



# **The Shift Forward:** **Evolving Hockey Culture**

## **FREQUENTLY ASKED QUESTIONS**



## The Why

### **Q: Why did Hockey Canada launch The Shift Forward?**

A: Hockey Canada is embarking on a pivotal change and launched The Shift Forward following a national Training Needs Analysis that concluded education and training in 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 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.

### **Q: Why is The Shift Forward focused on hockey-specific training?**

A: 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 heard through a national Training Needs Analysis that there was significant benefit to having training being geared toward the experiences of participants.

### **Q: Why is The Shift Forward building training that is for more audiences than just coaches?**

A: The **Future of Sport Commission released preliminary findings and recommendations** which outlined that limiting education to only select groups that are in the sport ecosystem can undermine the collective responsibility to prevent and respond to maltreatment. As such, all groups should be included in education and training, including coaches, officials, parents/guardians, support staff and even children, if the education is age appropriate.

### **Q: How will this new education program be relevant to my role in hockey?**

A: The modules that have been developed as part of The Shift Forward have been tailored for each specific audience (coaches, officials, rostered staff and parents/guardians). The training for each audience group may have similarities, as some content is appropriate for all audiences, but all examples, scenarios and additional elements have been tailored for the realities of the roles fulfilled within hockey.

### **Q: Why did Hockey Canada create a new training and education platform and move away from previous third-party training programs?**

A: By launching The Shift Forward, Hockey Canada can create training modules that are age-appropriate, role-specific and geared towards the experiences of participants. The program can also better add and modify training based on the educational needs of participants in sanctioned hockey, rather than rely on third-party providers that may offer one-size-fits-all training for different roles and/or sports.

## The What

### **Q: What topics will The Shift Forward cover?**

A: The Shift Forward will cover a variety of topics covers topics focused on shifting the culture of hockey forward. For the 2026-27 season, the modules within the program will cover the following themes: hockey culture, being an active bystander, how to have crucial conversations, autonomy, individual rights, grooming and consent.

**Q: How long will The Shift Forward take to complete?**

A: The time it will take to complete the program will vary depending on what role(s) the participant has in the hockey ecosystem and how intentional they are when taking each module. The below table outlines (in minutes) how long learners can expect the program to take:

Learner Role	Welcome to Hockey / Hockey Culture	Be the Change	Talk it Out	Lead with Respect	Total Estimated Seat Time
Coaches	50	11	16	13	90
Officials	50	8	11	11	80
Rostered Staff	50	11	13	12	86
Parents / Guardians	50	11	16	12	89

**Q: Will there be additional courses on other topics released?**

A: Additional courses on a variety of topics are being planned in collaboration with Hockey Canada’s Members. These additional topics will be informed by the issues that are being identified within the game. Additional information will be released at a later date.

**Q: If I took The Shift Forward initial modules in the 2025-26 season, will I need to complete more modules to complete the program?**

A: For those individuals who took the first module of The Shift Forward in the 2025-26 season, they will need to re-enter the program to only complete the three new modules being released for the 2026-27 season.

**Q: Once I take The Shift Forward, will I be required to re-certify at some point?**

A: 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 look like with respect to everyone’s time, while focusing on addressing unhealthy behaviours in the game. Information will be shared at a later date.

**Q: Will new courses that are being built and added later become mandatory?**

A: Whether a new course will be mandatory or not will be determined after consultation with Members.

**Q: If I have previously taken the Respect in Sport Courses or Speak Out training, will I need to take this new program?**

A: The Shift Forward will become mandatory to complete starting in the 2028-29 season. This means that Hockey Canada and its Members will recognize existing training (Respect in Sport and/or Speak Out) until the conclusion of the 2027-28 season.

## **The Who**

### **Q: Who is The Shift Forward for?**

A: For the 2026-27 season, The Shift Forward is launching for coaches, rostered staff, parents/guardians and officials. Each individual Member is required to determine which participants in their environment are required to complete for this season. If you have questions on if you need to complete the program, please contact your Member directly.

### **Q: Who is a rostered staff?**

A: Any individual who becomes rostered for a season who may not be coach. These individuals could include positions like managers, safety person(s), and equipment managers. If you are unsure if you are required to take The Shift Forward, please contact your Member for clarification.

### **Q: What happens if I have multiple roles within hockey (coach and parent/guardian or official and rostered staff, etc.)? Will I need to take the course multiple times?**

A: As the curriculum is being built to have tailored and specific education for different audiences in hockey, there will be the need to take portions of the education that are specific to the roles that a participant holds in hockey. To simplify, if the participant is a coach and an official, they would be required to take The Shift Forward for coaches and the officials version of the content that was not already covered in the coach version. This allows them to take role relevant content, while minimizing the amount of repeated content.

