



National Range Officers Institute Canada

Officials' Handbook & Policy

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Section 1. Introduction

The purpose of this policy is to define the guidelines and governance for the National Range Officers Institute Canada (NROI Canada), define the certification criteria for NROI Canada officials, state the expectations of behaviour and personal conduct for NROI Canada officials, and define a methodology for the fair application of those procedures and any resultant disciplinary action.

This version of this policy will remain in effect until a subsequent edition, appropriately versioned with the date of implementation, is approved by the IPSC Canada National Executive Council.

The contents relating to behaviour and conduct are intended to cover the minimum common standards for NROI Canada officials. In all cases, conduct affecting the image and performance of NROI Canada shall fall under the supervision and purview of the NROI Canada Coordinator.

Throughout this handbook the terms “we”, “us”, “our”, etc. refer to NROI Canada. References made herein to the male gender (e.g. "he", "his", "him") are deemed to include the female gender (e.g. "she", "her").

1.1 Governance Authority

Notwithstanding any exemptions or waivers granted to IPSC Canada, all NROI Canada guidelines and policies describing the management of IPSC matches, deportment and conduct of IPSC Officials, and management of disciplinary, remedial or arbitative actions have been based on, and emulate the policies of the International Range Officers Association (IROA).

This policy constitutes the complete authority for all matters related to the management and administration of NROI Canada subject to the policies of IROA, the rules of IPSC, and where relevant, the constitutions of IPSC World, and IPSC Canada.

Section 2. Objectives of NROI Canada

Range officials form the support and infrastructure of IPSC shooting in Canada, and there is a direct relationship between the quality of the officiating and the quality of the match. For this reason, the National Range Officers Institute Canada (NROI Canada) is designed to establish a structure for the creation, accreditation, recognition, and maintenance of match officials.

Following the goals and spirit of the Range Officer’s Creed, NROI Canada will ensure that NROI Canada match officials are the best trained, the best qualified, and the best prepared, to the highest standard.

2.1 Reporting

The highest-ranking administrator of NROI Canada is the NROI Coordinator. He reports to the IPSC Canada National Executive Council but is also responsible to ensure that all aspects of the NROI Canada program are in compliance with the applicable guidelines and policies of the International Range Officers Association (IROA) and the rules of the International Practical Shooting Confederation (IPSC).

Each section of IPSC Canada will appoint a Section NROI Coordinator who will be responsible for communication with the Coordinator of NROI Canada. Duties of the Section NROI Coordinator will be to administer officials training, status and membership records for the section.

2.2 Strategic Objectives

NROI Canada has five main responsibilities:

1. Education
2. Membership
3. Administration
4. Operations
5. Consultation

2.2.1 Education

- a) Training, certification, support and evaluation of NROI Canada match officials.
- b) Preparation, maintenance, and distribution of training materials for IROA Level 1 and Level 2 courses conducted in Canada.
- c) Training, certification, support and evaluation of NROI Canada instructors.

2.2.2 Membership

Membership in this circumstance refers to membership in NROI Canada.

Any member of a Section in IPSC Canada who has attained a rank, function or position as defined in Section 5 “NROI Canada Match Officials”, shall be considered a member of NROI Canada. If a member of NROI Canada resigns, fails to maintain his membership in IPSC, or has been dismissed due to disciplinary action he shall no longer be considered a member of NROI Canada.

- a) Establish the criteria for NROI Canada membership.
- b) Manage the annual maintenance of NROI Canada officials.
- c) Introduce systems to facilitate the development, deployment and promotion of NROI Canada officials in an equitable and orderly fashion subject to match requirements and individual experience and expertise. Such systems will recognize the importance of constructive but critical feedback to enhance individual development and improvement.
- d) Devise and employ a fair and just system of discipline for NROI Canada officials with the understanding that NROI Canada officials must set a high standard as an example to IPSC competitors and other NROI officials at all times.

2.2.3 Administration

- a) Create and maintain current records of NROI Canada officials including their rank, officiating activity and historical performance.
- b) Set and administer codes of conduct as well as minimum standards for attitude and appearance to maintain the NROI Canada professionalism throughout IPSC.
- c) Maintain a system to provide NROI Canada officials with appropriate identification, apparel, equipment, and reimbursement (where applicable).
- d) Demonstrate fiscal responsibility in all aspects of NROI Canada operations.

2.2.4 Operations

- a) Provide NROI Canada officials with technical and practical support to assist in delivering high quality matches.

