

England Ice Hockey Manager Regulations 2024-2025

V1.1 July 2024



10. INTRODUCTION	3
10.1 GENERAL	3
10.2 REGISTRATION.....	3
<i>10.2.1 Manager levels</i>	<i>3</i>
10.3 COURSE CONTENT AND DELIVERY	4
<i>10.3.1 New requirements for 2024-2025</i>	<i>4</i>
10.3.1.1 Anti-doping education.....	4
10.3.1.2 First Aid (Team Managers).....	5
10.3.1.3 First Aid for allied health professionals.....	5
10.3.1.4 Safeguarding	5
10.3.1.5 Workplace safeguarding.....	6
10.3.1.6 Additional safeguarding recommendations	6
10.4 RE-CERTIFICATION	6
<i>10.4.1 First aid.....</i>	<i>6</i>
<i>10.4.2 Safeguarding.....</i>	<i>6</i>
<i>10.4.3 Continuing professional development (CPD).....</i>	<i>6</i>
10.5 DBS REQUIREMENTS	6
10.6 TEAM REQUIREMENTS.....	7
<i>10.6.1 Manager / player ratios</i>	<i>7</i>
<i>10.6.2 Minimum bench requirements.....</i>	<i>7</i>
10.6.2.1 Referee responsibilities	8
10.7 KIT AND EQUIPMENT	8
10.8 DUTY OF CARE	8
APPENDIX 10A: MANAGER PATHWAY DESCRIPTORS	10
<i>Assistant Manager.....</i>	<i>10</i>
<i>Team Manager.....</i>	<i>13</i>
APPENDIX 10B: CONTACTS.....	16

10. Introduction

An ice hockey team manager deals with the logistical and interpersonal workings of the team. These include scheduling, booking, financial expenditure, communication, and mediating the concerns between parents and coaches.

EIH are committed to ensuring that managers across the sport of ice hockey in England and Wales are well-equipped to fulfil their role. To ensure all managers are qualified to a minimum standard, EIH have developed manager qualifications to enable managers to obtain their EIH licence. In addition, EIH are committed to developing managers and provide a range of recommended professional development opportunities, alongside ensuring all managers keep up to date with changing regulations and practices.

10.1 General

It is mandatory for all managers to:

- be registered with EIH and an EIH affiliated club
- have paid all required fees and dues to EIH
- understand the rules and regulations for the sport
- understand the rules for the age group and competition they will be managing
- follow EIH Code of Conduct and follow all EIH rules, regulations and policies
- comply with WADA's anti-doping code
- have a DBS clearance
- have completed an EIH manager qualification
- be able to communicate effectively in English

10.2 Registration

All managers must register directly with EIH using the online portal. Registrations must be approved by EIH before the manager's license and insurance are confirmed. For more on registration, including terms and conditions of registration, please see *section 1 of EIH Rule Book*.

10.2.1 Manager levels

EIH currently offers the following manager qualifications:

- Assistant Manager
- Team Manager

All new managers must apply for an Assistant Manager role and complete one season in this role (denoted as registering prior to 31 December of the playing season) before they are able to progress to a Team Manager.

The manager does not have to maintain an EIH membership during the entirety of the valid qualification, however, they must hold an EIH membership to manage at any EIH sanctioned competition. Should a manager have been inactive for more than three seasons, they will revert to an Assistant Manager and need to retake their Team Manager qualification.

EIH reserve the right to add additional professional development requirements during the licence period, particularly with regards to changing legislation and procedures including but not limited to safeguarding, data protection and first aid. In such instances, EIH will make

every endeavour to give managers sufficient time to complete courses, whilst ensuring legal compliance.

EIH recommend that a manager ensures all courses that expire are re-completed 30 days before they are due to expire. Should any module expire, the manager’s qualification will be invalid and their licence will be temporarily suspended pending completion of the expired module(s). Should more than 90 days elapse between expiration and completion of required modules, the manager’s licence will be revoked.

10.3 Course content and delivery

All courses are designed to ensure managers are adequately trained in a range of management techniques. Courses are provided through a mixture of e-learning and in-person courses. A brief syllabus is outlined in the table below. The full pathway is available in *Appendix 10a*.

EIH reserve the right to alter the course content at any stage.

This pathway applies to any new manager, or any manager wishing to progress from their current level of certification from July 2024.

Course	Assistant manager	Team manager	Advanced manager
Clearance with DBS check via Vibrant Nation*	•	•	•
Safeguarding Level 2*	•	•	•
First Aid Level 2*		•	•
Team Manager course		•	•
UKAD Introduction to Clean Sport or Coach Clean^		•	•

In addition to the above, all managers must complete an England Ice Hockey data protection workshop prior to 31 December 2024, and attend two England Ice Hockey manager forums during the 2024-2025 season. Team managers should also complete the Mentoring workshop in autumn 2024.

