

SKAC262 (SQA Unit Code - FA4V 04)

Maintain the safety of the ice rink environment and its users



Overview

Ice rink users have every right to expect a clean, hygienic and safe environment. This unit covers checking the rink environment meets all its requirements for hygiene and quality, supervising skating activities and dealing with emergencies when they occur. Staff using this unit should bear in mind that regular training and assessment are necessary to maintain their competence in this safety critical role.

The unit is divided into three parts. The first part describes the four things you have to do. These are:

1. prepare and maintain a healthy and safe ice rink environment
2. issue, check in and maintain skates
3. supervise ice rink activities
4. carry out ice rink emergency procedures

The second part covers the knowledge and understanding you must have.

The third part gives examples and explanations of some words we use in the unit.

The unit is intended mainly for ice stewards working in an ice rink.

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Performance criteria

You must be able to:

Prepare and maintain a healthy and safe ice rink environment

- P1 carry out ice quality and other safety checks of the rink and its facilities complying with your organisation's requirements
- P2 cause as little disruption to normal activities as possible
- P3 identify and assess any hazards
- P4 deal with any hazards quickly following organisational and legal requirements
- P5 check and store emergency equipment correctly
- P6 make any required reports and complete relevant records

You must be able to:

Issue, check in and maintain skates

- P7 deal with customers in polite and friendly manner
- P8 issue skates that are appropriate for the customer and in a safe and serviceable condition
- P9 store the customer's shoes in the correct location
- P10 provide the customer with any assistance they may need
- P11 follow the correct procedures for exchanging skates and shoes following use
- P12 identify any faults with the skates and follow the correct maintenance procedures

You must be able to:

Supervise ice rink activities

- P13 follow your organisation's procedures for dress, equipment and personal presentation
- P14 apply your organisation's admissions policy
- P15 observe activities carefully and continuously in the rink area you are supervising
- P16 give your customers any information and help that they need
- P17 supervise and educate your customers to use the rink safely
- P18 safely provide assistance to customers who have fallen over
- P19 identify and deal with any potential hazards promptly and in line with the rink safety operating procedures
- P20 communicate effectively with your customers and colleagues when necessary
- P21 follow the normal operating procedures at all times

You must be able to:

Carry out ice rink emergency procedures

- P22 promptly identify and assess the emergency
- P23 implement the emergency action plan
- P24 take action appropriate to the emergency
- P25 call for qualified assistance that is appropriate to the emergency

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- P26 give appropriate first aid and basic life support as necessary
- P27 help to return the ice rink to normal operating procedures
- P28 provide clear reports on the emergency and the events leading up to it
- P29 identify and report any problems with the emergency action plan to the responsible colleague

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Knowledge and understanding

You need to know and understand:

Prepare and maintain a healthy and safe ice rink environment

- K1 the types of hazards which may occur and how to look for them and provide the proper response
- K2 the rules, regulations and bye-laws covering the ice rink including Health and Safety at Work Act
- K3 the types of emergency equipment required, where it is kept and how it is properly maintained
- K4 the checks required for each type of ice rink environment
- K5 what records need to be kept and how to complete them

You need to know and understand:

Issue, check in and maintain skates

- K6 how to treat customers in a polite and friendly way
- K7 shoe and skate sizes and how to select the correct skates for different customers
- K8 the correct procedures for storing customers' shoes
- K9 typical problems that customers have with skates and how to provide assistance to them
- K10 the correct procedures for exchanging shoes and skates following use
- K11 typical faults that occur with skates and the correct procedures to follow in order to deal with these

You need to know and understand:

Supervise ice rink activities

- K12 the types of advice and assistance which each of the different types of customer may require and the most appropriate way of providing it
- K13 the normal operating procedures for the ice rink
- K14 staffing levels for different types of activities and what to do if these are not adequate
- K15 the types of hazards which may occur and how to look for them and provide the proper response
- K16 principles of safety on ice and accident prevention;
- K17 the role of the ice steward;
- K18 how the ice rink is zoned for effective supervision;
- K19 the effect of the ice rink environment on safety
- K20 when and how to communicate with customers and other members of staff environment and its users

