



Alberta Association of Recreation Facility
Personnel (AARFP)
and
Red Deer College School of
Continuing Education

Recreation Facility Management Certificate (RFMC)
and
**Advanced Recreation Facility
Management Certificate (ARFMC)**

2018

Program Overview:

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

AARFP 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 (\$425 each):

1. Pool Operator Level 1 (16 hours)
2. Arena Operator Level 1 (16 hours)
3. Building Maintenance Level 1 (16 hours)
4. Parks and Sports Fields Level 1 (16 hours)

Red Deer College Certificate (\$250 each):

Management Skills for Supervisors Career Development Certificate (\$1000 total):

1. Foundations of Management (8 hours)
2. Effective Communication (8 hours)
3. Conflict Resolution (8 hours)
4. 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.

Course Descriptions

RFP Courses

1. Pool Operator Level 1 - \$425

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.

2. Arena Operator Level 1 - \$425

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.

3. Building Maintenance Level 1 - \$425

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.

4. Parks and Sport Fields Level 1 - \$425

Participants will experience an intense two-day workshop on maintenance of sport fields 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 Sport Fields Operator Level 1 course certificate.

RDC Management Skills for Supervisors Certificate (four courses) \$1050 (including GST) as follows:

1. 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.

2. Effective Communication

In this course, you will explore best practices for ensuring effective verbal 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.

3. 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.

4. 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.

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 your certificate by completing the parchment application form which is available online, and submit it to RDC along with a \$100 processing fee. This \$100 fee covers the costs associated with checking on your classes with RFP.

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.

AARFP's Advanced Recreation Facility Management Certificate

AARFP Level 2 Courses (\$665 each):

1. Arena Operator Level 2 – 4-day course (\$665 each)
2. Building Maintenance Level 2 – 2-day course (\$425 each)
3. Parks and Sports Field Operator Level 2 – 2-day course (\$425 each)
4. Pool Operator Level 2 – 4-day course (\$665 each)

1. Arena Operator Level 2 (\$665):

This intensive workshop covers advanced instruction in refrigeration theory, maintenance and troubleshooting, facility operations, and safety. Participants must bring a highlighter and calculator. Successful candidates will receive the Arena Operator Level 2 Certificate upon completion of the course. (Prerequisite: Arena Operator Level 1).

2. Building Maintenance Level 2 (\$425):

This is the second part to the popular Level 1 program. You will learn about painting, electrical systems, plumbing, control systems, building envelope (foundation, cladding, windows and roofing), fire suppression systems and how to troubleshoot common problems with your building systems. Successful candidates will receive the Building Maintenance Level 2 certificate upon completion of the course.

3. Parks & Sport Fields Operator Level 2 (\$425):

The Parks and Sportfields Level 2 is a two-day course that will enable the participants to be involved with hands on and in class components. Some of the key areas that will be covered are Plant Beds, Soil Tests, Dealing with Weed Control, Turf Diseases, Pruning, Composting, and Irrigation. The construction of grass greens and tee boxes and the use of Sulfur Burners will be covered as well. Vandalism and skate board parks are also hot items in the communities and will also be looked at in detail. The course is geared to all staff or management involved with outdoor facilities. Successful candidates will receive the Parks and Sport Fields Operator Level 2 certificate upon completion of the course. (Prerequisite: Parks and Sport Fields Level 1).

4. Pool Operator Level 2 (\$665):

The advanced Pool Operator Course (Level 2) information builds on the material presented at the certified Swimming Pool Operator Level I Course. Participants will learn to deal with more complex problems as swimming pool operators. Topics include: Water Clarity, Air Quality, Health of Swimming Pool Water, Diseases: Pools and Spas, Oxidation Reduction Potential/Controllers, Circulation, Specialty Chemicals, Energy Management, Steam Rooms and Saunas, Risk Management, Custodial Management, and Lifecycle and Preventive Maintenance. You will be required to complete a group project, and a take-home final exam. **NOTE:** After Class and Evening work will be required! Successful candidates will receive a Swimming Pool Operator Level 2 course certificate upon completion of the course. (Prerequisite: Swimming Pool Operator Level 1 or equivalent).

RDC's Advanced Recreation Facility Management Certificate (classes can be taken in any order):

1. Applied Project Management
2. Business Process Mapping
3. Essentials of Finance
4. HR for Managers
5. Strategic Planning

1. Applied Project Management

Explore the world of project management from beginning to end. Learn the basic concepts of how projects come to life, how they are managed throughout their lifecycle and how they are closed- out.

2. Business Process Mapping

In a competitive business environment, utilizing time and resources to get a quality outcome is essential. This course provides managers the knowledge and tools to map out how work is being performed, where improvements can be made, and how to implement those improvements.

3. Essentials of Finance

Improve your financial acumen. Learn how to analyze financial statements, make capital budgeting decisions, and manage a budget. Emphasis in this course is on the practical application of theory through practice exercises/examples.

4. HR for Managers

Learn strategies to improve employee engagement, retention, and performance. Effective HR strategies in recruitment, orientation, and development contribute to long-term organizational success and reduce costs.

5. Strategic Planning

What is “strategic business planning”? Learn the difference between strategic, operational, and business plans. Realize the purpose of your organization's strategic plan and identify how to align work to business objectives. Using several management analytical tools and problem- solving skills you will develop a model strategic plan.

Please note: you can work through this Certificate's requirements in the order that suits you best.

Once you have completed your Advanced Management courses, you must complete a parchment application and submit it to RDC along with a \$100 processing fee. Your Advanced Management Certificate will be mailed to you.

Prior Learning/Approved Equivalencies:

Successful completion of RDC Recreation Facility Management Certificate.

Program Regulations for Grades and Attendance:

Students must acquire a Successful grade in all core courses based on completion of the learning assessment criteria. For RDC courses students must 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 five 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 your certificate by completing the parchment application form which is available online, and submit it to RDC along with a \$100 processing fee. This \$100 fee covers the costs associated with checking on your classes with RFP.

Changes to the Course Outline:

Changes to 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 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.

Course Costs:

The cost of RFP's courses are as follows: \$2180 (including GST).

The cost of RDC's Management Skills for Supervisors Certificate: \$1050 (including GST).

Registration Information:

To register for RFP's courses, visit: <http://www.aarfp.com/cgi-bin/courses.cgi> or call 1-888-253-7544.

To register for RDC courses, visit: <http://rdc.ab.ca/continuing-education/course/CMFS/1000%20> then complete an application form and submit it to the RDC Registrar's Office in person or via fax (403.357.3600).

Call (403) 356-4900 with any questions for RDC's Continuing Education department.

Please note: you can work through this Certificate's requirements in the order that suits you.



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