



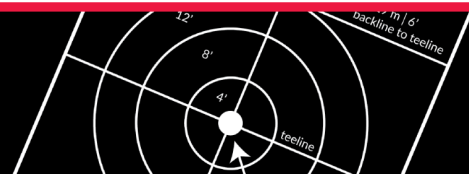
**ICE TECHNICIAN
TRAINING**

**FORMATION POUR
LES TECHNICIENS
DE GLACE**

Operations Manual September 2022

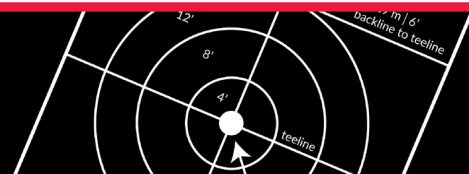


ICE
TECHNICIAN



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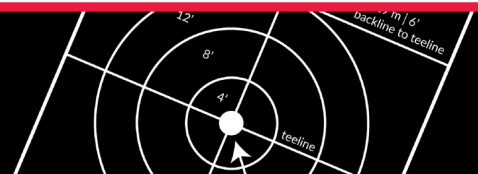
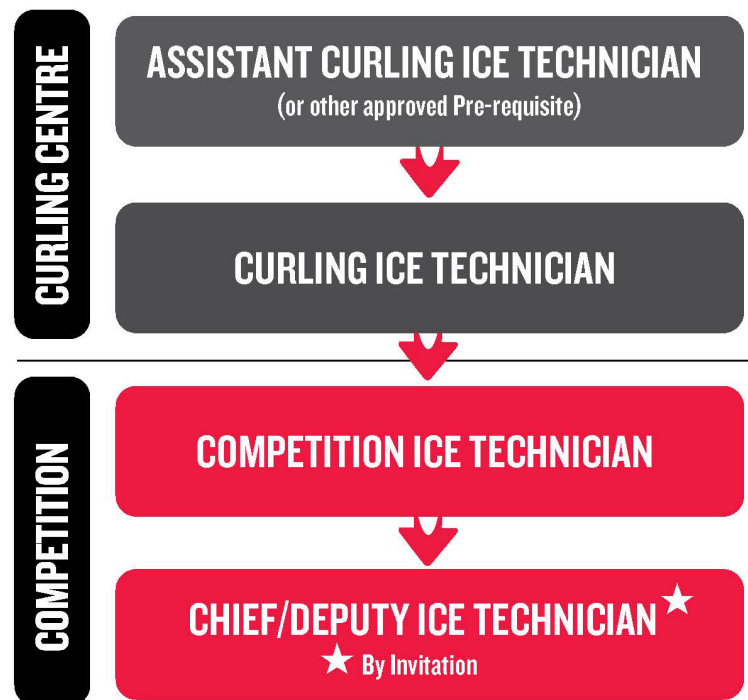


Training Pathways

Curling Canada and its Member Associations are committed to creating educational programs for individuals serving its member curling centres in the role of Ice Technician. Whether assisting with the daily maintenance or installing ice for major competitions in arenas – Curling Canada has a training program for each of the roles these important individuals play in the sport of curling. We want all participants to have the very best environment and playing conditions wherever they choose to play.

Curling Canada has two streams for its Ice Technician Training Program – Curling Centre and Competition. The Curling Centre Stream has two contexts – Assistant Curling Ice Technician and Curling Ice Technician, while the Competitions Context has one program the Competition Ice Technician Program.

CURLING ICE TECHNICIAN PATHWAY



Program Description

Curling Centre Stream – Individuals who are installing and maintaining ice within a dedicated curling facility for league and bonspiel play.

Assistant Curling Ice Technician

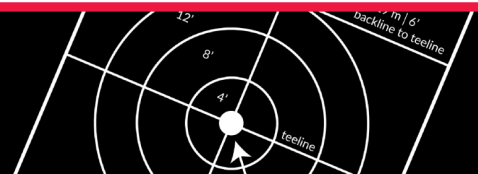
Program Delivered By:	Member Associations
Pre-Requisites:	None
Program Length:	One Day
Status at the End of the Workshop:	“Trained” Assistant Curling Ice Technician
Evaluation:	None
Who should attend:	Individuals who will work under the guidance of a Certified Ice Technician. The Assistant Curling Ice Technician program is ideal for volunteers or young people who will help with daily maintenance and draw change procedures.
Learning Outcomes:	Participants of the Assistant Curling Ice Technician Program can expect to learn about: <ul style="list-style-type: none">• Adhering to Safety Guidelines• Cleaning/Housekeeping• Scraping• Pebbling• Nipping• Temperature Monitoring• Opening and Closing Procedures• Draw Change Procedures• Basic Troubleshooting

