

2024-2025 Member FAQs

July 2024



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General Registration FAQs

Q: Who needs to register?

All players, coaches, managers, team bench off-ice officials, off-ice officials, Designated Safeguarding Leads (DSL) and club committee members need to register with England Ice Hockey.

Q: When can individuals register?

Registrations will be open from 17 July and will be valid from ice hockey activities from 1 August 2024. All 2023-2024 memberships remain valid until 31 July 2024.

Q: How do individuals register?

All individuals will be able to register via their club's unique registration link.

Q: What are the requirements for clubs for individual registration?

Each club must register the following:

- Committee members: Chair, Secretary, Treasurer and DSL
- Level 2 (or above) Head Coach
- Team Manager
- Each team must register the minimum required players as outlined in the league regulations.

Q: How long will it take to process my registration?

A: We aim to process registrations within three working days, however, this may take longer during peak times (such as when registration windows open).

Q: My membership hasn't been approved, why is it taking so long?

A: For some roles, we require more detailed information, for example regarding your ID, ITC, DBS, or qualification and CPD requirements. Outstanding items will be communicated either directly, or via your Club secretary as soon as possible.

Q: If my registration is pending, can I play / coach / manage etc?

A: No. You cannot take part in any EIH sanctioned activities until your membership has been approved and is active. You will not be insured until this time.

Q: I am a coach/player in the Rec section, but the registration periods are different. How will I receive my discount.

A: If you are not registering for both at the same time, you will need to contact EIH to receive an individual discount code for your Rec registration. We will cross reference your existing registration and apply the discount accordingly for your Rec registration.

Q: I am a Coach, Manager or Off-Ice Official with no Club, but I still want to register so I can participate in EIH activities, such as Showcase or ENTP. Can I still register?

A: Yes – please choose the 'unattached' option under Clubs. Your registration will need to be approved by the EIH General Manager for that area and you will only be able to take part in EIH sanctioned activities as directed by the EIH.

Q: Is there anything else my club needs to do now?

We strongly recommend that all clubs start their DBS process as soon as possible to avoid any delays in registering officials.

Q: Our committee members don't have DBS checks yet, but they need to register to complete affiliation. What should we do?

We recommend all committee members register as soon as possible so that we can check and approve your affiliation. Don't worry if their DBS hasn't yet come through – as long as we can see the pending member, we will approve affiliation.

Q: Who needs a DBS?

ElH Enhanced DBS check (with Children's Barred List) must be completed via ElH's Vibrant Nation service. If the person is not on the Update Service, the Disclosure must be dated 1st August 2022 or later.

- Enhanced DBS checks (with Children's Barred List) are required for all coaches.
- Enhanced DBS checks (with Children's Barred List) are required for all managers.
- Enhanced DBS checks (with Children's Barred List) are required for all team bench off-ice officials.
- Enhanced DBS checks (with Children's Barred List) are required for all off-ice officials that have regular contact with U18s.
- Enhanced DBS checks (with Children's Barred List) are required for all Chairs, Secretaries and Treasurers, and any other registered committee member that has regular contact with U18s.

Regular contact is defined as three or more days per month.

DBS checks are not required for the Recreational Section.

Multiple Roles, Teams or Sections FAQs

Q: How do players register for more than one team (dual registration)?

This will follow the same process as the 2023-2024 season. Detailed information will be provided to clubs ahead of registrations being open, but in brief, dual registrations works as follows:

(Note: Please only request dual registration when the player has been approved):

1. Borrowing (new) club requests a transfer for the player from the source (existing) club through GameDay
2. New club ensures they put 'dual registration' in the type, and an end date for the transfer (end of season)
3. The dual registration goes through the approval process (existing club > league management > reg secretary > player/parent)

Q: If I am a coach or manager in one section, and a player in another, how do I register?

If you are doing more than one role, but in different sections, you should register separately in each section.

Example: Joe Bloggs is a coach for Leeds Junior Knights, and plays for an NIHL 2 team. Joe should register with the NIHL 2 team as player. He should then register with Leeds Junior Knights registration link as a coach.

To ensure you receive the discounted price for your non-playing role, be sure to tick the 'I have also registered as a player' on the form (please note, this is monitored and any person who attempts to get this discount without being a player will be rejected and have to re-apply).