Managers must progress through each level of manager qualification to be eligible to move up to the next level, completing all courses before receiving their EIH license. Anyone who has attended an in-person course does not need to attend again.

Assistant managers must have a minimum of one season's experience being mentored before progressing to a team manager course. Registration as an Assistant Manager must be completed by 31 December 202 to qualify for one season’s experience.

10.3.1 New requirements for 2024-2025

The following requirements are in place for new and existing managers.

10.3.1.1 Anti-doping education

As part of England Ice Hockey’s commitment to clean sport, and in line with UK Anti-Doping (UKAD) and IHUK’s anti-doping policies and strategy, the association needs to educate its workforce around best practice in anti-doping.

As a result, England Ice Hockey are introducing mandatory anti-doping training for some roles, to be completed by **31 July 2025**.

All Team Managers and above must complete the FREE online e-learning 'Introduction to Clean Sport' or 'Coach Clean' course from UKAD: <https://www.ukad.org.uk/coach-clean> . Certificates must be provided to England Ice Hockey to evidence completion.

It is strongly recommended that Assistant Managers complete this course.

10.3.1.2 First Aid (Team Managers)

It is mandatory for Team Managers and above to undertake an accredited Level 2 First Aid course. Certificates are valid for three years, after which time a refresher or new course will be required.

England Ice Hockey accept accredited qualifications delivered face-to-face, lasting a minimum of six hours. Courses accepted include:

- First Aid Essentials in partnership with the Cube Group (*recommended, designed for England Ice Hockey, details to be available on our website, englandicehockey.com*)
- Emergency First Aid at Work
- First Aid at Work
- Sports First Aid
- Armed forces and emergency services first aid training (must meet the minimum 6 hour face to face requirement)
- In-person first aid training obtained via another recognised NGB (must meet the minimum 6 hour face to face requirement)

If you are unsure if your course is recognised as a level 2, please contact info@englandicehockey.com with the name of the provider and course syllabus so that equivalency can be confirmed.

10.3.1.3 First Aid for allied health professionals

Allied health professionals are not required to undertake any additional first aid for their role as a manager, provided they submit a copy of their license and registration number for approval, alongside and up to date CPD record.

The following are considered Allied Health Professionals for the purposes of this document.

- Paramedics with IHCD paramedic course; Paramedic foundation degree or MSc in Paramedical Science, registered with the HCPC who have proof of regular annual training and are currently practising on the road or in a training centre.
- Nurses registered with NMC currently working in an emergency environment (Emergency department)
- Therapists with a Graduate qualification in sports therapy or rehabilitation who also hold registration with SST, STA, STO, FHT or BASRAT.
- Physiotherapists registered with the HCPC
- Doctors registered with the GMC

10.3.1.4 Safeguarding

It is mandatory for all Managers to undertake accredited Level 2 Safeguarding training. This must be delivered face-to-face and last a minimum of three hours. Certificates are valid for three years, after which time a refresher or new course will be required.

We accept accredited in-person courses with a minimum of three hours duration, including the following:

- Workplace level 2 safeguarding is applicable

10.3.1.5 Workplace safeguarding

Accredited workplace safeguarding, for example from a school, hospital or emergency services, may be accepted as equivalent to the requirements outlined above. Please submit your certificate to England Ice Hockey for consideration of equivalency.

10.3.1.6 Additional safeguarding recommendations

Safeguarding adults

Whilst not currently mandated by England Ice Hockey, it is strongly recommended that Designated Safeguarding Leads, Level 2 Coaches and Team Managers at Para, SEND and senior clubs complete the UK Coaching and Ann Craft Trust *Safeguarding Adults in Physical Activity and Sport* course.

- <https://www.ukcoaching.org/courses/learn-at-home/safeguarding-adults>

10.4 Re-certification

Manager education is an ongoing process throughout a manager's life, and it is important that managers keep up to date with technical and tactical developments as well as the generic requirements of managing ice hockey.

Managers must meet recertification requirements as follows:

10.4.1 Recertification event

Managers must attend an England Ice Hockey recertification event every five years. The next event is due in 2027/2028.

10.4.2 First aid

First aid refresher courses will be accepted for recertification. Courses must be completed within three years of the original pass date of the course as per industry standards.

10.4.3 Safeguarding

All roles which require Level 2 Safeguarding must also complete refresher training every three years. We accept the following refresher training:

- <https://www.ukcoaching.org/courses/learn-at-home/sgp>
- Workplace refresher safeguarding training courses at Level 2 may be accepted on request.

