

The When

1. When will *The Shift Forward* be fully released?
 - a. Hockey Canada is entering the first full season following a 2025-2026 Pilot Season. Hockey Alberta will be opening registration for completion for Parents & Team Officials on April 15, 2026.

The What

2. What topics will *The Shift Forward* cover?
 - a. *The Shift Forward* will cover a variety of topics focused on shifting hockey’s culture 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.
3. 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) you have in the hockey ecosystem and how intentional you 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
Parents / Guardians	50	11	16	12	89

4. 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 Member Branches. 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.
5. 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 Member Branches 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.
6. If I have previously taken the Respect in Sport courses, will I need to take this new Program?
 - a. Respect in Sport courses for both Parent and Activity Leader will be a recognized equivalent through the duration of their expiry.
 - b. Respect in Sport Parent & Activity Leader Courses completed through other sports prior to April 15th, 2026 will also be recognized.

Example: If your Respect in Sport - Activity Leader course expires on June 1st 2027, it would be valid for the 2026-2027 season but you would be required to complete the Hockey Canada Shift Forward - Coach Program for the 2028-2029 season.

The Who

7. Who is *The Shift Forward* for?
 - a. For the 2026-27 season, *The Shift Forward* is launching for Team Officials (Coaches & Bench Staff) & Parents/Guardians
 - b. **Parents** - One parent or guardian for each player must complete the Hockey Canada Shift Forward - Parent Program. Proof of completion shall be indicated on the players Hockey Canada Registry Profile.
 - c. **Team Officials** - All Registered Team Officials must have completed the Shift Forward - Coach Program. Proof of completion shall be indicated on the Team Official's registration in the Hockey Canada Registry.
8. Who are Team Officials?
 - a. Any individual who becomes rostered to a team including coaches, Managers, Safety Person(s), and Equipment Managers.
9. What happens if I have multiple roles within hockey (coach & parent/guardian or official & 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 you hold in hockey. To simplify, if you are a coach and a parent, you would be required to take *The Shift Forward* as a Coach and a Parent version of the content that was not already covered in the coach version. This allows you to take role relevant content, while minimizing the amount of repeated content.

Fees

10. How much does this program cost for Team Officials?
 - a. The program for Team Officials is \$27.00.
11. How much does this program cost for Parents / Guardians?
 - a. The Parent / Guardian program costs \$11.50.
12. 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 and the fee goes to the provider, a Hockey Canada fee that supports the significant and continued investment for content creation and a Member Branch fee to support the overall administration of monitoring and compliance of *The Shift Forward*. By moving to *The Shift Forward*, Hockey Canada is now 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.
13. If players are eventually going to take this training, will there be a fee?

- a. Hockey Canada and its Member Branches 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.

Course Access & Technical Questions

14. If I run into technical issues with the new course, is there a help desk available?
 - a. Please contact hcr@spordle.com for any technical issues.
15. 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.
16. Where do I find the completion of the Team Official Course?
 - a. Once you complete the course, the qualification will be automatically added to your Hockey Canada Registry profile for your hockey association to see.
17. Where do I find the completion of the program as a Parent / Guardian?
 - a. Once you complete the Parent / Guardian program, the qualification will automatically be added to the Hockey Canada Registry profiles of your child(ren).
18. 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 you with crucial information. By registering under your child's name, they and any other profiles associated with your account will inherit your qualification. Only your child(ren) and/or participants under your legal care should be linked to your account.
19. If I move to a different part of the country with a different Member Branch, will they be able to see my qualification for *The Shift Forward*?
 - a. Yes, your Hockey Canada Registry profile, including all qualifications, will be available for your new Member Branch and MHA to see.

The Why:

20. 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.

21. Why is *The Shift Forward* focused on hockey-specific training?
 - b. 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.

22. Why is *The Shift Forward* building training that is for more audiences than just coaches?
 - c. 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, parents/guardians, support staff and even children, if the education is age-appropriate.

23. How will this new education program be relevant to my role in hockey?
 - d. The modules that have been developed as part of *The Shift Forward* have been tailored for each specific audience (coaches, rostered staff and parents and 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 role you fulfill within hockey.

For Member Associations:

1. If a parent has multiple children, will their completion of *The Shift Forward - Parent*, be attached to all children?
 - a. By registering under their child's name, they and any other profiles associated with a parent's account will inherit the qualification. They will need to ensure all of their children and/or participants under their legal care are linked to their Hockey Canada Registry My Account.
2. Our Minor Hockey Association normally bought codes from Respect Group to reduce the administrative workload tied to course reimbursement, is that an option with *The Shift Forward - Coach*?
 - a. Minor Hockey Associations will no longer need to buy codes in bulk for participants. If your association is covering the cost of The Shift Forward registration for participants, Hockey Alberta can set up a private, no-charge Clinic in the Hockey Canada Registry that can be shared with association Team Officials. Hockey Alberta will then invoice Minor Hockey Associations based on the clinic registration numbers.
3. There is currently certification expiration of 4 years for both Respect in Sport Coach and respect in Sport Activity Leader, will that still be in place for The Shift Forward.
 - a. Hockey Alberta will review expiration requirements in collaboration with our Members. This will include ongoing evaluation of impact, additional content and national requirements.
4. If we have members of our Minor Hockey Association who are struggling with accessing the course or other technical difficulties, where should we direct them for support?
 - a. If the Minor Hockey Association is unable to support participants, the first step would be to refer to *The Shift Forward* documentation. If the issue persists, please contact hcr@spordle.com for any technical issues.
5. If a child in our Minor Hockey Association has multiple parents/guardians, we would like all parents/guardians to take *The Shift Forward* program, is that possible?
 - a. The tracking system only allows for 1 parent or guardian's completion to be added to a child's Hockey Canada Registry account. Your Minor Hockey Association is welcome to encourage that all parents / guardians complete the parent program, but there is no defined way to track completion in this way.
6. What registration link should we share with parents & Team Officials as part of our website or direct communication?
 - a. Each season, a new clinic will be created to accept registration, to avoid confusion in coming season, please direct any communication to the landing pages below for both information and registration instructions.

[Shift Forward Website](#)