Q: What about dual registrations for coaches and managers?

This will follow the same process as the 2023-2024 season. Coaches and managers will need to register in each section but will only be charged for their primary registration.

Coaches and managers should register in their primary section first. They should then use their secondary club's registration link and follow the same registration process. You should not be charged for the second registration (if this happens, please contact info@englandicehockey.com for a promo code to discount the fee).

Player FAQs

Q: I want to register as a player for more than one team, how do I go about this?

A: You will need to dual register with each club. Ask your club administrators about this process.

Q: I want to register as a player and in a non-playing role. Can I do this?

A: Yes, you can register for more than one role at once, though we recommend if your non-playing role has any requirements outstanding (for example CPD or a DBS) then you register separately so it does not delay your player registration.

If the roles are in different sections, you will need to register separately in each section.

Q: I am registering my child – should I use my child's email address or mine?

A: You should use your email address and not the child's. If a transfer request comes through, it will go to the email address registered for parental approval.

Q: I am registering my players at the club – is this ok?

A: No, each individual needs to register themselves as they are signing up to the organisation's terms and conditions, including anti-doping regulations as required by UK Anti-Doping.

Q: What is insurance only / learn to play?

A: This fee covers training only and not league or challenge matches (challenge matches are permitted for juniors only with this membership).

You can upgrade to a full player membership by contacting your club when you wish to upgrade. There is a separate form for insurance only / L2P players to upgrade.

Q: How do players moving to new clubs this season register?

Players who are wishing to transfer should register with their 2023-2024 season club.

Their new club should then follow the permanent transfer process in GameDay and request a transfer of that player to their club which will then follow the normal approval process in GameDay. There will be no charge for permanent transfers made before 31 August 2024.

Please do not request a transfer until your playing license has been approved.

Coach FAQs

Q: What courses are needed at each level?

The table below shows what needs completing at each level of the pathway:

Course	Foundation Coach	Level 1 Assistant Coach	Level 2 Team Coach
EIH Enhanced DBS check via Vibrant Nation**	•	•	•
Level 8 skating signed off by coach (except Para)	•	•	•
Basic safeguarding*	•		
Level 1 safeguarding*		•	
Basic first aid*		•	
UK Coaching E-Learning Modules			
How to: Plan, Coach, Reflect (Formerly How to Coach: Plan, Do, Review)	•	•	•
Duty to Care	•	•	•
Sudden Cardiac Arrest*	•	•	•
Get into Coaching		•	•
Creating a Successful Coaching Environment (Formerly Inspiring Positive Behaviour in Sport)		•	•
Mental Health Awareness for Sport and Physical Activity		•	•
Concussion Awareness for Coaches*		•	•
In-person courses			
Level 1 Ice Hockey specific course		•	
Level 2 Ice Hockey specific course			•
First Aid*			•
Safeguarding Level 2*			•
Additional courses			
UKAD Coach Clean^			•
IIHF Integrity: Focus on coaches^			•

Coaches must progress through each level of coach qualification to be eligible to move up to the next level, completing all courses before receiving their full license, with the exception of the ^UKAD Coach Clean and the IIHF Integrity course which must be completed by 31 July 2025. Anyone who has attended a Level 1 or Level 2 Ice Hockey specific coaching course previously does not need to attend again.

Level 1 coaches must also have a minimum of one season's experience before progressing to a Level 2 coach course.

***If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply for the Recreational Section.*

**Refresher courses will be accepted for recertification as outlined in section 3.1.*

Q: Do I have to complete all requirements to be able to have my registration approved?

Yes, you must complete all requirements for that level of license before it will be approved. The only exceptions are the UKAD Clean Coach and IIHF Integrity course, which must be completed by 31 July 2025.

Q: I am an existing Foundation Coach. What do I need to do to register this season?

You need to have the following in place to register in 2024-2025

- EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply for those working in the Recreational Section only.
- A safeguarding briefing or completion of a free course

You must also ensure all Foundation modules have been completed (see overleaf for details).

Q: I am an existing Level 1 Coach. What do I need to do to register this season?