CURLING ICE TECHNICIAN **PATHWAY**



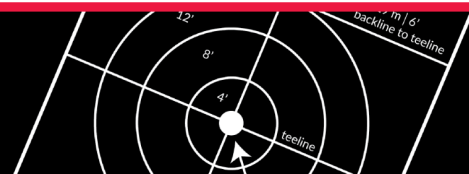
ASSISTANT CURLING ICE TECHNICIAN

- ★ One day in-person workshop
- ★ TRAINED status at completion of workshop
- ★ Suitable for volunteers, assistants working under guidance of a certified curling ice technician



Curling Ice Technician Program

Program Delivered By:	Member Associations
Pre-Requisites:	One of the following five options 1. “Trained” Assistant Curling Ice Technician Program OR ; 2. World Curling Federation – Introduction to Ice Maintenance (Online) OR ; 3. 12 Months working at a Curling facility under the supervision of a Certified Curling Ice Technician. OR ; 4. Former Level 1 Ice Technician Course OR ; 5. Former Facility Operator Assistant Course (Ontario)
Program Length:	Varies depending on delivery option and state of facility at time of course (i.e. mid installation, in-season) Option A: 2.5 days in person (i.e. Friday evening, Saturday, Sunday) – Theoretical discussion about installation Option B: 3-4 days in person – Practical application (i.e. hands on/actual) installation – length of course will be dependent on the status of the club’s installation. Option C: Online (length to be determined) and at least one day of in-person skill development.
Status at the End of the Workshop:	“Trained” Curling Club Ice Technician
Evaluation:	Online quiz, Online Safe Sport Training, In-person/Video Evaluation of Skills
Status after completion of Evaluation Requirements:	“Certified” Curling Club Ice Technician
Who should attend:	Individuals who are new to the industry who are looking for a career in ice making and need to learn the skills of installing, maintaining and removing ice in a dedicated curling facility for league and bonspiel play. These individuals may need to supervise Assistant Curling Ice Technicians as well.
Learning Outcomes:	Participants of the Curling Ice Technician workshop can expect to learn about: <ul style="list-style-type: none"> • What makes “good ice” • Curling Centre Safety • Refrigeration plant operation and safety • Water quality • Floors • Installation and removal • Pebbling & Scraping • Paint/logo techniques • Stone maintenance • Managing environmental conditions • Daily Maintenance



CURLING ICE TECHNICIAN **PATHWAY**

ENTER



ASSISTANT CURLING ICE TECHNICIAN

- ★ One day in-person workshop
- ★ TRAINED status at completion of workshop
- ★ Suitable for volunteers, assistants working under guidance of a certified curling ice technician

CURLING ICE TECHNICIAN **TRAINING**

STEP 1

PRE-REQUISITE

Enter with one of the following Pre-requisites/Statuses

1. Trained Assistant Curling Ice Technician
2. World Curling Federation - Introduction to Curling Ice Maintenance (Online)
3. 12 months working in a curling facility under the supervision of a certified curling ice technician
4. Former Curling Canada Level 1 Ice Technician Course
5. Former Facility Operator Assistant Course (Ontario)

STEP 2

OPTIONS

- ★ Option 1 In-person | Theoretical Installation
- ★ Option 2 In-person | Practical Installation
- ★ Option 3 Hybrid | Mostly online, one day in-person

STEP 1 + STEP 2 = TRAINED

CURLING ICE TECHNICIAN **CERTIFICATION**

STEP 3

SAFE SPORT EDUCATION

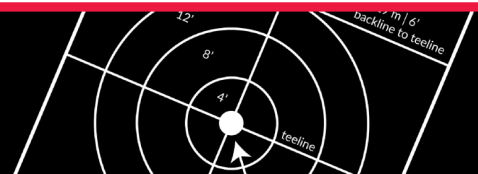
STEP 4

ONLINE CURLING ICE TECHNICIAN EXAMINATION

STEP 5

SUCCESSFUL IN-PERSON OR VIDEO EVALUATION

STEP 1 + 2 + 3 + 4 + 5 = CERTIFIED



About the Curling Ice Technician Certification Steps

Step 1: Pre-requisites

All participants must have one of five pre-requisites before enrolling in the Curling Ice Technician Program. Participants will be asked by their Member Association for proof of one of the pre-requisites.

