrator.

16.2.3 Finance VP's Expenses

Expenses submitted by the Finance VP must be approved by another Board member.

16.3. Wages

16.3.1 Examiner and Examiner Emeritus

“All Education Staff shall be paid \$135/6 CEU's for the following sessions: Exams, Mock Exams, Assessments (i.e. CS1 and CS2), PDS, Webinars and video analysis. All Education Staff shall be paid \$115/6 CEU's for working any other education session.”

16.3.2 Education Staff Development Group

\$105 per day while conducting a Level I Certification or an accreditation

\$90 per day when working education events

16.3.3 Division Clinic Leader

\$95 per day while conducting a Level I Certification or an accreditation

\$80 per day when working education events

16.3.4 Event Coordinator

At each event, one event coordinator shall be paid \$1 per participant, not to exceed \$150.

16.4. Expense Vouchers

16.4.1 Timeliness

Expense vouchers shall be submitted to the designated Event Coordinator using an Electronic Expense Voucher form. Vouchers are due in the Office no later than one week after the last day of the event. Late vouchers may be subject to a \$50 donation to the Education Foundation at the discretion of the Finance VP.

16.4.2 Thoroughness

Complete vouchers shall be filled out with attention to accuracy and timeliness. Attach receipts [for any single expense over \$25] and double-check arithmetic before submitting vouchers for approval. Vouchers without an authorizing signature shall not be paid. Submitting a voucher with missing or incomplete information may delay reimbursement. Information required by law shall be provided (such as social security numbers, etc.).

16.4.3 Interpretation

The Finance VP shall make final decisions relative to this policy.

16.4.4 Fraudulent Expense Vouchers

Knowingly submitting a fraudulent expense reimbursement voucher shall result in disciplinary action up to and including termination (in the case of employees), removal from the Board (in the case of directors), and loss of membership.

16.5. Purchase Orders

Event-related Staff reimbursement that has been approved by an Event Coordinator and recurring office expenses such as phone or utility bills do not require a purchase order. All other expenses shall be submitted against an approved purchase order.

Purchase order numbers shall be obtained from the Finance VP or the Office. Purchase orders must be approved first by the respective Education Administrator and then by the Finance VP before the Office may disburse funds.

17.0 Complaints and Appeals

17.1. Complaints

17.1.1 Filing a Complaint

Written complaints received by any employee or officer of the Division shall be promptly forwarded to the Office. Upon receipt of a complaint, the Office shall promptly send written acknowledgment indicating the date on which the complaint was received. The Office shall promptly deliver a copy or summary of the complaint to the following Designated Contact:

- Complaints concerning members shall be delivered to the Office.
- Complaints concerning Education Staff personnel shall be delivered to the appropriate EA and ECC.
- Complaints concerning Board members shall be delivered to the President.
- Complaint concerning the President or non-Education Staff personnel shall be delivered to the Executive VP.

The Office shall open and maintain a permanent file for each complaint. Each document related to the complaint shall be placed in the file and shall include the date on which it was received or sent by the Office. All documentation related to complaints shall be treated as confidential information.

17.1.2 Decision Process

17.1.2.1. Timing

The Designated Contact shall investigate and respond to the complaint no later than thirty calendar days after the date on which the Office acknowledged receipt of the complaint. The Designated Contact may respond to the member verbally or in writing. In either case, written documentation of all communication shall be provided to the Office within the thirty-day period defined above.

17.1.2.2. Outcomes

In addition to responding to and resolving the immediate issue brought forward by the complaint, the Designated Contact shall determine if there has been a violation of the Bylaws or an official policy of the Division. If so, the Designated Contact shall take action per the Disciplinary Action policy.

17.1.2.3. Finality

The Designated Contact's decision may be appealed to the Board.

17.2. Appeals

A member may appeal to the Board of Directors for consideration of any decision or action taken by an officer, administrator, or committee provided he/she do so within thirty days after being informed of such action. The "action" may include an action taken, a failure to act, or an omission. A member may appeal only when the action had, has, or will have a direct effect upon that member.

No action of the Board of Directors is subject to appeal. This does not preclude a member's right to request reconsideration of a Board action at the Board's discretion. A person who is not a member in good standing when an action occurs may not appeal.

17.2.1 Filing an Appeal

The appealing member must file a written notice of appeal with the PSIA-AASI Central Office within thirty calendar days after the date on which the member has been advised or notified about the action. If the appeal is filed via US mail, the filing date shall be the date of the postmark. If the appeal is filed via email, the filing date shall be the date of the email reply from the Office acknowledging receipt of the notice. (These conventions shall apply to all deadlines defined in this policy.)