2.2.5 Consultation

- a) Advise IPSC Canada on all matters relating to rule changes and match operations including safety, firearm and equipment development and competitor actions.
- b) Provide IPSC Canada with appropriate research, opinions and evidence as may be required.

Section 3. Administration of NROI Canada

3.1 NROI Canada Coordinator

The highest-ranking administrator of NROI Canada is the NROI Coordinator. His responsibilities include:

- a) Manage the affairs of NROI Canada
- b) Exercise financial control over the disbursements and income of NROI Canada through an account designated by IPSC Canada for such use.
- c) Report to the IPSC Canada National Executive Council on the status of the NROI Canada program, finances, projects and initiatives when requested, and specifically at IPSC Canada NEC meetings and annual general meetings.
- d) Maintain this policy and other governance documents.
- e) Correspond with IPSC World Rule Body for clarifications and communicate results
- f) Make recommendations to the IPSC Canada National Executive Council on matters pertaining to rules, use of NROI Canada officials, management of matches and IPSC Canada programs.
- g) Oversee training of NROI Canada officials.
- h) Appoint, when required, a Deputy NROI Coordinator to manage various NROI Canada duties as determined by the NROI Canada Coordinator.

Section 4. Direction and Guidance

4.1 Philosophy

The IROA Range Officer's Creed is a foundational philosophy to be emulated by all officials. In situations where there is no specific and approved governance to the contrary, the Range Officer's Creed shall be referenced for direction and guidance in all decisions to be made on the range, in the execution of NROI Canada or IPSC Canada business, or during any disciplinary proceedings.

4.2 IROA Range Officer's Creed

As an IPSC Range Officer, I shall conduct all matches with the safety of the competitors, spectators and fellow Range Officials first and foremost in my thoughts and actions. I shall always be courteous while maintaining firm control over my range and areas of responsibility. I will always strive to be totally fair and impartial in my judgments.

1. Safety shall always be my primary goal, with efficiency and speed of the match as secondary factors.
2. It is a privilege and an honor to serve as a Range Officer and I shall act accordingly.
3. It is my duty to assist all competitors in their attempts to accomplish their goals and not to hinder them by undue harassment and authoritarian behaviour.
4. I shall put aside personal prejudices and act as an impartial judge at all times.
5. I shall keep my opinions to myself and shall not be critical of any individual beyond the field of contest.
6. I will thoroughly familiarize myself with all current regulations, match rules and attendant subjects.
7. I will be firm and fair in all judgmental calls made during the course of a stage and be prepared to state in a clear and concise manner my reasons for such calls to the particular competitor or any Range Official.
8. During the course of a stage, my attention shall be clearly focused on the particular competitor I am assigned to observe, and I shall not permit my attention to be misdirected or lax.
9. Prior to and during a stage, I shall never consume any alcoholic beverage or narcotic. I understand that if I violate this rule, I may be suspended or barred from serving as a Range Official in the future.
10. I shall confer only with my fellow Range Officers and Match Officials concerning the behaviour of any competitor and any decisions to be rendered.
11. I shall exercise due consideration for the personal emotions of any competitor and shall act in a manner so as not to embarrass or disturb the competitor any more than is absolutely necessary.
12. I shall strive to never give even the appearance of wrongdoing.

Section 5. NROI Canada Match Officials

5.1 Stats Officer (SO)

5.1.1 SO Duties and Terms of Reference

Supervises the stats team, which collects, verifies, retains and shares all competitor scores for a match in accordance with current rules and under the direct authority of the Range Master.

5.1.2 SO Requirements

- a) Must be a current member of a Section in IPSC Canada.
- b) Must be a current working official of NROI Canada (any rank).
- c) Must have accumulated a minimum of 15 match points as the lead Stats Officer at IPSC Level II or higher matches, including at least 2 Level III matches.

5.1.3 SO Application Procedure

The applicant must send an email request to the NROI Canada Coordinator. The email must list the applicable experience to be considered. The NROI Canada Coordinator will review the applicant's experience and make a decision to either approve the rank of Stats Officer or reject the request.

If the applicant's request is rejected, the NROI Coordinator will provide the rationale for the rejection and will also identify what the applicant needs to do in order to have their request reconsidered in the future. This will usually be in the form of more experience required in stats work.

5.1.4 SO Qualities and Characteristics

The ideal candidate for Stats Officer is a details-oriented person who is thorough and accurate in their work. The role requires an advanced knowledge of the rules related to scorekeeping, procedural penalties, recognition, and divisional compliance. The SO must have a detailed knowledge of scoring software and be able to debug and solve technical problems associated with tablet operations.