### **Q: If I took a Respect in Sport course (Activity Leader and/or Parent) for another sport, will that be accepted by Hockey Canada and its Members?**

A: Previous training such as Respect in Sport courses will be accepted by Hockey Canada and its Members until the conclusion of the 2027-28 hockey season. For the 2028-29 hockey season, The Shift Forward will be required for participation.

### **Q: Will players have to take this education program?**

A: The intention is for players to take age-appropriate education through The Shift Forward. The training is currently being developed with experts, and Hockey Canada is collaborating with its Members to align on the best approach to release this content. More details will be released at a future date.

## **Fees**

### **Q: How much does this program cost for coaches, rostered staff and officials?**

A: The program for coaches, rostered staff and officials costs \$27, although participants are encouraged to connect with their Member to confirm if there are nuances in their region.

### **Q: How much does this program cost for parents/guardians?**

A: The parent/guardian program costs \$11.50, although we participants are encouraged to connect with their Member to confirm if there are nuances in their region.

**Q: Where does the fee for this program go?**

A: The fee for The Shift Forward has three components: a fee for the Learning Lab, which is the platform for delivering the course going to the provider, 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. By moving to The Shift Forward, Hockey Canada is able to re-invest the fees to benefit grassroots hockey, rather than paying a third-party company to host the training and education modules as has been done historically.

**Q: If I paid in the 2025-26 season, will I need to pay again for the new modules that become available in the 2026-27 season?**

A: No. Completion in the 2025-26 season will be tracked, and participants will be able to complete the courses launched in the 2026-27 season for no additional fee.

**Q: If players are eventually going to take this training, will there be a fee?**

A: 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****Q: When will The Shift Forward be fully released?**

A: The second year of The Shift Forward will begin on April 1, 2026. Additional content will be created that participants or Members can choose to add into the program. Hockey Canada is focused on progressive education and working to create an environment of life-long learning within its participants.

**Q: When will I need to complete the Shift Forward Program, if I am required to complete the program in the 2026-2027 season?**

A: The timeline to complete The Shift Forward Program will be determined by the Member processes and requirements. Please reach out to your Member for details.

**Course Access & Technical Questions****Q: I am a certified coach and have to maintain my certification by completing Professional Development (PD) points. Will The Shift Forward provide me with PD points?**

A: Hockey Canada is working with the Coaching Association of Canada to apply three PD points for completing The Shift Forward – Coach version, and for those points to be applied to an NCCP account.

**Q: How can I register for The Shift Forward as a coach, rostered staff or official?**

A: Registration for the new course will be done through the Hockey Canada Registry. Full steps on registering can be found here: [\*\*Register for a Clinic.\*\*](#)

**Q: How can I register for The Shift Forward as a parent/guardian?**

A: Registration for the new course will be done through the Hockey Canada Registry. Full steps on registering can be found here: **[Register as Parent for The Shift Forward](#)**.

**Q: If I run into technical issues with the new course, is there a help desk available?**

A: Please contact [hcr@spordle.com](mailto:hcr@spordle.com) for any technical issues.

**Q: The organization my child plays in does not use the Hockey Canada Registry for registration. How can I access the course?**

A: Regardless of the system used for registration, all Hockey Canada participants end up in the Hockey Canada Registry. All participants are still able to register for The Shift Forward and the qualifications will appear in the Hockey Canada Registry.

**Q: Where do I find the completion of this new program (official, coach, rostered staff)?**

A: Once the course is completed, the qualification will be automatically added to the participant's Hockey Canada Registry profile for their minor hockey association to see.

**Q: If I move to a different part of the country with a different Member, will it be able to see my qualification for The Shift Forward?**

A: Yes, the Hockey Canada Registry profile, including all qualifications, will be available for a new Member and minor hockey association to see.

**Q: Where do I find the completion of the program as a parent/guardian?**

A: Once the parent/guardian program is completed, the qualification will automatically be added to the child's Hockey Canada Registry profile.

**Q: How will the qualification be added to my child(ren)'s profiles? Is there anything I need to have before beginning the registration process?**

A: When registering for the clinic, the first pop-up window provides crucial information. By registering under the child's name, they and any other profiles associated with the parent's account will inherit your qualification. Only the parent's child(ren) and/or participants under their legal care should be linked to their account.

**Q: Is this new course offered in English and French?**

A: 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.