10.4.4 Continuing professional development (CPD)

CPD opportunities provide a means to broaden skills, stay up to date with changes and become more effective as a manager. All managers must attend two manager forums over the course of a season, as well as attend a data protection workshop run by England Ice Hockey. Team Managers must attend a mentoring course.

10.5 DBS requirements

Enhanced DBS checks must be completed via EIH's Vibrant Nation service. DBS checks are required for all managers, with the exception of the Recreational Section.

The cost of the first DBS check will be covered by EIH. We encourage individuals to sign up to the automatic annual update for free. If an individual has not signed up for the annual update, they will need to renew their DBS check every three years at their own cost via Vibrant Nation.

In addition, managers working with children aged under 18 must comply with the requirements for safeguarding training.

For those who have not resided permanently in the UK, in addition to a DBS, individuals must comply with the following requirements.

Period of time residing in UK	Additional checks needed?	Requirements
10 years or more	No	Not applicable
5-10 years	Yes	Character reference from club
1-5 years	Yes	Character reference from club, and additional personal or professional reference from UK.
0-1 years	Yes	Mentor at club must be appointed. Risk assessment must be undertaken by the club and provided to EIH. The manager must be supervised at all times when working with U18s for one season.

10.6 Team requirements

It is mandatory for all clubs at junior hockey to have a **minimum of a team manager**. **With the recommendation of also having an assistant manager**

10.6.1 Manager / player ratios

The following ratio of adult to children supervision must be adhered to:

Age	Ratio
U10	1 adult to 10 children
U18	1 adult to 12 children

10.6.2 Minimum bench requirements

On match days, all bench staff including player coaches, must be named on the team list and the appropriate license number provided. Registered coaches and managers must display their licenses for the duration of the game. No person under the age of 18 can take control of the bench.

At the start of each game, each team must delegate a person in charge of the bench who meets the following requirements:

- Aged 18 or above
- Qualified EIH Level 2 coach or above and not playing in the fixture

In addition, each bench must:

- Have a Level 1 coach (or above)
- It is strongly recommended that each bench also has a Team Manager

If the L2 coach in charge of the bench is ejected from or leaves the game, another L2 must take charge. Where there are no alternative options, should the team have a suitably qualified L2 player coach, they are permitted to take over the bench, provided they do not return to the ice as a player for the remainder of the game and they are denoted on the team list as a player coach prior to the start of the game. L1 coaches and team managers are not permitted to take charge of the bench under any circumstances.

If no suitably qualified official is able to take over the bench, the game must be abandoned. Failure to meet the minimum gameday team official requirements will be classified as *failure to fulfil the fixture*. The match may go ahead as a challenge game should this be deemed safe by officials.

If a player is rejected from the bench the Team Manager will be expected to escort the player to the changing room where an appropriate adult (DBS checked or parent) will take over the care of that player (where u18)

10.6.2.1 Referee responsibilities

Referees are required to check manager registrations before all games. If there are insufficient coaching staff on the bench, the game will be abandoned and disciplinary action against the club may be taken. Referees cannot and must not allow a game to start or continue where the minimum bench coaching requirement is not fulfilled.

For league hockey, everybody on the team bench who does not play for that team needs to be registered with the education programme as a coach, manager, medical professional, sports therapist or equipment manager. The only exception is reporters who are not part of the regular team staff; these are deemed to be under the control of the head coach in charge of the team (note that unregistered people will not be covered by EIH's insurance). It is assumed that anyone who goes on the bench with a team has a responsible position with that team and the opportunity for close contact with young players.

Assistant Managers are NOT permitted on the team bench under any circumstances. Injured players should not be permitted on the Team bench without being noted on the teamsheet AND in full kit.

Injured staff should seek advice around insurance before going onto the team bench as certain injuries may deem the insurance null and void.

10.7 Kit and equipment

EIH follow the IIHF standards for kit and equipment, with the exceptions outlined in *Section 4, Skaters' Equipment* of EIH Rule Book.

All managers must ensure all players wear approved full ice hockey Kit, including helmet and face mask, hockey stick, hockey gloves as per *Section 4, Skaters' Equipment*. Wherever possible ice hockey skates, elbow and knee pads and neck guards should be worn (full kit is recommended).

Lightweight (Blue) pucks should be used for U9s/U10s.

10.8 Duty of care

Failure to comply with any of the above standards may mean the manager and club are subject to sanctions under EIH's Discipline Policy in accordance with bringing the game into disrepute. Where a breach involves children or vulnerable adults, this will further be investigated as a safeguarding concern.