You need to know and understand:

Carry out ice rink emergency procedures

- K21 the Emergency Action Plan for the rink and facility
- K22 the differences in dealing with all the different kinds of customers
- K23 how to identify and assess the nature of the emergency situation
- K24 the right course of action to meet the needs of each kind of emergency

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- situation
- K25 the importance of responding calmly and promptly and providing reassurance to all those involved
- K26 the nature and type of qualified assistance required for each of the types of emergency situation
- K27 the importance of identifying the possible cause of the emergency
- K28 the importance of reporting any difficulties which occurred in implementing the emergency procedures

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Additional Information

Scope/range related to performance criteria

1. **rink**
 - 1.1. conventional rinks
 - 1.2. leisure rinks
 - 1.3. outside
 - 1.4. curling
 - 1.5. arenas
2. **facilities**
 - 2.1. ice rink surrounds
 - 2.2. signage
3. **emergency equipment**
 - 3.1. stretchers
 - 3.2. first aid equipment
 - 3.3. communications equipment
 - 3.4. cameras and computer-aided surveillance systems
4. **customer**
 - 4.1. adults
 - 4.2. children
 - 4.3. customers with particular needs
5. **faults**
 - 5.1. dull blades
 - 5.2. broken/missing laces
 - 5.3. damage to fabric
6. **activities**
 - 6.1. leisure skating
 - 6.2. lessons
 - 6.3. figure skating
 - 6.4. sports
 - 6.5. customer
7. **adults**
 - 7.1. with children
 - 7.2. customers with particular needs
8. **hazards**
 - 8.1. inadequate adult supervision of children
 - 8.2. unacceptable customer behaviour

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- 8.3. failure of equipment
- 8.4. poor ice quality
- 8.5. physical hazards

- 9. **ways to communicate**
 - 9.1. speech
 - 9.2. hand signals
 - 9.3. whistles
 - 9.4. alarm systems
 - 9.5. public address
 - 9.6. radio

- 10. **emergency**
 - 10.1. minor soft tissue injury
 - 10.2. major soft tissue injury
 - 10.3. fracture/serious injury
 - 10.4. unconscious casualties
 - 10.5. multiple casualties
 - 10.6. public disorder

- 11. **action**
 - 11.1. alerting colleagues
 - 11.2. attending to the casualty on ice surface
 - 11.3. dealing with other customers
 - 11.4. clearing customers from the rink area

- 12. **casualty**
 - 12.1. adults
 - 12.2. children
 - 12.3. customers with disabilities
 - 12.4. customers with medical conditions
 - 12.5. competitors/performers/sports official/spectators

Glossary

Customers with medical conditions

Epilepsy, asthma and diabetes

Emergency action plan

The written plan which has been developed by the facility to deal with any emergencies which may occur

Unacceptable customer

Behaviour that contravenes the safety operating procedure, for example skating in the wrong direction, rowdy behaviour, dropping litter, damaging the surface, smoking, eating and drinking etc.

Normal operating procedures

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The procedures which have been developed by the facility to cover normal (non-emergency) working

Responsible colleague

The person with overall responsibility for the ice rink and its environment - usually the duty manager or supervisor

Rules, regulations and bye laws

The sections of legislation and regulations which impact on the role of the ice steward and the operation of the ice rink to include:

1. Health and Safety at Work Act 1974
2. Health and Safety Regulations (First Aid)1981
3. The Reporting of Incidents, Diseases and Other Dangerous Occurrences Regulations 1995
4. Regulatory Reform (Fire Safety) Order 2005
5. Control of Substances Hazardous to Health
6. Health and Safety (Safety Signs and Signals) Regulations 1996

Links to other NOS

This unit links closely with unit SKAOSC22 and SKAOSC35.

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