

MEMBERS' CHARTER

Adopted by the Board on 26th November 2025



Introduction

1. The Irish Association of Snowsports Instructors CLG (IASI) is a company limited by guarantee (CLG), and is governed by its Constitution.
2. This Members' Charter outlines what is expected from the Members of IASI.
3. Members who are accredited as IASI Educators should also refer to the Educators' Charter in conjunction with this Members' Charter, as IASI Educators must also comply with the Educators' Charter.

Members' Aim

4. Members of IASI should aim to achieve excellence in Snowsports instruction, coaching and/or education, and should endeavour to share this with others.

Principles of Membership

5. The following principles are fundamental to the members of the Association:
 - 5.1. Each Member is required, as an ongoing obligation, to act in good faith in their dealings with each other Member and with the Association and not to engage in conduct prejudicial to the interest of the Association.
 - 5.2. Each Member must adhere strictly to the obligations imposed on Members which are set out in the Association's Constitution and this Members' Charter.
 - 5.3. The Board reserves the right to determine who is accepted as and who remains a Member.

Title and Qualification

6. Full Members of IASI are entitled to call themselves IASI qualified.
7. Trainee (otherwise known as Associate) members may note they are members, but may not represent themselves to be IASI qualified.

Membership Fees

8. The rates for the various membership levels will be determined by the Board. These rates will be published on the IASI website.
9. Membership fees should be paid by Members annually, and no later than the due date, as determined from time to time by the Board.
10. Non-payment of membership fees by the due date will mean that the individual is no longer a Member.

Interaction with Clients/the public

11. When dealing with clients and the public, IASI Members should:
 - 11.1. Work within the laws of the jurisdiction they are operating in.

- 11.2. Be fully aware of the level at which their IASI accreditation allows them to teach / coach / educate at.
- 11.3. Ensure their skiing / riding standards are kept to the highest level required to teach / coach / educate assigned clients.
- 11.4. Be fully aware of the contents of all IASI codes and IASI policies that may be in force from time to time and fully comply with the codes and policies.
- 11.5. Have (at a minimum) a 2 Day Outdoor First Aid Certificate. This is a requirement for obtaining the initial licence. IASI recommends that this first aid certificate is kept up to date.
- 11.6. Have a child safety certificate. This is a requirement for obtaining the initial licence. IASI recommends that this child safety certificate is kept up to date.
- 11.7. Make sure that appropriate Snowsports insurance is in place if required.
- 11.8. Act in a professional manner.
- 11.9. Always be on time.
- 11.10. Maintain a safe environment for themselves and their clients.
- 11.11. Respect the rights and individual preferences of clients, regardless of gender, race/nationality, civil status, family status, sexual orientation, religious belief, age, disability or membership of the Traveller community.
- 11.12. Avoid anything that is a conflict of interest with the Association (covered in clauses 21 – 23 of this Members Charter) and abide by the IASI Conflict of Interest Policy.
- 11.13. Do not take any actions which could bring the Association into disrepute, as determined by the Board of the Association.
- 11.14. Constantly strive to uphold and enhance the reputation of IASI by demonstrating exemplary standards in their professional conduct.

Interaction with Colleagues

12. When dealing with other IASI Members or members of other Snowsports bodies, IASI Members should:
 - 12.1. Maintain professional respect between each other.
 - 12.2. Recognise scope for different techniques and approaches between individuals and other organisations.
 - 12.3. Show consideration for the experience and qualifications of others.
13. Should an IASI Member become aware of an instructor / coach acting in a way that will endanger others, their duty to the clients outweighs the responsibilities noted above and the IASI Member should report the matter to the relevant body.

Representing IASI

14. When acting in any manner that represents IASI, members should:
 - 14.1. Bring complaints or problems relating to IASI to the IASI Board in a timely manner, if they arise.

- 14.2. Maintain and uphold the good name and reputation of IASI.
- 14.3. Act in the best interests of IASI.
- 14.4. Not bring IASI into disrepute.
- 15. Any content taken or created whilst representing the Association is the property of IASI, this content must therefore be shared with the Association through the designated channel or facility specified by the Association from time to time.

Confidentiality

- 16. Members shall not disclose to any person either during, or at any time after the cessation / termination of their membership, any information about the business or affairs of the Association or any of its business contacts, or about any other matters relating to the Association (all such information being Confidential information). This restriction does not apply to:
 - 16.1. Any use or disclosure authorised by the Association or as required by law; or
 - 16.2. Any information which is already in, or comes into, the public domain otherwise than through a Member's, or any representative of a Member's, unauthorised disclosure.
- 17. Members must not make, or cause to be made, any statement (whether of fact, belief or opinion) to any person, entity, media outlet, social media platform, organisation, reporter, or to in any way disseminate or publish or cause to be published any information whatsoever in respect of the Association, other than in pursuance of marketing the Association and, at all times, for the benefit of the Association. As set out in clause 31 complaints should be raised with the Board.