Where it is proven that persons have been managing while unqualified, those persons will not be allowed to take an EIH coaching course or register as a manager for twelve months and the club may be liable to sanctions from the relevant Discipline Committee.

Appendix 10a: Manager pathway descriptors

Assistant Manager

Manager Pathway: Main
Course learning outcomes
<p>The Assistant Manager is the entry level course to allow a manager to begin their ice hockey manager pathway. It aims to develop basic training and awareness of minimum standards in ice hockey and EIH.</p> <p>Assistant managers will be able to assist team managers on match days and at training, however, they are not allowed on the bench.</p> <ul style="list-style-type: none"> • Safeguarding Level 2 (face-to-face)* • Attendance at two manager forums • Attendance at an England Ice Hockey data protection workshop <p>*Courses must be completed every three years.</p> <p>Assistant Managers will be granted access to:</p> <ul style="list-style-type: none"> • Relevant player and team data • Changing rooms
Who is it for?
<p>The Assistant Team Manager course is designed for Assistant Managers wanting to progress through the manager pathway.</p>
Course prerequisites
<ul style="list-style-type: none"> • 18 years old and above • Registered as an Assistant Manager with EIH • Registered with an EIH affiliated club • DBS clearance with Vibrant Nation (application through EIH free of charge)
Course duration and delivery
<p>Courses are delivered in-person.</p>
Cost and registration
<p>All candidates must register with EIH. The following costs are payable by the manager:</p> <ul style="list-style-type: none"> • EIH Assistant Manager registration: £57.75 (25% discount for any player) • Safeguarding Level 2 (provider cost)
Bench
<p>As an Assistant Manager you are not eligible to be on the bench.</p>
Progression

An Assistant Manager can progress to a Team Manager when they have:

- completed their Assistant Manager to Team Manager courses
- logged at least one season as a registered Assistant Manager and received sign-off from a Team Manager Mentor by completing the mentor form
- maintained their registration and status as an EIH Assistant Manager
- had their 18th birthday

Competencies

The learner must be able to demonstrate knowledge, competency and understanding by completing the Assistant Manager qualification and shadowing a Team Manager for one season.

A; Role and responsibilities

- A.1 Understand the role and boundaries of the role.
- A.2 Recognise how to work as part of a team, with specific responsibilities.
- A.3 Understand how to adhere to sport-specific and general codes of conduct.
- A.4 Understand the rules and regulations of sport.
- A.5 Assist in the organisational procedures, the responsibilities, and liabilities.
- A.6 Understand how to be a role model.
- A.7 Understand how to build relationships and rapport with participants.
- A.8 Understand how to assist with resources and information for, and about participants.
- A.9 Understand how to maintain general principles of risk management requirements.
- A.10 Understand how to always maintain participants' confidentiality.
- A.11 Understand their duty of care towards participants.
- A.12 Understand how to refer participants whose needs cannot be met
- A.13 Acknowledge the health and safety requirements, accidents, or emergency procedures (following the correct procedures for dealing with and reporting accidents, injuries and illnesses).

B: Inclusive managing

- B.1 Understanding of player kit requirements and safety.
- B.2 Understand how to manage participants who share protected characteristics.
- B.3 Recognise that different participants learn in different ways
- B.4 Understand how different backgrounds and stages of participant development and how age, emotional development and skill development can impact on the role of Manager

C: The Assistant Manager process

- C.1 Understand how to prepare the manager environment:
 - i. Registration
 - ii. Team meetings
 - iii. Training tasks
 - iv. Game Days
- C.2 Understand how to communicate effectively
- C.3 Be able to communicate with a variety of participant types
- C.4 Understand how to set 'ground rules'.

- C.5 Encourage, engage, interest and empower participants.
- C.6 Manage behaviour, positive and challenging, and encourage and motivate participants.
- C.7 Develop questions to ensure understanding.
- C.8 Understand a range of manager styles and understand how different participants learn.
- C.9 Understand and demonstrate the principles of planning.
- C.10 Understand how to analyse with coaches and give feedback to parents

D: Self-reflection and personal development

- D.1 How to take responsibility for their own development
- D.2 How to gain feedback from others
- D.3 How to develop a personal action plan
- D.4 How to understand continuing personal development (CPD) progressions and career pathways within EIH Manager Pathway

Team Manager

Manager Pathway: Main

Course learning outcomes

On completion of the Assistant Manager to Team Manager course the Team Manager will be able to manage a team. The Team Manager will be required to work collaboratively within their clubs to ensure delivery of a player centered focus and be a role model.