A notice of appeal must contain at least the following information:

- The member's full legal name
- The name by which the member is known on PSIA-AASI Central records, if different
- The member's current mailing address, phone number, and email address
- The general nature of the action(s) being appealed
- The date on which the member was advised or notified of each action being appealed
- The name of each officer, administrator, and/or committee whose action is being appealed

Every officer, administrator, and/or committee identified as a person who committed the action being appealed shall be a "respondent".

Upon receipt of an appeal, the Office shall promptly send written acknowledgment to the member indicating the date on which the appeal was received. The Office shall also include with that acknowledgment a copy of this procedure. The Office shall promptly deliver a copy or summary of the appeal to each named respondent and to each Board member.

The Office shall open and maintain a permanent file for every appeal. Each document related to the

appeal shall be placed in the file and shall include the date on which it was received or sent by the Office.

17.2.2 Submissions

17.2.2.1. Member's Submissions

The member must file all submissions no later than thirty calendar days after the date on which the appeal was filed. Promptly upon receipt of the member's submissions, the Office shall deliver a complete copy set of all submissions to every named respondent.

17.2.2.2. Respondent's Submissions

The respondent must file all submissions no later than thirty calendar days after the date on which the member's submissions are received by the respondent from the Office. Promptly upon receipt of the respondent's submissions, the Office shall deliver a complete copy set of all submissions to member.

17.2.2.3. Member's Reply Submissions

The member may submit a reply within ten business days after receiving the respondent's submissions. The member's reply is optional and may only refer to a point raised in the respondent's submissions. No new evidence or arguments about any point that has not been raised in the respondent's submission is permitted.

17.2.2.4. Supplementary Submissions

The Board's Designated Officer (see below) may request supplementary submissions from the member or the respondent. The party to whom such a request is made must file the supplementary submission within a reasonable period of time stated in the request or shall be deemed to have declined the request.

17.2.3 Review

17.2.3.1. Designated Officer

All appeals are made to the Board of Directors and are assigned to an officer who shall serve as the Designated Officer for that appeal. The President shall make such designations unless the President is a respondent, in which case the designation shall be made by the remaining officers who are not respondents. An officer may designate his or her self, but no respondent may be the Designated Officer. Officer designation shall be reported to the Board and the Office within 24 hours.

17.2.3.2. Review Panel

The Designated Officer shall appoint a Review Panel consisting of three directors. Appointment of a Review Panel shall be reported to the Board via email within 24 hours. Any Board member may object to a three-person Review Panel. Such objection must be made via email to the Designated Officer and to the Office within 72 hours of being notified. The Designated Officer shall then authorize the original review panel, a newly chosen panel, or the entire Board to review the appeal. The Board shall then vote within five (5) business days, with a simple majority of voting directors deciding the issue. No respondent may participate in a Review Panel or determine the members of a Review Panel.

The Review Panel shall examine the complete appeal file and consider all applicable rules, policies, procedures and laws. The Review Panel may consult with legal counsel subject to authorization for incurring legal fees.

Review Panel members may exchange internal documents, such as arguments, questions, suggestions, or general memoranda, among themselves in the course of deliberating the issues under review. The Review Panel may circulate a confidential draft decision to the entire Board of Directors for comment. Soliciting such comments is intended to discover any glaring error in reasoning and is not intended to obtain varying views. All such internal documents shall be confidential and shall not be retained in the case file.

Review Panel members shall write a recommended decision for all appeals and adopt it by a simple majority vote. Any Review Panel member who dissents with the majority decision may write a dissenting view to be included with the recommended decision.

17.2.4 Decision Process

17.2.4.1. Timing

The Review Panel shall send the recommended decision to the full Board no later than sixty calendar days after the date on which the member filed any supplementary submissions or, if the respondent made no submissions, within sixty calendar days after the deadline for filing the respondent's submissions.

The Board shall determine how, when, and by what means of communication final deliberation shall be conducted. The Board may determine that an appeal should be decided during a regular meeting of the Board and that a greater period of time is therefore required to decide on the appeal.

The member shall be informed as to the time and place the Board will consider the appeal so that the member will be privileged to attend and present the appeal. No new information may be presented at the Board meeting. Failure to appear on behalf of the appeal shall not be considered prejudicial to the member. The matter shall be decided on its merits.

17.2.4.2. Outcomes

The action may be affirmed or reversed in whole or in part by the Board. If other than simply affirmed, the action may be remanded for further proceedings and may include further directions from the Board.

17.2.4.3. Finality

The decision of the Board of Directors shall be final and shall not be subject to further review.