1. “Trained” Assistant Curling Ice Technician Program (submission of certificate) **OR**;
2. World Curling Federation – Introduction to Ice Maintenance (Online) (submission of certificate) **OR**;
3. 12 Months working at a Curling facility under the supervision of a Certified Curling Ice Technician (submission of letter of reference from club or supervising Ice Technician). **OR**;
4. Former Level 1 Ice Technician Course (submission of proof of attendance) **OR**;
5. Former Facility Operator Assistant Course (Ontario) (submission of certificate)

Step 2: Curling Ice Technician Training Program

There are three options for Curling Ice Technician Training, content will be the same for all three options but training methodologies will differ.

Option 1: 2.5 days in person (i.e. Friday evening, Saturday, Sunday) – Theoretical discussion about installation.

Option 2: 3-4 days in person – Practical application (i.e. hands on/actual) installation – length of course will be dependent on the status of the club’s installation.

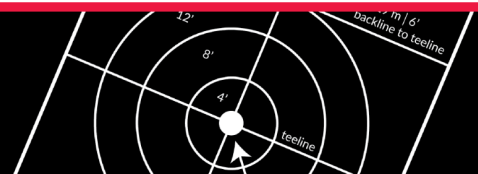
Option 3: (in development): Classroom portion of materials are delivered on-line in an asynchronous environment and participants attend an in-person workshop for at minimum one day of on-ice skill development.

When registration for the workshop has “closed” all attendees will be enrolled in Curling Canada’s E-learning system. All participants will receive an enrolment email. The workshop training pathways, course materials (i.e. handouts), instructions on how to complete Safe Sport education and the In-person/Skills evaluation as well as the Curling Ice Technician Quiz.

TIP: When logged into the E-Learning page (<https://learn.curling.ca/>) – on the main page under the Instructional Programs section – scroll to the right to find “Ice Technician Training.”

Participants will have access to the Resource Material on the E-Learning website for one year (365 days).

BUT the Curling Ice Technician Quiz will only be open for participants for 45 days from the last day of the course and will allow for up to three attempts at the quiz. This is to encourage completion of the quiz and encourage Ice Technicians to complete certification requirements.