They will be required to have completed all the modules from the Assistant Manager course, along with the following e-learning modules and in-person workshops:

- Level 2 First Aid*
- Level 2 Safeguarding*
- In-person Team Manager course
- UKAD Introduction to Clean Sport or Coach Clean^
- Attendance at two manager forums
- Attendance at an England Ice Hockey data protection workshop

*Courses must be completed every three years.

^Courses must be completed by 31 July 2025.=

Who is it for?

This course is aimed at qualified Assistant Managers or existing Team Managers wishing to progress to or maintain their level as Team Manager.

Course prerequisites

- 18 years old and above
- Registered as a manager with EIH
- Registered with an EIH affiliated club
- DBS clearance with Vibrant Nation (application through EIH free of charge)
- Completion of the Assistant Manager courses
- On season experience as a registered Assistant Manager

Course duration and delivery

The course is delivered and assessed through e-learning and in-person courses. The e-learning course can be completed in your own time but you are not able to manage until all courses have been completed.

Dates will be made available for the in-person course as per EIH website.

Cost and registration

All candidates must register with EIH. The following costs are payable by the manager:

- EIH manager registration: £57.75 (25% discount for any player)
- In-person Team Manager course: Cost £60
- Safeguarding Level 2: provider cost
- First Aid Level 2: provider cost

Maintaining license

Team managers must attend two Manager forums each season to maintain their license.

Team Manager must complete Manager Mentor Training TBC

Bench

Team managers are recommended to go on the bench, however, they are not permitted to take charge of this.

Progression

Advance Manager Training TBC

Competencies

The learner must be able to demonstrate knowledge, competency and understanding by completing the Team Manager qualification.

A – Role and responsibilities

- A.1 Understand the role and boundaries of the role.
- A.2 Know how to work as part of a team, with specific responsibilities.
- A.3 Understand how to adhere to sport-specific and general codes of conduct.
- A.4 Understand the rules and regulations of sport.
- A.5 Be able to create organisational procedures, dictate responsibilities, and understand liabilities.
- A.6 Understand how to be a good role model.
- A.7 Understand how to build relationships and rapport with participants.
- A.8 Understand how to assist with resources and information for, and about participants.
- A.9 Understand how to maintain general principles of risk management requirements.
- A.10 Understand how to always maintain participants' confidentiality.
- A.11 Understand their duty of care towards participants.
- A.12 Understand how to refer participants whose needs cannot be met
- A.13 Acknowledge the health and safety requirements, accidents, or emergency procedures (following the correct procedures for dealing with and reporting accidents, injuries and illnesses).

B: Inclusive managing

- B.1 Understanding of player kit requirements and safety.
- B.2 Understand how to manage participants who share protected characteristics.
- B.3 Recognise that different participants learn in different ways
- B.4 Understand how different backgrounds and stages of participant development and how age, emotional development and skill development can impact on the role of Manager

C: The Team Manager process

- C.1 Understand how to prepare the manager environment:
 - Registration
 - Team meetings
 - Training tasks
 - Game Days
- C.2 Understand how to communicate effectively
- C.3 Be able to communicate with a variety of participant types
- C.4 Understand how to set 'ground rules'.
- C.5 Encourage, engage, interest and empower participants.
- C.6 Manage behaviour, positive and challenging, and encourage and motivate participants.
- C.7 Develop questions to ensure understanding.
- C.8 Understand a range of manager styles and understand how different participants learn.

- C.9 Understand and demonstrate the principles of planning.
- C.10 Understand how to analyse with coaches and give feedback to parents
- C.11 Understand how to deliver explanations that are technically and tactically correct.
- C.12 Understand how to assist with developing participants' skill.
- C.13 Analyse participants with coaches and give feedback to parents
- C.14 Understand how to contribute to the review of the session.

D: Self-reflection and personal development

- D.1 How to take responsibility for their own development
- D.2 How to gain feedback from others
- D.3 How to develop a personal action plan
- D.4 Show competency in delegating duties to an Assistant Manager and off-ice officials
- D.4 How to understand continuing personal development (CPD) progressions and career pathways within EIH Manager Pathway

Version	Author	Date written / approved	Approved by
0.3	HRM	01-Aug-23	Draft
1.1	HRM	01-Jul-24	VF

Appendix 10b: Contacts

EIH Director in charge of Managers
Cornelia Raubal
cornelia.raubal@englandicehockey.com

General Manager for Managers
Vicki Fidler
vicki.fidler@englandicehockey.com

Education programme administrator
Liz Moralee
liz.moralee@englandicehockey.com

Operational support and general enquiries
EIH Office
info@englandicehockey.com

