



RED DEER COLLEGE
**SCHOOL OF
CONTINUING
EDUCATION**

Recreation Facility
Management Certificate
2017 2018

Program Overview:

Red Deer College (RDC) and Alberta Association Recreation Facility Personnel (RFP) have joined together to create a certificate program designed to enhance leadership opportunities for recreation facility operators through the combination of technical and management training.

RFP offers technical training for facility operations that is recognized across western Canada. RDC offers Management Training providing front line managers with the theory and skills to effectively move into a supervisory/management role.

By combining the two programs, a unique certificate offering both technical and supervisory skills have been created. Successful students will receive the RDC career development certificate entitled the Recreational Facility Management (RFM) Certificate. It is made up of:

AARFP Courses

- Pool Operator Level 1 (16 hours)
- Arena Operator Level 1 (16 hours)
- Building Maintenance Level 1 (16 hours)
- Parks and Sports Fields Level 1 (8 hours)

Red Deer College Courses

Management Skills for Supervisors Career Development Certificate:

- Foundations of Management (8 hours)
- Effective Communication (8 hours)
- Conflict Resolution (8 hours)
- Synergy of Teams (8 hours)

Audience:

The target audience for this program are individuals who are looking to secure supervisory/managerial positions based on their skills and who have less than five years of experience in this role. These individuals require the training needed for supervising, managing, and leading others and their work.

Course Delivery:

The four dynamic, interactive sessions cover key aspects of the supervisory function. Course materials are provided. To obtain the certificate, all core courses must be satisfactorily completed and students must meet the attendance requirements as stated in the course outlines.

Textbooks: TBD

Course Descriptions:

AARFP Courses

Pool Operator Level 1

This workshop provides a rigorous in-class and hands-on experience for those involved in swimming pool operations. Topics include: water circulation/filtration, basic chlorine and salt water chemistry, water balance, pool diseases and water testing. This course has been updated to meet Alberta Health standards. Participants should also bring a calculator for class and exam. Successful candidates will receive the Swimming Pool Operator Level 1 certificate upon completion of the course.

Learning outcomes:

- Describe the Alberta Association of Recreation Facility Personnel (RFP) and its Pool Operator Program.
- Demonstrate a good understanding of basic concepts of swimming pool operations.
- Calculate the surface area and volume of a swimming pool.
- Describe the operation and troubleshooting of a swimming pool circulation system.
- Describe the operation and maintenance of a swimming pool filtration system that uses sand as the filtering medium.
- Describe the operation and maintenance of element type swimming pool filtration.
- Describe water balance and how the interaction of total alkalinity, pH, calcium hardness, water temperature and total dissolved solids is controlled.
- Describe techniques and mechanisms used in the disinfection and oxidization of swimming pool water.
- Describe recommended treatments for fecal, vomit and blood contamination of swimming pool water.
- Describe special issues associated with hot water swimming pool operation.
- Describe the different types of chemical feed systems and other equipment related to swimming pool operations.
- Describe swimming pool start-up and shut-down procedures.
- Describe swimming pool cleaning and custodial services.
- Describe swimming pool regulations for Alberta.

Arena Operator Level 1

This workshop consists of instruction and practical sessions in the making, marking, painting and maintenance of artificial ice surfaces. Basic refrigeration theory will also be covered. Participants are required to bring warm clothing for on-ice sessions. Successful candidates will receive the Arena Operator Level 1 certificate upon completion of the course.

Learning outcomes:

- Describe the Alberta Association of Recreation Facility Personnel (RFP) and its Arena Operator Program.
- Demonstrate a good understanding of some basic concepts of Arena Operations.

- Describe and apply the techniques of sealing the floor/paint, spraying paint, and flooding techniques.
- Describe the theory and practice of repairing a line.
- Describe the theory and practice of flooding the ice.
- Describe the theory and practice of edging and shaving the ice.
- Describe the basic operation of the ice resurfacer and how to change a blade on the resurfacer.
- Describe and perform the activities of measuring the ice for markings.
- Describe and apply the techniques of installing paper& paint, creases, logos and lines.
- Describe the basic operation of a refrigeration plant room.
- Identify the major components of a refrigeration plant room.
- Demonstrate and complete a set of ice plant readings.

Building Maintenance Level 1

This course covers these areas of facility operation; HVAC / boiler operation and maintenance, mechanical maintenance, preventative maintenance, thermodynamics, basic carpentry, and facility safety. Participants will receive the Building Maintenance Level 1 certificate upon completion of the course.

Learning outcomes:

- Describe preventative maintenance and prepare a preventative maintenance program.
- Describe the laws and principles of thermodynamics and how they relate to building maintenance.
- Describe and safely operation boilers, forced air heating systems, air conditioning and ventilation systems.
- Describe basic carpentry.

Parks and Sports Fields Level 1

Participants will experience an intense day long workshop on maintenance of sportsfields and parks. Topics will include recreation and leisure use, updates on new information, equipment and programs for green space maintenance. Suitable clothing should be worn as candidates may spend some time outdoors viewing equipment, products and their use. Successful candidates will receive a Parks and Sportsfield Operator Level 1 course certificate.