5.2 Range Officer (RO)

5.2.1 RO Duties and Terms of Reference

Issues range commands, oversees competitor compliance with the written stage briefing and closely monitors safe competitor action. He also declares the time; scores and penalties achieved by each competitor and verifies that these are correctly recorded for the competitor (under the authority of a Chief Range Officer and Range Master).

5.2.2 RO Requirements

- a) Must be a current member of a Section in IPSC Canada.
- b) Must be at least 18 years of age.
- c) Must possess a valid Restricted Possession and Acquisition Licence (RPAL).
- d) Must have competed in at least three Level II IPSC Matches.
- e) Must be sufficiently fluent in English to be able to read the stage briefing and give clear range commands.
- f) Must have successfully passed the current IROA Level I Range Officer Seminar, which may be conducted by either a NROI Canada Instructor or an IROA Instructor in an IPSC Region or IPSC Canada Section in which the prospective official is a member.
- g) Complete any additional training requirements as determined by their respective Section NROI Coordinator.

5.2.3 RO Application Procedure

All applications for Range Officer will be sent to the member's Section NROI Coordinator who will be responsible for all ROs at the Section level.

The qualified applicant must successfully complete the IROA Level 1 Range Officer Seminar. At the end of the Level 1 Seminar, the applicant's name will be entered in the NROI member database as a Provisional Range Officer. The Provisional RO will be required to acquire 3 RO match points under the direct supervision of a current range official (any rank) within 6 months.

The process for recording and reporting the points will be clearly identified in the applicant's Level 1 Seminar. Once the Provisional RO's 3 points have been recorded by NROI, his status will be changed in the system from Provisional Range Officer to Range Officer.

5.2.4 RO Qualities and Characteristics

The ideal candidate for RO is a confident, disciplined person, capable of putting aside personal feelings and biases. The RO must be patient and have the ability to explain rules and procedures clearly and calmly to competitors, often repeatedly. The role requires an advanced knowledge of the rules and a willingness to admit mistakes and learn from them. ROs must have an eye for detail and be able to think quickly.

The role can be physically demanding, as the RO must keep up with competitors while they complete the various courses of fire.

5.3 Chief Range Officer (CRO)

5.3.1 CRO Duties and Terms of Reference

Is the primary authority over all persons and activities in the courses of fire under his control, and oversees the fair, correct and consistent application of these rules (under the direct authority of the Range Master).

5.3.2 CRO Requirements

- a) Must be a current member of a Section in IPSC Canada and hold the rank of Range Officer in NROI Canada.
- b) Must have accumulated a minimum of 28 match points, including at least 15 from Level III or higher matches.
- c) Must be sufficiently fluent in English to be able to fulfil the duties of a CRO in an internationally sanctioned match.
- d) Must have, throughout their career as a RO, consistently displayed the aptitude, attitude and disposition required for the Chief Range Officer role.
- e) Must have successfully passed an IROA Level II Range Officer Seminar which may be conducted by either an NROI Canada Instructor or an IROA Instructor in an IPSC Region or IPSC Canada Section.
- f) Individual sections may have additional requirements as set out in their policies.

5.3.3 Procedure for Promotion to CRO

All applications for Chief Range Officer will be sent to the individual Section NROI Coordinator who will be responsible for ROs at the section level. Applicants for the rank of Chief Range Officer will be carefully assessed by the Section NROI coordinator.

The assessment criteria will include inquiries about an applicant's past performance, technical skills, knowledge of the rules, temperament and attitude. The available slots will be filled by the most qualified applicants who have met all of the stated requirements.

Following the notification of a successful application for the rank of CRO, the Range Officer will be required to perform the duties of a CRO in a Level III match under the direct supervision of a current NROI Canada CRO serving in the role of Match CRO and who is approved by the Section NROI Coordinator. The supervising Match CRO will directly and actively mentor the applicant throughout at least one full day of the match. The Match CRO will then provide a recommendation to the NROI Coordinator regarding the applicant's readiness to become a Chief Range Officer. If the recommendation is that the applicant is ready to perform as a CRO, the NROI Coordinator will change the applicant's status to Chief Range Officer.

Any applicant rejected for CRO consideration will be told clearly why they were rejected and what they need to work on for consideration in the future.

5.3.4 CRO Qualities and Characteristics

An advanced knowledge of the rules is essential.