You need to have the following in place to register in 2024-2025

- EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply for those working in the Recreational Section only.
- A level 1 safeguarding certificate
- A basic first aid certificate
- Your Concussion Awareness and Sudden Cardiac Arrest certificate must be less than three years old

You must also complete two pieces of CPD within a three-year cycle and that all Level 1 modules have been complete (see overleaf for details).

Q: I am an existing Level 2 Coach. What do I need to do to register this season?

You need to have the following in place to register in 2024-2025:

- EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply for those working in the Recreational Section only.
- A level 2 safeguarding certificate*
- A level 2 first aid certificate (face-to-face courses lasting a minimum of 6 hours)
- Your Concussion Awareness and Sudden Cardiac Arrest certificate must be less than three years old

You must complete the following two courses before 31 July 2025:

- Complete the UKAD Coach Clean course by 31 July 2025
- Completed the IIHF Integrity course by 31 July 2025

You must also complete four pieces of CPD within a three-year cycle. You must also ensure all Level 2 modules have been completed (see overleaf for details).

*UK Coaching's Safeguarding Virtual Workshop is accepted if it's less than two years old and was completed before 31 July 2024. This is valid until three years from the date of completion. From July 2024, all Level 2 Safeguarding courses must be completed face-to-face.

Q: I am a new Foundation Coach. How do I get started?

The first step is to register with England Ice Hockey through your club. You will then get provided with a unique code to complete your e-learning.

Once you've paid for your registration, you will be a pending coach until you have:

- EIH Enhanced DBS check (with Children's Barred List) applied for through your club DSL. If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply if you are working in the Recreational Section only.
- Attended a safeguarding briefing or completed a free online course
- Completed the required online e-learning
 - How to: Plan, Coach, Reflect
 - Duty to Care
 - Sudden Cardiac Arrest
- You must be at least 16 years old

Q: How do I apply for the next level of coach?

To move through the pathway, you must complete all the previous level's requirements, along with the required learning for the next level, both online and in person, to have your license approved. There are no provisional licenses in 2024-2025.

Foundation to Level 1:

- Complete your level 1 safeguarding
- Complete your basic first aid
- Complete your additional UK Coaching e-learning:
 - Get into Coaching
 - Creating a Successful Coaching Environment
 - Mental Health Awareness for Sport and Physical Activity
 - Concussion Awareness for Coaches
- Attend and pass a Level 1 Ice Hockey specific coaching course
- Log 25 hours of coaching, signed off by your Head Coach
- Be at least 17 years of age

Level 1 to Level 2:

- Ensure all Level 1 courses are up to date
- Complete your level 2 safeguarding
- Complete your level 2 first aid
- Complete the UKAD Coach Clean course by 31 July 2025
- Completed the IIHF Integrity course by 31 July 2025
- Attend and pass a Level 2 Ice Hockey specific coaching course
- Have been a Level 1 coach for a minimum of one season (10 months)
- Logged 50 hours of coaching, signed off by your Head Coach

Q: I am confused about the new safeguarding regulations. I'm a Level 2 coach and I completed the UK Coaching NSPCC Virtual Classroom in 2023-2024. Do I need to now do a face-to-face course?

Anyone who has a valid certificate from the Virtual Classroom obtained within the last two years, but prior to 31 July 2024, will not need to complete a face-to-face course until the existing certificate expires, which is three years from the date of completion.

Any Level 2 coach who has not completed this by the deadline, or any new Level 2 coach, will be required to attend an accredited Level 2 safeguarding course which must be delivered

face-to-face. Details can be found in our Coaching Regulations, and some courses are offered in person via UK Coaching.

Q: How will you know when I've done my CPD?

You can submit evidence of CPD at any time and choose to do it in bulk at the end of your three-year cycle, or individually each time a piece is completed. Use the following link to submit a formal request for consideration.

You do not need to submit evidence for UK Coaching courses and England Ice Hockey run courses or workshops.

<https://www.cognitoforms.com/EnglishIceHockeyAssociation/ApplicationForRecognitionOfCPDActivities>

Q: I am on the accelerated coach programme, what do I need to do?

If you have been accepted on the accelerated coach programme, you still need to ensure you have completed all modules from your respective level of course, as outlined in the table previously.

Q: Do I need a DBS check? How do I get one?

