

## iAIM® Program

### iAIM Certifications Are Now Available During Annual ISI Conferences!

#### (CAP)\* CERTIFIED ARENA PROGRAMMER

**Topics include:**

- Role of Arena Programmer
- Learn-to-Skate Classes
- Figure Skating Programs
- Skating Competitions
- Skating Shows & Recitals
- Learn-to-Play Hockey
- Managing Hockey Leagues
- Hockey Tournaments



#### (CAM)\* CERTIFIED ARENA MANAGER

**Topics include:**

- Role of Arena Manager
- Marketing & Sponsorships
- Advertising
- Promotions & Special Events
- Managing Public Sessions
- Customer Service & Retention
- Human Resources
- Computers for Administration



#### (CAO)\* CERTIFIED ARENA OPERATOR

**Topics include:**

- Role of Arena Operator
- Air Quality
- Building Maintenance & Safety
- Equipment Maintenance & Operation
- Ice Resurfacer Driver Training
- Ice Installation & Painting
- HVAC & Dehumidification
- Dasher/Glass Maintenance



#### (CSD)\*\* CERTIFIED SKATING DIRECTOR

**Topics include:**

- Role of Skating Director
- Competitive Programs
- Human Resources
- Customer Service & Relationship Management
- Marketing & Promotions
- Hosting Competitions, Shows & Exhibitions

## SKATE SCHOOL



- Budgeting & Accounting
- Group Classes
- Risk Management

iAIM SPONSORS:



Now you can conveniently earn your iAIM certifications while attending annual ISI conferences. iAIM students can also attend general conference sessions and activities in addition to their required certification classes, offering a comprehensive professional development event.

iAIM's Management, Operations, Programming and Skating Director courses equip students with the education and confidence to successfully face real-world challenges encountered on the job.

Since 2001, industry professionals have earned 650 iAIM certifications. Join the hundreds of people who have gained a competitive advantage in the workplace and made themselves more valuable to their facilities through iAIM certification.

*\* CAM, CAO and CAP are presented in three segments, with full certification earned in three years.*

*\*\*CSD is offered in its entirety each year.*