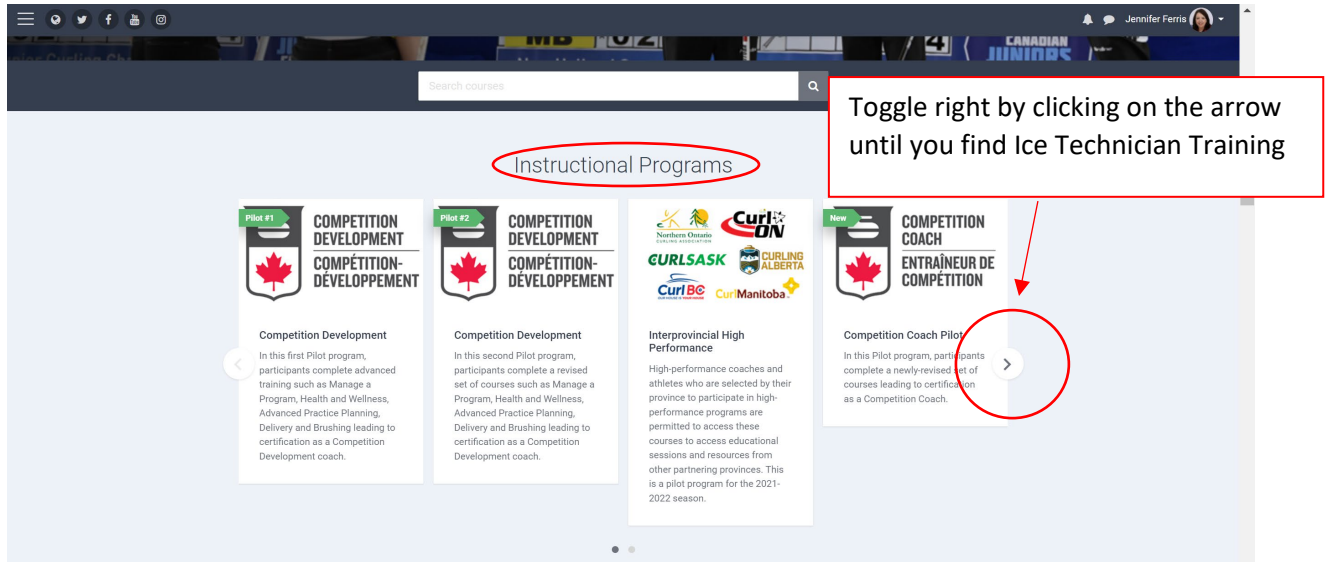


If someone misses the 45-day window they may request extended access but there will be a \$20.00 administrative fee payable to Curling Canada. Link to pay fee and make request for extension is [here](#).

At the completion of the workshop – the Ice Technician will have a TRAINED status and will receive a letter of “Training Completion” from their Member Association/Course Facilitator.

ADDITIONAL STEPS FOR CERTIFICATION

Step 3:



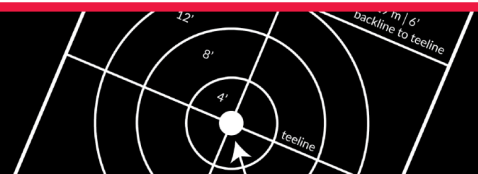
Step 3: Safe Sport Education

Ice Technicians, like all adults in the sport system, have a responsibility to protect vulnerable participants from maltreatment (abuse and harassment). Ice Technicians should have a strong understanding of the issues surrounding Safe Sport so that they can act in the event of witnessing athlete maltreatment, they can assist their club with putting best practices in place to prevent maltreatment and they personally educate themselves so that they never put themselves in a position of being accused of maltreatment (i.e. Rule of Two).

Curling Canada endorses the use of the Coaches Association of Canada's Safe Sport Education Module. The online module is free, available in English and French, it is aligned with the Universal Code of Conduct to Prevent and Address Maltreatment in Athletes, it is available to athletes, officials, administrators, parents, coaches, etc...

Access the training here: (<https://safesport.coach.ca/>).

Instructions on how to navigate the module can be found [here](#).



Tip: When accessing the module – Ice Technicians will be asked to identify the role they play in sport – since this is a database for all sports – Ice Technician will not be a choice – participants should select Official, the software will provide scenarios within the module most suitable.

If an Ice Technician has completed the module in the last three years they do not need to repeat, make note of the date of completion and the NCCP number and inform the Member Association's Education Coordinator know so that training records can be updated.

Step 4: Online Curling Ice Technician Quiz

The Curling Ice Technician Quiz must be completed within 45 days of the completion of the attended workshop. Participants must attain 80% to receive a passing grade. Participants will be permitted three attempts. At the completion of the 45-day period a completion report will be sent by Curling Canada to the Member Association who hosted the workshop.

If a participant does not attain a passing grade in three attempts they will be assessed an additional fee to attempt the test again.

Should participants have issues accessing the E-learning system – please contact icetech@curling.ca.

Step 5: In-person or Video Evaluation

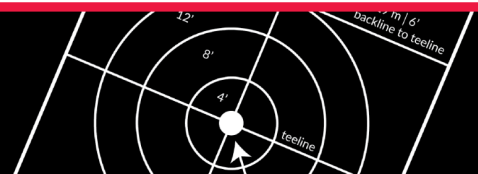
When an Ice Technician feels ready to have their skills as an Ice Technician evaluated for certification, they need to contact their Member Association to arrange evaluation (fees may apply).

Evaluations may be conducted in person (where travel permits) or by video evaluation at the preference of the Member Association.

Consult the Curling Ice Technician Evaluation Sheet - in-person or video evaluations must demonstrate all of these components.