The CRO is a leader. The CRO is responsible to manage an entire crew of ROs and helpers, while looking out for the safety of everyone on the range. While safety is always the top priority, the CRO must also be able to identify backlogs and improve the efficiency of a range when one or more stages become an issue.

The CRO is also a coach and teacher, who must ensure that all ROs follow the proper procedures, use only the approved range commands, and consistently apply all proper rules and procedural penalties.

The CRO should be able to explain difficult issues to the crew, diffuse conflicts and ensure the relationship between staff and competitors remains friendly and respectful.

5.4 Range Master (RM)

5.4.1 RM Duties and Terms of Reference

Has overall authority over all persons and activities within the entire range, including range safety, the operation of all courses of fire and the application of rules. All disqualifications and appeals to arbitration must be brought to his attention. The Range Master is usually appointed by and works with the Match Director.

5.4.2 RM Provisional Program Requirements

- a) Must be a current member of a Section in IPSC Canada.
- b) Must be a current Chief Range Officer (CRO) with a minimum 4 years experience
- c) Must have accumulated a minimum of 55 match points at IPSC Level III or higher matches, including at least 15 Level III or higher points as a Match CRO.
- d) Must be sufficiently fluent in English to be able to fulfil the duties of a RM in an internationally sanctioned match.
- e) Must have, throughout their career as a match official, consistently displayed the aptitude, attitude and disposition required for the Range Master role.
- f) Have worked as a CRO @ 2 Canadian National Championship matches or 1 Canadian National Championship and 1 Level III match within the past 4 years under the direct supervision of the NROI Canada Coordinator from date of application (a minimum of 1 Match must be outside of home section)
- g) Have been a Match Director for at least 2 Level II or higher matches within past 2 years
- h) Receive and submit written recommendations from at least 2 current RMs (1 of which must not reside in applicants home section)
- i) Receive and submit a written recommendation from their Section Coordinator
- j) Receive and submit a written recommendation from their Section NROI Coordinator
- k) Receive a recommendation from the Regional Director of IPSC Canada.
- l) Receive a recommendation from the NROI Canada Coordinator.

5.4.3 Procedure for Promotion to RM

CROs wishing to become a Range Master must send an email of intent to both their Section NROI Coordinator and the NROI Canada Coordinator. The candidate will be assessed to determine their eligibility, based on several factors, as identified above.

In addition, the NROI Canada Coordinator and Section NROI Coordinator will determine if there would be enough Range Master work to support the number of Range Masters in the Section and/or Region. It is important to maintain an appropriate number of Range Masters, based on the demand generated by Level III matches in Canada. This demand will fluctuate from time to time and will be constantly reassessed by the NROI Canada Coordinator.

If a candidate is determined to be eligible and there is the demand for more Range Masters, the NROI Canada Coordinator will clearly identify the current procedure for promotion to Range Master based on relevant policies of IROA, IPSC Canada, and NROI Canada.

Note: The above requirements are the minimum to be accepted into the “Provisional Range Master” Program. Once accepted, the following items are required to be completed during the minimum 1 year of mentoring as a Provisional Range Master. To be “mentored” simply means the candidate MUST work alongside their mentoring RM during all of the requirements below. The candidate will not work alone as a RM but always alongside their mentor.

The Mentor RM: This person will be responsible for training and mentoring the candidate and will work with the Provisional Range Master at ALL matches. The mentor must either be chosen or approved by both the Regional Director & NROI Canada Coordinator.

Mentoring items:

- Must work as a mentored RM @ at least 2 level II matches
- Must work as a mentored RM @ at least 3 level III or higher match
- For each of the above matches the mentoring RM must complete a written report of the students’ performance which must include:
 - Details of any arbitrations
 - Details of decisions made by the student
 - Details of any mistakes made by the student
- A final report from the Mentor, after all of the above matches are completed, documenting the student’s performance must be submitted, along with the above individual match reports, to the NROI Canada Coordinator.

The reports will be reviewed by the Regional Director & NROI Canada Coordinator. Based on these reports, and any other reports received, the candidate will be given a final decision within 30 days.

This final decision will have 3 possible outcomes:

1. Candidate is successful and is promoted to full Range Master.
2. Candidate requires further training/mentoring. Provisional status remains, review in 6 months.
3. Candidate has failed to meet the minimum requirements, and due to one or more reasons is removed from the RM training program at this time. Depending on specific circumstances, the candidate may reapply in 2 years.

