

Procedure: Performance Management of Officials

Objective:

The Officials Committee (OC) has the responsibility for the recruitment, retention, assignment, performance management and promotion of all officials in the Section. As such, this procedure outlines various aspects of performance management that will be undertaken by the Committee.

Responsibilities of Officials:

Officials assume their respective roles with the understanding that they shall review and accept the following:

- Undertake their duties in such a way as to treat every athlete objectively, fairly and according to the rules and guidelines, and without bias as set out by Skate Canada. Athletes are to be assessed on their own merits, not their club/coach/section affiliation.
- Abide by the Skate Canada Code of Ethics. Failure to do so may result in their removal from an event followed up with written feedback and/or a recommendation to not assign the official to future events.
- Act professionally at all times as they interact with fellow officials, coaches, skaters, Technical Representative, Assessment Coordinator and Local Organizing Committee volunteers. Failure to do so will lead to verbal in the moment feedback and/or written feedback on performance and/or removal and/or non-assignment to future events.
- When in leadership roles (i.e., Technical Representative, Referee, Technical Controller, Core Committee member and Advisor), provide constructive feedback to the OC on the performance of officials under his/her area of responsibilities.
- Shall not use electronic devices while on the officials stand and shall refrain from using social media during an event. Further, the use of social media shall be done in a way that does not contravene the Code of Ethics or in any way leave a negative impression of our sport, including about athletes, officials, coaches or volunteers, on the reader/viewer.

Assessment of Officials:

Section officials shall be assessed using the following criteria:

- **Technical skills** shall be assessed based on referee reports, trial or headset programs, exam results and observations made by mentors/leaders at assessment days, competitions and at in-person or virtual training.
 - For Judges this will include the application of Grades of Execution, Program Components and deductions according to Skate Canada/ISU standards
 - For Evaluators this will include the application of assessment standards as prescribed in Skate Canada STAR 6 to Gold assessment standards and Diamond Dance standards
 - For Technical Panel members this will include the application of element calls, levels and deductions according to Skate Canada/ISU standards
 - For Data Specialists this will include the application of accounting principles as set out by Skate Canada/ISU standards

- For the Chief Data Specialist this will include application of accounting principles and event management as set out by Skate Canada/ISU standards
- For the Referee this will include the application of Grades of Execution, Program Components, deductions and event management as set out by Skate Canada/ISU standards
- For Technical Representatives this will include the application of rules and event management standards as set out by Skate Canada and/or the Section's Technical Representative Manual
- For Data Input Operators and Video Replay Operators this will include the application of his/her role as set out by Skate Canada and/or the ISU
- **Interpersonal skills/deportment/leadership skills** shall be assessed based on information provided in referee reports, trial or headset programs, exam results and observations made by mentors/leaders at assessment days, competitions, in person and virtual training. Interpersonal skills/deportment/leadership skills include, but are not limited to:
 - Self-management during the assessment day/competition, in person or virtual training
 - Ability to manage stress
 - Acts appropriately in situations
 - Open-mindedness to other officials' opinions
 - Interacts well with other officials, athletes, coaches, volunteers and Skate Canada staff
 - Demonstrates understanding of assigned role and the role of others in the officiating process
 - Demonstrates respect for athletes, officials and stakeholders

Performance Feedback to Officials:

- Following promotion reviews and/or exam completion, the Committee shall provide either verbal or written feedback to the candidate. In cases where candidates have been unsuccessful it is preferred that written feedback either be preceded by or followed up with a conversation to continue to encourage the official's involvement and to ensure understanding of the feedback. A minimum of two members of the Core Committee and/or Advisors shall be assigned to follow up with the candidate.
- Following a specific event and/or incident (positive or negative), the Committee shall provide verbal and/or written feedback to the official. In cases where the official is to receive constructive feedback related to errors in judging/evaluating/technical calls/event management and/or interpersonal skills/deportment/leadership it is preferred that written feedback either be preceded by or followed up with a conversation to ensure understanding of the feedback. A minimum of two members of the Core Committee and/or Advisors shall be assigned to follow up with the official.
- The Committee may provide verbal or written feedback to those officials who require constructive feedback to improve their performance. Performance feedback may relate to a specific error/incident or a pattern of errors/incident. It is preferred that written feedback either be preceded by or follow up with a conversation to ensure understanding of the feedback. A minimum of two members of the Core Committee and/or Advisors shall be assigned to follow up with the official. Due to the potential volume of feedback letters, officials whose performance is deemed to be satisfactory will not be provided with written feedback.

Definition of Officials: In the case of the work of the Officials Committee (OC), the term “officials” refers to the following group of contributors to the sport of figure skating:

- Technical Representatives
- Referees
- Judges
- Evaluators
- Technical Controllers
- Technical Specialists
- Assistant Technical Specialists
- Base Level Technical Officials
- Chief Data Specialists
- Data Specialists
- Data Input Operators
- Video Replay Operators
- Officials In-Training

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