All coaches require an EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later. This does not apply if you are working in the Recreational Section only.

You can apply for your DBS check through your club's Designated Safeguarding Lead.

UK Coaching FAQs

Q: How do I access my UK Coaching portal?

All of our coach memberships include a UK Coaching Premium Membership for 12 months. Every person that registers as a coach will receive a unique code via email to access the platform.

To activate your membership, visit <https://www.ukcoaching.org/premium> and use the unique code when purchasing. Memberships last for 12 months from activation.

When logging into the portal, coaches should also be sure to agree to share their data when the pop-up appears so that England Ice Hockey have automated access to track the courses completed.

Q: What do I get with my UK Coaching subscription?

Coaches get free access to a number of courses, resources and toolkits, discounts on courses, and a number of shopping discounts that can be used online ('Coach Perks').

Q: Are all the UK Coaching courses free?

No. You will be required to pay an additional fee for some of the courses, although this is discounted with your Premium Subscription. This pricing is set by UK Coaching and not England Ice Hockey.

UK Coaching courses on the EIH syllabus that have an additional charge are:

- How to Plan, Coach, Reflect
- Get into Coaching

- Creating a Successful Coaching
- Mental Health Awareness
- UK Coaching Safeguarding Virtual Classroom

Q: I completed all of these UK Coaching courses previously. Do I need to redo them every year?

No. If England Ice Hockey have a record of your completed courses, you do not need to do them again; they do not expire.

The only UK Coaching courses that you must refresh are Sudden Cardiac Arrest and Concussion Awareness for Coaching. These must be retaken every three years.

If you are a Level 1 and have completed the UK Coaching Safeguarding Virtual Classroom, you also need to take the refresher course available on UK Coaching every three years.

Coach First Aid FAQs

Q: What do the new First Aid requirements mean for me?

Level 2 coaches must complete a face-to-face level 2 first aid course to have their license approved. Courses accepted include Emergency First Aid at Work, and First Aid at Work. All certificates last three years, and we accept those taken through the workplace as long as they were a minimum of six hours in person.

Level 1 coaches only need to take a basic first aid course which can be done online. This does not make them a qualified first aider.

Q: Where can I book a face-to-face First Aid course?

You can book your own first aid course as long as it is recognised by an accredited body and meets the minimum of six hours face-to-face requirement. These courses are at your own cost.

Manager FAQs

Q: Do I have to complete all requirements to be able to have my registration approved?

Yes, you must complete all requirements for that level of license before it will be approved. The only exception is the UKAD course which must be completed by 31 July 2025.

Q: I am an existing Assistant Manager. What do I need to do to register this season?

You need to have the following in place to register in 2024-2025

- An EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- A level 2 safeguarding certificate (face-to-face)

You must also attend two Manager Forums during the 2024-2025 and the England Ice Hockey data protection workshop prior to 31 December 2024.

Q: I am an existing Team Manager. What do I need to do to register this season?

You need to have the following in place to register in 2024-2025

- An EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- A level 2 first aid certificate (face-to-face courses lasting a minimum of 6 hours)
- A level 2 safeguarding certificate (face-to-face)

You must also attend two Manager Forums during the 2024-2025 and the England Ice Hockey data protection workshop prior to 31 December 2024.

You must complete the UKAD Introduction to Clean Sport or Coach Clean course by 31 July 2025.

Q: I am a new Assistant Manager. How do I get started?

The first step is to register with England Ice Hockey through your club.

Once you've paid for your registration, you will be a pending manager until you have:

- An EIH Enhanced DBS check (with Children's Barred List) applied for through your club's DSL.
- Attended a level 2 safeguarding course (face-to-face)

Q: How do I apply to become a Team Manager?

To move through the pathway, you must complete all the previous level's requirements, along with the required learning for the next level, both online and in person, to have your license approved.

Moving from an Assistant Manager to Team Manager:

- Have been an Assistant Manager for one season (registered prior to 31 December of the relevant season) and completed a mentor form, signed off by a Team Manager
- Attend a Team Manager course
- Complete your level 2 first aid

Manager First Aid FAQs

Q: What do the new First Aid requirements mean for me?