Learning outcomes:

- Describe the Alberta Association of Recreation Facility Personnel (RFP) and its Parks and Sports Fields Level 1 program.
- Identify and describe the reasons why there is a need for parks and sports fields.
- Define the reasons why we would maintain parks and sports fields.
- Describe and identify the various varieties of grass plants and their growing characteristics.
- Identify the activities and conditions required to successfully establish turf areas.
- Describe ideal topsoil.
- Describe and identify various types of common irrigation systems.

- Understand the types of maintenance required with irrigation systems.
- Describe the various methods of controlling weeds.
- Identify common types of weeds.
- Identify various types of fertilizers and describe their effects on plants.
- Understand application rates for fertilizers.
- Describe mowing and its effects on turf.
- Identify the various types of equipment used in the mowing and trimming of turf.
- Describe the process of aeration and its effects on turf.
- Identify the equipment used in aerating.
- Describe and evaluate when the activity of topdressing is required.
- Describe dethatching and understand when it is needed.
- Describe and discuss the various components of a baseball field and the maintenance required for each.
- Describe the activities and processes required in marking an athletic field.
- Describe and understand the various pieces of equipment within playgrounds.
- Discuss the types of problems you might encounter with equipment in your playground.
- Describe and identify basic maintenance requirements of parks equipment.
- Describe and define public relation skills used in park operations.

RDC Management Skills for Supervisors Certificate

Foundations of Management

In this course, you will examine management styles and understand the process for transitioning from colleague to supervisor. You will gain an understanding of your own unique management identity and begin the journey to creating your Foundations of Management Portfolio and Code of Conduct.

Learning outcomes:

- Define management and the roles of manager.
- Describe why management exists and connects at various levels of an organization.
- Explain and assess the factors that influence how you operate as a manager.
- Identify the steps to effectively transition from colleague to supervisor.
- Incorporate decision making tools to improve your effectiveness as a manager.

Effective Communication

In this course, you will explore best practices for ensuring effective oral communication in your workplace. You will determine what you need from others and what they need from you in order to ensure open, honest and productive communication. You will then develop your “management voice” with an interpersonal and intrapersonal action plan.

Learning outcomes:

- Identify and manage the communication process.
- Assess your communication style and the impact it has on your conversations and relationships.
- Provide and receive useful feedback.
- Develop communication techniques that build rapport, cooperation and trust.

Conflict Resolution

Conflict is a natural aspect of most workplace environments. The key is to manage conflict in a way that is productive and respectful. In this course, you will examine the 6-step conflict resolution process and learn how to implement this process into your daily work culture.

Learning outcomes:

- Define conflict and conflict resolution.
- Identify primary components of conflict and conflict resolution.
- Describe conflict resolution process for different types of conflict.
- Apply a conflict resolution process for different types of conflict.
- Connect good communication techniques to conflict situations.
- Create and implement conflict resolution practices in your work.

Synergy of Teams

One of the keys for success as a manager of people is to understand the dynamics of effective and collaborative teams. Explore the role of team members and the characteristics of successful teams, while you develop an action plan for dealing with non-functioning teams.

Learning outcomes:

- Define team.
- Identify benefits of teams vs. individual.
- Use models to assess and develop team.
- Create strategies to make teams successful.

Admission Recommendations:

There are no pre-requisites or specific admission requirements for this program.

Prior Learning/Approved Equivalencies:

There are no prior learning or approved equivalencies for this course.

Program Regulations for Grades and Attendance:

Students must acquire a successful grade in all four core courses based on completion of the learning assessment criteria; meet the 80% attendance of each class requirement, and participation as outlined in each student course outline.

Transcripts:

Students must acquire a successful grade on all four core courses in order to receive their certificate. As per the Red Deer College grading policy, percentage grades will be converted to the grade of S (satisfactory) or U (unsatisfactory) for non-credit career development programs.

Certificate:

Once you have successfully completed the required courses, you can receive a certificate by completing the parchment application form which is available online, or by contacting the School of Continuing Education at Red Deer College.

Changes to the Course Outline:

Changes in the course outline may be made after the first class, providing this is done in consultation with the students and instructors and reviewed by the Program Coordinator for completeness and consistency with all college policies.

Student Responsibilities:

- As college students, you must accept responsibility for managing your own learning.
- You are expected to have read assigned material prior to class and be prepared for class discussion and exercises on the topic.
- You are responsible for completing and understanding exercises distributed in class. Completion of these exercises is extremely important in mastering the subject matter.
- You are encouraged to study together – shared knowledge and experience often enhances individual learning.
- Your attendance is required for all class periods.
- You are strongly encouraged to contact the instructor or instructional assistant if you are encountering difficulty with the subject material.

Certificate: Once you have successfully completed the required courses you can receive your certificate by completing the parchment application form which is available online or by contacting Red Deer College's Continuing Education Department.

Course Costs: visit <http://www.aarfp.com> and <http://rdc.ab.ca/continuing-education/continuing-education> for details.

Registration Information:

Students may register by completing an application form and submitting it to the RDC Registrar's Office in person or via fax (403.357.3600).

RDC Refund policy: Cancellation deadline 2 business days prior to start date. Withdrawal fee: \$30 admin fee.