5.4.4 RM Qualities and Characteristics

An advanced knowledge of the rules is essential, as the RM is the ultimate authority in a match. The RM must also have an advanced knowledge of all match administrative processes including chronograph, calibration, and arbitration.

The RM must have a wide breadth of experience managing matches of all levels (1-3 specifically). The RM must be able to manage the CROs, SOs, ROs, Quartermasters and helpers. The RM must fully understand everything that occurs at a match, as it is the RMs responsibility to ensure that everything is run according to the rules. The RM must be well organized and have a sense for consistency.

The RM is a coach and mentor. He must be able to identify when people are having problems and work with them to solve those problems. The RM must be able to bring together people who would otherwise not get along.

5.5 NROI Instructor

5.5.1 Instructor Duties and Terms of Reference

Organizes and conducts IROA Level 1 and IROA Level 2 seminars in accordance with NROI Canada policy and the current IROA syllabus.

5.5.2 Instructor Requirements

- a) Must be a current member of their IPSC Section.
- b) Must be a current Range Master OR approved by the Regional Director and the NROI Canada Coordinator.

5.5.3 Procedure for Appointment as an Instructor

- a) Range Masters and experienced CROs wishing to become an NROI Canada Instructor must send an email of intent to the NROI Canada Coordinator. The candidate will be assessed to determine their eligibility, based on several factors which may include; number of years as a senior NROI Canada official, breadth of matches worked, teaching experience, knowledge of the rules, and recommendation by their NROI Section Coordinator.
- b) In addition, the NROI Canada Coordinator and the Section NROI Coordinator will determine if there would be enough Instructor work to support the number of Instructors in the Section. It is important to maintain an appropriate number of Instructors, based on the demand for RO courses in Canada. This demand will fluctuate from time to time and will be constantly reassessed by the NROI Canada Coordinator.
- c) If a candidate is determined to be eligible and there is the demand for more NROI Canada Instructors, the NROI Canada Coordinator will clearly identify the current procedure for appointment as Instructor, based on relevant policies of IROA and NROI Canada.
- d) The Instructor development process includes assisting in RO courses in progressively more responsible roles.
- e) A custom development plan will be developed for each Instructor candidate, based on experience, aptitude and abilities.

5.5.4 Maintenance of Instructor Qualification

- a) Every NROI Canada Instructor must either conduct, or assist at, a minimum of 1 IROA Level 1 Seminar in Canada, every two (2) calendar years in order to maintain his Instructor qualification.
- b) Any NROI Canada Instructor unable to meet the requirement in Section 5.5.4 a) may appeal to the NROI Canada Coordinator in writing to continue his current status by conducting or assisting at a minimum one IROA Level 1 seminar conducted in Canada in the year following the year of non-compliance. If an Instructor should fail to send in proof of compliance by the end of a third consecutive year, he will automatically cease to be an NROI Canada Instructor.
- c) In exceptional circumstances the NROI Canada Coordinator may waive an instructor's qualification maintenance requirements.

5.5.5 Instructor Qualities and Characteristics

An advanced knowledge of the rules is essential. The Instructor must also have an advanced knowledge of administrative processes such as chronograph, calibration, and arbitration.

The instructor must also be detailed oriented and capable of managing all logistical and technical aspects of the class.

The Instructor must have a wide breadth of experience managing matches of all levels (1-3 specifically) and be able to cite practical examples that support the various subjects covered in the seminars. He must be able to explain all concepts, answer questions, and illustrate answers to concepts and questions in multiple ways.

The Instructor must be comfortable in front of a class and be able to continually assess the comprehension of the students, knowing when to provide additional instruction and individual attention.