If participants are submitting a video, they will likely need someone to help film the video while the Technician is scraping, pebbling, etc.... For the sake of file sizes - multiple videos may be submitted. Check with the Member Association for assistance on how they want the videos submitted - there are free file transfer services (example: <https://wettransfer.com/>), cloud storage programs (Google Drive, Dropbox) or upload videos privately to YouTube.

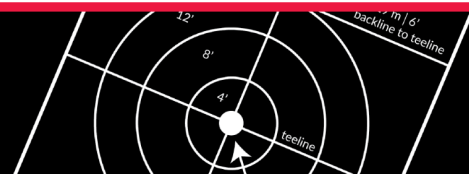
Member Associations can set fees for Evaluation at whatever rate recovers cost of Evaluation.



Competition Ice Technician Program

Competition Ice – Ice installed in an arena (non-dedicated curling facility) over an existing ice surface for short term competitive event.

Program Delivered By:	Curling Canada
Pre-Requisites to apply. Spaces may be limited, selection based on experience may be required.	<p>One of the following two options</p> <ol style="list-style-type: none"> 1. “Certified” Curling Ice Technician Program OR; 2. “Certified” Level 2 (previous levels system) with Safe Sport Education Module <p>AND</p> <ul style="list-style-type: none"> • 3 years experience working as a Certified Curling Ice Technician • Resume • Letter of Interest outlining career aspirations • Endorsement letter from Member Association
Program Length:	Five day in-person training. Training will take place during an install in an arena.
Status at the End of the Workshop:	“Trained” Competition Ice Technician
Evaluation:	Online Exam
Status after completion of Evaluation:	“Certified” Competition Ice Technician
Who should attend:	Certified Club Ice Technicians who want to gain more knowledge for their personal professional development. Certified Curling Ice Technicians who want to get involved in competitive events being held in their province/territory.
Learning Outcomes:	<p>Participants of the Competition Ice Technician workshop can expect to learn about:</p> <ul style="list-style-type: none"> • Levelling ice and flooding • Paint/Logo/Line Installation • Pebbling/Scraping • Scheduling – equipment delivery, TV Camera installation, volunteers • Techniques to vary ice conditions to provide optimal speed and curl for the environmental conditions, age/stage/ability/discipline of competitors • Monitoring and Managing environment with influence from spectators, TV lights and crew, weather, less control over environments • Rock Maintenance • Troubleshooting • Takedown
Questions about this program should be directed to, including date of next course	Don Powell, Manager of Ice Technician Certification – Curling Canada don.powell@curling.ca or to icetech@curling.ca



Transfer Plan

CURLING ICE TECHNICIAN TRANSFER

The following training will be recognized as equivalent training once the Ice Technician completes Safe Sport Education Module.

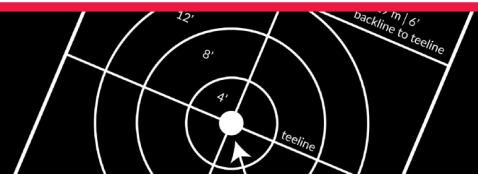
Certified Level 1 Ice Technician (Workshop + Two Years Experience in Curling Facility)
 Certified Level 2 Ice Technician (Level 1 Certified, Level 2 Workshop, Level 2 Exam)
 Certified Level 3 Ice Technician
 Certified Level 4 Ice Technician

ASSISTANT CURLING ICE TECHNICIAN

I already have	What do I need to take to be recognized as an Assistant Curling Ice Technician in the new system?
Certified Level 1 Ice Technician	No action required, equivalency granted
Level 1 Ice Technician Workshop Only	No action required, equivalency granted
Facility Operator Assistant (Ontario)	No action required, equivalency granted
World Curling Federation - Introduction to Curling Ice Maintenance (Online)	Submission of WCF Introduction to Curling Ice Maintenance Certificate required
12 months working in a curling facility under the supervision of a Certified Curling Club Ice Technician	Submission of two (2) letters of reference - one from certified ice technician and one from curling facility where training occurred.