IASI Brand and Materials

- 18. IASI Materials means all data, documents, manuals, hardware and software provided by the Association.
- 19. IASI Brand means any and all names, terms, designs, logos, symbols, or other feature that distinguished IASI from other international Snowsports instruction organisations.
- 20. The Association may request that a Member cease to use any IASI Brand or IASI Materials at any time.

Member's Conflict of Interest

- 21. Members may be engaged, employed or concerned in any other activity which does not place a Member in a conflict of interest with the Association.
- 22. Members undertake that they shall immediately notify the Association in writing in the event that a conflict of interest arises in accordance with the Members' Conflict of Interest policy and in the case of Educators, in accordance with the Educators' Conflict of Interest policy.
- 23. In the event that the conflict of interest cannot be mitigated to the satisfaction of the Association the Member shall not be eligible to continue to state that they are IASI licenced until determined by the Association and in any event not until the conflict of interest has been removed or mitigated.

Maintaining Standards

- 24. All members of IASI should keep up to date with continuous professional development (CPD), ensuring standards are maintained with the latest:
 - 24.1. teaching techniques. As a minimum, you will be required to attend CPD training to re-certify your accreditation as follows:

- 24.1.1. Level 1 and Level 2 requirements – one (1) day on snow (or artificial slope) every three (3) years
- 24.1.2. Level 3 and Level 4 requirements – at least three (3) days on snow every three (3) years (this is an ISIA requirement) or such other ISIA requirements as may be specified from time to time
- 24.2. safety equipment; and
- 24.3. for IASI Educators' specific CPD requirements, please refer to the training sections in the IASI Educators' Charter.
- 25. As a Member, you will ensure that vetting and safeguarding requirements, as applicable to the jurisdiction(s) in which you are operating in, are current and valid.

Insurance

- 26. IASI does not provide insurance for public liability or accidents. It is a matter for all Members to have their own insurance.
- 27. IASI Educators – please refer to the Insurance section in the IASI Educator's Charter.

Criminal Convictions

- 28. The Board reserves the right to expel or refuse Membership to anyone convicted in Ireland or elsewhere:
 - 28.1. for any professional misconduct related offence or
 - 28.2. for any assault, sexual or otherwise or
 - 28.3. for any other offence involving conduct which in the opinion of the Board is not conducive to the promotion of Snowsports or which may bring the Association and its members into disrepute.

Social Media

- 29. No posts or comments on social media should bring IASI into disrepute. IASI Members must at all times maintain and uphold the good name and reputation of the Association. If a Member wouldn't say it to someone's face, please don't say it on social media.

Holders of ISIA stamp/card

- 30. Members who hold an ISIA stamp or card must abide by the ISIA code of conduct and all other requirements specified by ISIA.

Membership – generally

- 31. Complaints should be brought to the Board.
- 32. The Board may take such steps as it considers appropriate in relation to the Membership of a Member.
- 33. In particular, the Board may suspend or request the resignation of or terminate the Membership of any Member considered to have breached the principles outlined above or the rules set out in this Members Charter or the Constitution. The decision of the Board shall be final and binding in all respects.

Some examples of behaviour that may result in disciplinary action

- 34. Disciplinary action may be taken in a number of circumstances, including, but not limited to, :
 - 34.1. Malpractice with clients.

- 34.2. Breach of IASI standards.
- 34.3. Breach of the rules set out in this Members' Charter.
- 34.4. Valid/upheld complaints against a Member from clients, fellow Members of the Association or members of other Snowsports bodies or others.
- 34.5. Abuse towards any clients, fellow Members of the Association or members of other Snowsports bodies.
- 34.6. Social media abuse of any kind, irrespective of who it is directed at.
- 34.7. Defaming the Association in any fashion or bringing the Association into disrepute.
- 34.8. Failure to attend CPD training as per this Members Charter or in accordance with IASI requirements as determined from time to time or with ISAI requirements.
- 34.9. Breaching the Association's codes or policies or as provided for in the Constitution.
- 34.10. Failure to support IASI e.g. by suggesting alternative qualifications or promoting other organisations, when IASI have suitable equivalent qualifications or courses available or by making negative comments about IASI, its officers or members.

Notice

- 35. Any notice to be given by the Association shall be in accordance with the Notices provisions in the Constitution.

Governing Law and Jurisdiction

- 36. This Members Charter and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the law of Ireland.
- 37. The courts of Ireland shall have exclusive jurisdiction to settle any dispute or claim arising from or out of this Member's Charter.

Approved by the following Board Members

Chair
Blue Martin

Treasurer
Fiachra Etchingham

Company Secretary
Ian McEwan

Education
Mike Barker

Membership
Jonny Parkhouse-Evans