Section 6. Maintenance of NROI Canada Membership

6.1 Maintenance Range Officer and Chief Range Officer Membership

- a) Each Official is responsible for the maintenance of their contact details, match points and other data. NROI Canada officials must notify the Section NROI Coordinator of any changes to their address or contact information.
- b) Every NROI Canada official must earn a minimum of 6 match points at sanctioned IPSC matches per calendar year in order to maintain his NROI Canada membership. Section NROI Coordinators will be responsible for maintaining a data base of officials and tracking points.
- c) Every NROI Canada official must submit details of his annual match points in the prescribed manner by December 31st of the applicable year.
- d) If the Section NROI Coordinator has not received the previous year's match points for any official by January 31st of the subsequent year, that official will be removed from the roster of active officials.
- e) In exceptional circumstances the Section NROI Coordinator may waive an official's maintenance requirements. Any NROI Canada official who knows they will not attain their required minimum maintenance points should notify the Section NROI Coordinator well in advance of the deadline. The objective is to retain officials, not to look for excuses to remove them. All consideration will be given to officials who have compelling reasons for not acquiring their points.
- f) Any official removed in this manner may appeal to their Section NROI Coordinator (via email) to continue their current rank by gaining the minimum required maintenance points in the year following the year of non-compliance. The Section NROI Coordinator will carefully assess each request. If the official is reinstated but fails to send in proof of having gained the minimum match points as stipulated by December 31st of a second consecutive year, he will automatically cease to be an NROI Canada official.
- g) Any official wishing to regain their NROI Canada status after two or more consecutive years of non-reporting of points will be required to attend an IROA Level 1 Seminar. At the discretion of the Section NROI Coordinator, the official may complete a full day of mentoring on the range under a senior NROI Official chosen by the NROI Section Coordinator, in lieu of attendance at a seminar.
- h) Termination, lapse or suspension of IPSC membership will automatically revoke an NROI Canada official's status and rank. Upon reinstatement of IPSC membership, the Section NROI Coordinator will consider reinstatement of the official's rank. Notwithstanding any disciplinary issues or lapses in match point accumulation, the official's rank will usually be reinstated when their membership issue has been resolved. Officials seeking reinstatement under these circumstances must submit a written request (via email) to the Section NROI Coordinator.

6.2 Maintenance of Range Master Membership

- a) Range Masters are responsible for the maintenance of their contact details, match points and other data. NROI Canada officials must notify the NROI Canada Coordinator of any changes to their address or contact information.
- b) Every NROI Canada Range Master must earn a minimum of 6 match points working as Range Master at sanctioned IPSC matches per calendar year and at least 1 Level III sanctioned match every 2 years to maintain their RM rank. The NROI Canada Coordinator will be responsible for maintaining a data base of Range Masters and tracking points.
- c) Every NROI Canada official must submit details of his annual match points in the prescribed manner to both their Section NROI Coordinator and the NROI Canada Coordinator by December 31st of the applicable year.
- d) If the NROI Canada Coordinator has not received the previous year's match points for any Range Master by January 31st of the subsequent year, that official will be removed from the roster of active officials.
- e) In exceptional circumstances the NROI Canada Coordinator may waive an official's maintenance requirements. Any NROI Canada Range Master who knows they will not attain their required minimum maintenance points should notify the NROI Canada Coordinator well in advance of the deadline. The objective is to retain officials, not to look for excuses to remove them. All consideration will be given to officials who have compelling reasons for not acquiring their points.
- f) Any official removed in this manner may appeal to the NROI Canada Coordinator (via email) to continue their current rank by gaining the minimum required maintenance points in the year following the year of non-compliance. The NROI Canada Coordinator will carefully assess each request. If the official is reinstated but fails to send in proof of having gained the minimum match points as stipulated by December 31st of a second consecutive year, he will automatically cease to be an NROI Canada Range Master. If an official removed in this manner has met the maintenance requirements as stipulated in section 6.1, his rank will be changed to Chief Range Officer. If the member has also failed to meet the maintenance requirements as per section 6.1, he will automatically cease to be an NROI Canada official.
- g) Termination, lapse or suspension of IPSC membership will automatically revoke an NROI Canada Range Master's NROI status and rank. Upon reinstatement of IPSC membership, the NROI Canada Coordinator will consider reinstatement of the official's rank. Notwithstanding any disciplinary issues or lapses in match point accumulation, the official's rank will usually be reinstated when their membership issue has been resolved. Officials seeking reinstatement under these circumstances must submit a written request (via email) to the NROI Canada Coordinator

Section 7. Authority, Performance and Conduct

7.1 Authority

Each match must have a designated Range Master. The designated Range Master has authority over all match officials and is responsible for decisions in matters concerning conduct and discipline.

For Level 1 and Level 2 matches, the designated Range Master may be any NROI Canada official serving in the functional capacity of Range Master, regardless of their rank.

In the event that a match official is disciplined during a match, the Range Master must send a report of the incident and details of the disciplinary action, via email, to their Section NROI Coordinator and the NROI Canada Coordinator.

A match official who is disqualified from a match for a safety infraction while competing will continue to be eligible to serve as a match official for the match. The Range Master will make any decision related to an official's participation.