CURLING ICE TECHNICIAN

I already have	What do I need to take to be recognized as a TRAINED Curling Ice Technician in the new system?	What do I need to take to be recognized as a CERTIFIED Curling Ice Technician in the new system?
TRAINED Assistant Curling Ice Technician or recognized equivalency	Curling Ice Technician Workshop (1 of 3 delivery options)	Successfully completed Curling Ice Technician Evaluations (Online & In-Person) Safe Sport Education Module
Certified Level 1 Ice Technician	Complete Safe Sport Education Module by January 1, 2025 to "Maintain Certification"	
Level 1 Ice Technician (Workshop Only)	Successfully completed Curling Ice Technician Evaluations (Online & In-Person) Safe Sport Education Module	
Certified Level 2 Ice Technician	Complete Safe Sport Education Module by January 1, 2025 to "Maintain Certification"	
Level 2 Ice Technician	Complete Safe Sport Education Module by January 1, 2025 to "Maintain Certification"	



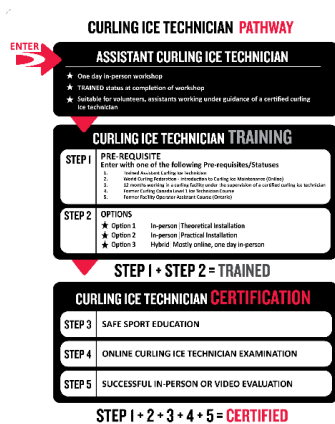
Resources and Processes for Member Association Administration of Programs

Graphics and Logos

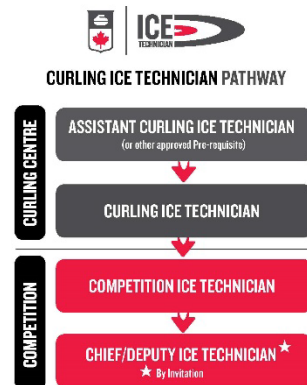
Member Associations may use Curling Canada's Ice Technician Program Logos in promotion of any programs. (Click on each logo to download the file), or find them in the [DRIVE](#).



Over all Ice Technician Training Pathway: [JPG](#) [PDF](#)



Curling Ice Technician Training Pathway: [JPG](#) [PDF](#)



Curling Ice Technician Transfer Plan: [JPG](#) [PDF](#)

CURLING ICE TECHNICIAN TRANSFER

The following training will be recognized for equivalent training under the Ice Technician program Single Sport Education Module.

Qualified Level 1 Ice Technician (Minimum 1 Year Post-Experience in Curling (Online))
 Qualified Level 2 Ice Technician (Level 1 Certified, Level 2 Workshop, Level 2 Exam)
 Qualified Level 3 Ice Technician
 Qualified Level 4 Ice Technician

ASSISTANT CURLING ICE TECHNICIAN

Liberty Name: _____ What do I need to do to be recognized as an Assistant Curling Ice Technician in the new system? _____

Qualified Level 1 Ice Technician: _____ No other required, experience granted

Level 1 Ice Technician Workshop only: _____ No other required, experience granted

Facility Operator (Minimum 6 Months): _____ No other required, experience granted

Would Curling Ice Technician Introduction to Curling Ice Maintenance Certification require: _____ Introduction of new (2) levels of experience - new from certified ice technician and one from training facility before training allowed

12 months working for a curling facility in order to receive the title of "Assistant Curling Ice Technician" _____

CURLING ICE TECHNICIAN

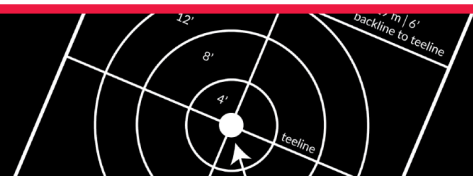
Liberty Name: _____ What do I need to do to be recognized as a Curling Ice Technician in the new system? _____

Qualified Level 1 Ice Technician: _____ What do I need to do to be recognized as a Curling Ice Technician in the new system? _____

Qualified Level 2 Ice Technician: _____ What do I need to do to be recognized as a Curling Ice Technician in the new system? _____

Qualified Level 3 Ice Technician: _____ What do I need to do to be recognized as a Curling Ice Technician in the new system? _____

Qualified Level 4 Ice Technician: _____ What do I need to do to be recognized as a Curling Ice Technician in the new system? _____



Program Communication

Curling Canada has established a generic email which goes to multiple people to assist with Program administration in the short term... Please send all Ice Technician Program related questions to:

icetech@curling.ca

Resource Material for Member Associations

A Shared [Google Drive](#) has been set up for Member Associations to access materials to distribute to their Facilitators or for Internal use. Please do not share this link outside of your organization. Participants should never be given access to this folder.

