



The Shift Forward: Evolving Hockey Culture

FREQUENTLY ASKED QUESTIONS





THE WHY

1. **Why is Hockey Canada launching The Shift Forward: Evolving Hockey Culture?**

Hockey Canada is embarking on a pivotal change and is launching “The Shift Forward: Evolving Hockey Culture.” A National Training Needs Analysis concluded that training within hockey would help lead to changing behaviours if it was age-appropriate, role-specific, and geared towards the experiences of participants and not a one-size-fits-all approach. The Shift Forward: Evolving Hockey Culture is focused on transformational change on how we approach training to achieve creating a safe and welcoming environment and empowering those who engage in the game to manage unhealthy behaviours.

2. **Why is The Shift Forward: Evolving Hockey Culture focused on hockey-specific training?**

Although hockey specific training is a pivot away from a long-standing practice of acquiring certification that can be transferred to other sports, Hockey Canada learned through a National Training Needs Analysis that there was significant benefit to having training being geared toward the experiences of participants.

3. **How will this new education program be relevant to my role in hockey?**

The first course is being released for the 2025-2026 season and has been made for all audiences (parents/guardians, coaches, officials and rostered staff). As new courses are being built for future seasons, they will be customized with specific and relevant information and scenarios for each audience within hockey.

THE WHAT

4. **What topics will the first course cover?**

The first course covers topics related to how hockey has evolved over the years, how we want to show up in the game of hockey, True Sport Principles, hockey’s core values and hockey culture.

5. **How long will the first course take to complete?**

The course will take approximately 85 minutes to complete.

6. **What are the next courses in the program?**

Additional courses will be released in future seasons.

7. **How many courses will be in The Shift Forward: Evolving Hockey Culture program?**

Players, Coaches, Rostered Staff, Parents/Guardians, and Officials will have differences in the number of mandatory courses required from The Shift Forward: Evolving Hockey Culture. As the next phase of the program is being developed, more information will be shared at a later date.

8. **If I take the course in the 2025-2026 season, will I need to complete more courses to complete the program?**

Yes, in the 2026-2027 season additional courses will launch for coaches, rostered staff and officials.



9. Once I take all courses in The Shift Forward: Evolving Hockey Culture, will I be required to re-certify at some point?

Hockey Canada is committed to providing progressive education to the hockey community. Hockey Canada and its Members are collaborating on what re-certification cadence would respect everyone's time, while focusing on addressing unhealthy behaviours in the game. Information will be shared at a later date.

THE WHO

10. Who is The Shift Forward: Evolving Hockey Culture program for?

For the 2025-2026 season, the program is launching for Coaches and Rostered staff with Officials being determined by each Member.

11. Who is a rostered staff?

Any individual who becomes rostered for a season who may not be coach. These individuals could include positions like Managers, Safety Person(s), Equipment Managers. If you are unsure if you are required to take The Shift Forward: Evolving Hockey Culture, please contact your Member Branch for clarification.

12. If this new program is only for Coaches, Rostered Staff and Officials in the 2025-2026 season, will parents eventually have to take training?

Yes. Hockey Canada anticipates launching the Parent/Guardian version of The Shift Forward: Evolving Hockey Culture for the 2026-2027 season.

13. Will players have to take this education program?

Although the education targeted at players is being created, Hockey Canada is committed to collaborating with its Members to align on the best approach to release this content and work continues on the player education component. More details will be released at a future date.

14. What will happen in future seasons if I am a Coach & a Parent/Guardian or an Official and a Player? Will I need to take the course multiple times?

As the curriculum is being built to have tailored and specific education for different audiences in hockey, there will likely be the need to take portions of the education that are specific to the roles that you hold in hockey. To simplify, if you are a coach and a parent/guardian, you would be required to take The Shift Forward: Evolving Hockey Culture for Coaches and the Parent version of the content that was not already covered in the Coach version.





FEES

15. How much does this new course cost for Coaches, Rostered Staff and Officials?

The course will cost \$25, although we encourage you to connect with your Member to confirm.

16. Where does the fee for these courses go?

The fee for The Shift Forward: Evolving Hockey Culture has three components: a fee for the Learning Lab, which is the platform for delivering the course, a Hockey Canada fee that supports the significant and continued investment for content creation and a Member fee to support the overall administration of monitoring and compliance of The Shift Forward: Evolving Hockey Culture.

17. If I paid in the 2025-2026 season, will I need to pay again for the new courses that become available in the 2026-2027 season?

No. Your completion in the 2025-2026 season will be tracked, and you will be able to complete the courses launched in the 2026-2027 season for no additional fee.

18. How much will the Parent/Guardian version cost?

For the launch of the Parent/Guardian version of the program, the intent is to maintain the cost of the existing parent program.

19. If players are eventually going to take this training, will there be a fee?

Hockey Canada and its Members are committed to offering player education at as minimal a cost as possible, and all avenues to reduce cost are currently being explored. In advance of launching player education, any fee information will be available in advance.

THE WHEN

20. When will The Shift Forward: Evolving Hockey Culture be fully implemented?

Hockey Canada anticipates that all mandatory courses will be available for the 2026-2027 season and that there will be a multi-year transition period. Hockey Canada anticipates that all 13 Members will begin to offer the program for the 2026-2027 season.

21. When will the entire program be released?

The remainder of the mandatory courses are anticipated to be released for the 2026-2027 season.





COURSE ACCESS & TECHNICAL QUESTIONS

22. How can I register for the new course as a coach, rostered staff, or official?

Registration for the new course will be done through the Hockey Canada Registry. Full steps on registering can be found here:

<https://help.spordle.com/space/HDNE/2569273348/Registration+for+a+Clinic>

23. If I run into technical issues with the new course, is there a help desk available?

There are two Help Desks available to participants. For issues in HCR, registering, with My Account, or seeing your qualification, please contact hcr@spordle.com. For issues within the Hockey Canada Learning Lab, such as content issues, please contact lms@hockeycanada.ca.

24. The organization my child plays in does not use the Hockey Canada Registry for registration, how can I access the course?

Regardless of the system used for registration, all Hockey Canada participants end up in the HCR. All participants are still able to register to the course and the qualifications will appear in HCR.

25. Where do I find the completion of this new course (official, coach, rostered staff)?

Once you complete the course, the qualification will be automatically added to your HCR profile for your hockey association to see.

26. Is this new course offered in English and French?

Providing an equivalent learning experience in both French and English was a priority. All courses made available on the Learning Lab will be available in both official languages.