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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Maintain the safety of the ice rink environment and its users

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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- the 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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