Assistant Curling Ice Technician:

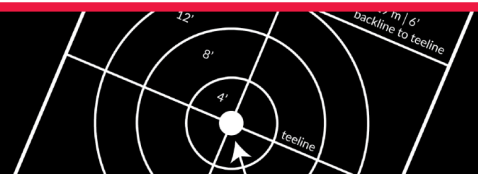
- Reference Material
- Facilitators Guide

Curling Ice Technician:

- PPTs x 7
- Additional Handouts – “ORFA”

Program Administration:

- Certificates/Letters of completion
- Operation Manual
- Enrolment Form
- Shared Google form (Database form) until Sideline Learning is set up.
- Folders for Completed Courses – with copies of Certificates, etc...
- Pathways
- Logos, etc...



Resource Material for Course Participants

Ice Technicians participating in either the Assistant Curling Ice Technician Program or the Curling Ice Technician Program will be enrolled in Curling Canada's Learning Management System. This is where all course handouts, slide decks and quizzes for the course will be housed.

<https://learn.curling.ca/>

Only participants with a paid registration as deemed by the Member Association will get access to the course materials.

This will mean that participants **will not receive printed** materials but can choose to print them on their own. It is encouraged that participants bring a device with them to the course to access course materials.

Ready to enroll users in the E-Learning system?

When registration closes for your course – please email the **COURSE ENROLMENT FORM** to: icetech@curling.ca

Where possible please try to provide 2-3 business days for the enrolment in the system to be completed. In the future we may be able to train high usage Member Association staff in this function.

Late registrations should be sent to icetech@curling.ca.

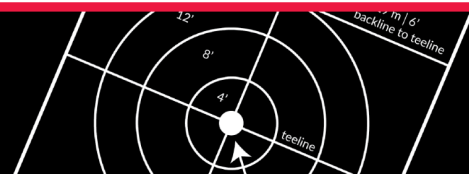
If an ice technician does not receive an enrolment email from learn.curling.ca – please follow the following steps:

1. Ensure the ice technician is using a PERSONAL email and has access to the email address inbox.
2. Have them check their junk mail folder
3. Email icetech@curling.ca with the name, email and course they're attending to have their account information resent to them.

Access to the E-Learning System

- All Ice technicians will have access to the system and resource material for 365 days – if they want to keep the material for future use they need to download it from the system before their 365 days are up.
- To encourage Ice Technicians, move forward on their certification plans – they have 45 days and three attempts to complete any quizzes/exams associated with the course.
- Should their 45-day window expire or they fail to successfully pass the test within three attempts – they can request an extension/repeat at a cost of \$20.00 (payable to Curling Canada). Link to pay fee and make request for extension is [here](#).

Any Member Association Staff and Ice Technician Facilitators who would like access to learn.curling.ca Ice Tech Programs will be enrolled with an "Non-editing Teacher" status. Please email icetech@curling.ca and request this access.



Ice Technician Database

We are working with Sideline Learning to create a database to house Ice Technician Training and Certification records which will be visible to the Ice Technician, Member Association and Curling Canada.

We are working towards a system more like the Coaching system where issuance of TRAINED and CERTIFIED statuses are automated and digital certificates are issued.

SHORT TERM SOLUTION UNTIL A DATABASE IS ESTABLISHED:

ICE TECH DATABASE TEMPORARY DATABASE

- A shared (with Curling Canada and MA's) Google spreadsheet will be used to maintain record of program activity completion, certificate and letter issuance, etc...
- To limit the possibility of errors access to the shared spreadsheet shall be limited to one person per Member Association and Curling Canada program administrators and only when a Member Association has hosted a workshop in which the participants need to be tracked.
- Enrolment data will be transferred to a master database/spreadsheet
- At the end of the 45-day quiz window – Curling Canada program administrators will update the spreadsheet with Curling Ice Technician Exam Results.
- Each time a certificate/training is completed, Member Associations can email it to the participants and hyperlink it to the form for eventual uploading into Sideline Learning.
- Ice Technicians will have to let you know when they've completed the Safe Sport Module so that you can issue the CERTIFIED Ice Technician Certificates.
- Member Associations will need to hyperlink successful evaluation forms to the database form upon completion.