Team managers must complete a face-to-face level 2 first aid course to have their license approved. Courses accepted include Emergency First Aid at Work, and First Aid at Work. All certificates last three years, and we accept those taken through the workplace as long as they were a minimum of six hours in person.

Q: Where can I book a face-to-face First Aid course?

You can book your own first aid course as long as it is recognised by an accredited body and meets the minimum of six hours face-to-face requirement. These courses are at your own cost.

England Ice Hockey will be providing details of the Cube Group's course and booking options as soon as they are confirmed by the company.

Off-Ice Official FAQs

Q: I am an off-ice official (no bench access), what do I need to do?

All off-ice officials (no bench access) must do the following:

- Register for their England Ice Hockey license as an off-ice official
- EIH Enhanced DBS check (with Children's Barred List) if working regularly with U18s, defined as three days or more per month. If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- Attend a safeguarding briefing from their DSL, or complete a free online course

Please note that your license will only be approved once all of the above pre-requisites have been met.

Q: I am a team bench off-ice official, what do I need to do?

All team bench off-ice officials must do the following:

- Register for their England Ice Hockey license as a team bench off-ice official
- EIH Enhanced DBS check (with Children's Barred List). If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- Attend a safeguarding briefing from their DSL, or complete a free online course (equipment managers), or provide a copy of your Level 2 Safeguarding certificate (medical staff/therapists)
- Provide a copy of your medical qualification / registration (medical staff)

Please note that your license will only be approved once all of the above pre-requisites have been met.

Q: I may undertake more than one Off-Ice Official role, is this a problem?

A: No. We kindly ask you to choose the role from the dropdown you will be undertaking most frequently, but this doesn't mean you cannot do other roles within the same category, as long as you meet the minimum requirements.

Q: Do I need a DBS check? How do I get one?

All team bench off-ice officials require an EIH Enhanced DBS check (with Children's Barred List). If the person is not on the Update Service, the Disclosure must be dated 1 August 2022 or later.

All off-ice officials without bench access require an EIH Enhanced DBS check (with Children's Barred List) if they are working regularly with U18s, defined as three days a month or more. If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later.

Anyone supervising a changing room at any time required an EIH Enhanced DBS check (with Children's Barred List).

You can apply for your DBS check through your club's Designated Safeguarding Lead.

Off-Ice Officials in the Recreational Section do not require a DBS.

Committee Member FAQs

We encourage all committee members to apply for their license, even if they do not have the pre-requisites in place, as your pending registration is required for team affiliation.

Q: I am a club Chair, what do I need to do?

From the 2024-2025 season, all club Chairs must do the following:

- Register for their FREE England Ice Hockey license (from 15 July)
- Have their contact details added on the GameDay club dashboard
- Complete an EIH Enhanced DBS check (with Children's Barred List). If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- Complete a face-to-face Level 2 Safeguarding course, or hold an existing Level 2 Safeguarding qualification, dated within the last two years*

*UK Coaching's Safeguarding Virtual Workshop only accepted if it's less than two years old and was completed before 1 July 2024. From July 2024, all Level 2 Safeguarding courses must be completed face-to-face.

Please note that your license will only be approved once all of the above pre-requisites have been met.

Q: I am a club committee member, what do I need to do?

From the 2024-2025 season, all club committee members must do the following:

- Register for their FREE England Ice Hockey license (from 15 July)
- Have their contact details added on the GameDay club dashboard
- Complete an EIH Enhanced DBS check (with Children's Barred List). If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later. This is mandatory for Secretaries and Treasurers and is only required for other committee roles that regularly work with U18s.
- Attend a safeguarding briefing from their DSL, or complete a free online course

Please note that your license will only be approved once all of the above pre-requisites have been met.

Q: I am a Designated Safeguarding Lead, what do I need to do?

From the 2024-2025 season, all DSLs must do the following:

- Register for their FREE England Ice Hockey license (from 15 July)
- Have their contact details added on the GameDay club dashboard
- Complete an EIH Enhanced DBS check (with Children's Barred List). If the person is on the Update Service, the Disclosure must be dated 1 August 2022 or later.
- Attend a Level 2 Safeguarding course
- Attend an England Ice Hockey DSL briefing (online)
- Provide a copy of your data protection certificate

Please note that your license will only be approved once all of the above pre-requisites have been met.