7.2 Performance and Conduct

Listed below are examples of performance and conduct that are deemed unacceptable when working as an NROI Canada official. The items listed below refer to activities on the range but may be extended to include unacceptable behaviour away from the range or during a visit to a match (whether serving in an official capacity or not). These examples fall into two categories; Misconduct and Gross Misconduct.

7.2.1 Misconduct

- a) Failure to be up-to-date with the current rules, procedures and interpretations.
- b) Failure to wear correct uniform, protective clothing or equipment provided for safety, without a valid reason.
- c) Smoking at any time while actively engaged in match operations associated with a range official role.
- d) Careless loss or damage of tools, equipment or property.
- e) Inappropriate behaviour.
- f) Failure to carry out duties or reasonable instructions from a senior official.
- g) Unauthorised absence while on duty.
- h) Breach of applicable Rules.

7.2.2 Gross Misconduct

- a) Theft or unauthorised possession of any property belonging to someone else.
- b) Serious, deliberate or reckless damage to property.
- c) Falsification of reports, accounts, or expense claims.
- d) Misrepresentation of NROI Canada rank.
- e) Intoxication by reason of alcohol or drugs while performing as a match official.
- f) Fighting or other violent, dangerous or intimidating conduct.
- g) Rudeness or abusive behaviour towards competitors, spectators, or match officials.
- h) Any form of discrimination or harassment towards a fellow official, competitor, or spectator.
- i) Gross negligence or incompetence.
- j) Making false, inflammatory, derogatory or unsubstantiated statements about IPSC Canada, NROI Canada, fellow officials, competitors, or spectators either in person, in writing or electronically.
- k) Bringing the sport, IPSC, or NROI Canada into disrepute.

Section 8. Disciplinary Procedures

The disciplinary procedures outlined below shall apply in cases where an official's performance or behaviour may be deemed to be unsatisfactory.

8.1.1 Disciplinary Committee – Range Officer & Chief Range Officer

For any of the proceedings contained in this section, the Section NROI Coordinator may, at his discretion, appoint two or more senior officials of NROI Canada to form an NROI Disciplinary Committee.

- a) For Gross Misconduct, the NROI Section Coordinator will always appoint a Disciplinary Committee.
- b) For all matters except Gross Misconduct, the decision to appoint a Disciplinary Committee or handle the matter himself will be at the discretion of the Section NROI Coordinator.
- c) To eliminate delays and costs associated with an impasse, the Disciplinary Committee will always be made up of an odd number of members, plus the Section NROI Coordinator acting as a non-voting Chair.
- d) All decisions of the Disciplinary Committee will be determined by a simple majority.
- e) The Section NROI Coordinator may not veto or overrule any decision made by a majority of members of a duly authorized Disciplinary Committee following the prescribed procedure.
- f) A report of all proposed discipline proceedings shall be made to the President of IPSC Canada when notice is given of such proceedings.

8.1.2 Disciplinary Committee Range Master

For any of the proceedings contained in this section, the NROI Canada Coordinator will appoint at a minimum, two Range Masters and one Section Coordinator to form an NROI Disciplinary Committee.

NOTE: All officials forming the committee must be from outside the home section of the official in question

- a) To eliminate delays and costs associated with an impasse, the Disciplinary Committee will always be made up of an odd number of members, plus the NROI Canada Coordinator acting as non-voting Chair.
- b) All decisions of the Disciplinary Committee will be determined by a simple majority.
- c) The NROI Canada Coordinator may not veto or overrule any decision made by a majority of members of a duly authorized Disciplinary Committee following the prescribed procedure.
- d) A report of all proposed discipline proceedings shall be made to the President of IPSC Canada when notice is given of such proceedings.

8.2 Confidentiality

All disciplinary actions will be treated as confidential. The NROI Canada Disciplinary Committee and the NROI Canada Coordinator will treat all records as private and secure where possible.

8.3 Authority to Deal with Disciplinary Decisions Regarding Range Masters

Decisions to take formal action in unacceptable performance or disciplinary matters pertaining to Range Masters may only be made by the NROI Canada Coordinator or the NROI Canada Disciplinary Committee (if appointed).

8.4 Informal Procedure

Whenever possible, poor performance and misconduct issues will be resolved on an informal basis between the subject official and the Section NROI Coordinator or NROI Canada Coordinator. In the event that a resolution cannot be attained in this manner, the formal procedures outlined below will apply.

8.5 Formal Procedures

Formal procedures have been adopted to enable problems relating to poor performance, Misconduct or Gross Misconduct to be dealt with fairly, consistently and with a minimum of delay.