Certificates and Letters of Completion

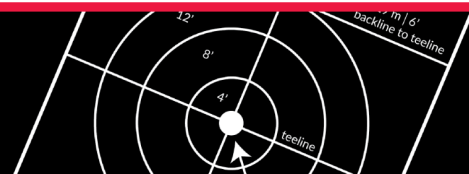
WE ARE TRANSITIONING TO A DIGITAL CERTIFICATE SYSTEM. For all Workshops hosted after September 1, 2022, physical certificates will NOT be mailed, unless the Member Association chooses to send themselves.

All certificates are fillable/saveable PDFs. Certificates are hyperlinked below.

Assistant Curling Ice Technicians:

At the completion of an Assistant Curling Ice Technician Workshop – participants should receive a TRAINED ASSISTANT ICE TECHNICIAN CERTIFICATE.

- The Member Association can provide the Ice Technician a physical copy at the end of the day of an Assistant Ice Technician Course
- Remember to save a copy of the certificate in the shared drive and hyperlink to the database form until Sideline Learning database is established



Curling Ice Technician Programs:

At the completion of the in-person Curling Ice Technician Workshop – participants should receive a TRAINED CURLING ICE TECHNICIAN LETTER.

- The Member Association can provide the Ice Technician a physical copy at the end of the in-person of Curling Ice Technician Course
- Remember to save a copy of the letter in the shared drive and hyperlink to the database form until Sideline Learning database is established.

When the Ice Technician has satisfied each of the following steps they can be issued a CERTIFIED CURLING ICE TECHNICIAN CERTIFICATE.

- Attendance at a Curling Ice Technician Workshop
- Completion of the CAC's Safe Sport Education Module
- Successful (80% or higher) completion of the Curling Ice Technician online exam
- Successful completion of the Curling Ice Technician Skills Evaluation.

Use of Materials Fees

Curling Canada charges a per ice technician fee for use of Training Materials, Learning Management site, etc...

Fees are re-invested into the program and will be calculated based on enrolment forms submitted to icetech@curling.ca.

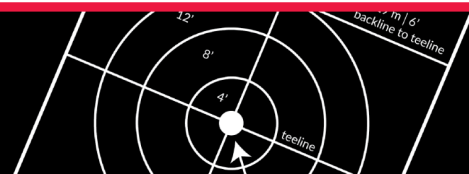
Assistant Ice Technician: \$10.00 per ice technician

Curling Ice Technician: \$20.00 per ice technician

Facilitators

Facilitators for Assistant Ice technician and Curling Ice Technician Programs are determined by each Member Association.

- It is recommended they are Certified at least one level higher than they are teaching
- They should have Safe Sport Education themselves
- If they previously taught the Level 1 and Level 2 Workshops they need to attend a "Facilitator Update Webinar" – being held in Fall 2022
- If they are new to teaching, they must co-deliver at least once with a person experienced in teaching the new curriculum.
- If you have an Ice Technician who is an excellent subject matter expert but doesn't like "teaching"/running a workshop – consider pairing them with another facilitator who may be comfortable with workshop facilitation but who isn't an ice making expert.
- All fees paid to facilitators are determined by the Member Association.



Frequently Asked Questions

Are the program materials available in French?

We anticipate having the Assistant Curling Ice Technician Program and Curling Ice Technician Programs fully available by the end of October 2022.

What should the price be of each of the Workshops?

Each Member Association can set their own prices for Workshops based on course expenses – the only thing to remember to build in is Curling Canada's Use of Materials Fees (\$10 and \$20).

Are Ice Technicians from Non-Member clubs allowed to attend these Workshops?

Each Member Association can make this decision as they see fit, however, access to Curling Canada Workshops is a benefit of membership. At the very least, enrolment fees should be significantly higher.

Ice technicians from out of province clubs who are members of their respective Associations should be allowed to join at regular fees.

Can we provide Ice Technician Training Virtually?

Not at this time, we will be working on a hybrid version of the Curling Ice Technician Course over the coming months, but the skills required for this job do require in-person training.

Can we accept International Participants?

Providing the ice technician is a member of a World Curling Federation Member Association Country/Club and you are not displacing an ice technician from of your own association, international attendees can take the training.

Each Member Association can decide if a premium will be charged for non-MA members.