8.6 NROI Dismissal

NROI dismissal will usually apply only in cases of Gross Misconduct or in cases of repeated or multiple offences within a set time period (usually within 12 months). However, during a period of NROI Canada provisional status, a single case of proven misconduct will usually result in dismissal.

8.7 Preliminary Investigation

Following receipt of a report or observance of poor performance, Misconduct or Gross Misconduct, the Section NROI Coordinator will conduct a preliminary investigation to determine whether to continue with the formal procedures in full. The Section NROI Coordinator may, at his discretion, appoint a senior NROI official to conduct the preliminary investigation

All complaints concerning Range Master status officials will be forwarded to the NROI Canada Coordinator and the Regional Director.

This preliminary investigation should attempt to determine the facts as well as to identify any witnesses or other persons relevant to the case, and to gather and confirm any physical evidence. The preliminary investigation should ideally take place as soon as possible.

The official who is the subject of the investigation will be requested for his version of the events leading to the investigation. A failure to comply will not prevent the investigation, or any formal hearing from taking place.

8.8 NROI Disciplinary Hearing

If, as a result of the investigation, the Section NROI Coordinator determines that a full hearing is justified, the subject official will be advised by letter or email of the decision and given the details of the complaint against him.

The official will be advised as to the nature of the complaint and given an opportunity to review any evidence or witness statements supporting the complaint. The official will be advised of the time and place of the hearing, which he will be requested to attend. In certain extreme cases, such as at or during a match, this notification may instead take place verbally.

The hearing may be conducted by teleconference or other digital communication method, if it is too difficult or costly to conduct the hearing with all parties physically present.

During the hearing, the official will be asked to provide a response to the complaint as well as any evidence supporting his position.

In due course the official will be advised of a decision and any penalty if applicable. The official will be advised in writing, either by email or regular post. A copy of the decision shall be sent to the Regional Director of IPSC Canada at the time it is sent to the official.

If applicable, the official will also be advised as to the rights for an appeal and the applicable procedure to lodge such an appeal.

8.8.1 Right to be Accompanied at a Disciplinary Hearing

A subject official may choose to be accompanied or assisted by a fellow NROI Canada official during any disciplinary hearing. In a case where the hearing is conducted by telephone, the chosen assistant will be included in the process.

The subject official must advise the Section NROI Coordinator, in advance, of any persons the subject official wishes to be included in the procedures or at any hearing. Reasonable requests for such persons to be involved and/or present will be accepted.

Evidence submitted by the subject official's assistant may be taken into consideration, but all inquiries directed to the subject official must be answered by the subject official. Reasonable translation assistance will be allowed but the answers and evidence required of the subject official must be provided by the subject official directly.

A subject official's failure to participate in this process, or refusal to answer questions, or provide details, will not prevent the Section NROI Coordinator or Disciplinary Committee (if appointed) from making a decision or determining disciplinary action or required performance improvements.

8.8.2 Recording of Formal Proceedings

Decisions and any disciplinary actions will be recorded and retained as per the IPSC Canada records retention requirements.

All decisions reached as a result of a formal Disciplinary Hearing will be documented and provided to the Regional Director of IPSC Canada.

8.9 Procedures if the Complaint is Upheld

If after a review by the NROI Coordinator or Disciplinary Committee (if involved) it is determined that the allegations are substantiated, appropriate action will be applied.

Disciplinary actions resulting from this procedure will take one of the following forms:

- a) A performance improvement requirement (in writing).
- b) A written warning.
- c) Demotion.
- d) Suspension.
- e) Dismissal from NROI Canada.
- f) Such other sanctions as determined by the NROI Coordinator or the Disciplinary Committee (if appointed).

8.9.1 Performance Improvement Requirement

The official will be advised of the precise nature of the poor performance in writing, as well as the level of performance and improvement required, together with a realistic time limit for achieving that improvement and the consequences of failure to achieve and/or maintain the improvement.

If following the issuance of a performance improvement requirement, an official does not show sufficient improvement or fails to maintain the required level of improvement or adjustment for the period stipulated then the official may be demoted and/or suspended or dismissed from NROI Canada.

The NROI Coordinator in consultation with the Disciplinary Committee (if appointed) will be the sole authority in such determinations.

8.9.2 Warning for Misconduct

The official will be advised of the precise nature of the misconduct in a written warning (or via email). The warning will state that any further offence or misconduct on the part of the official will result in the termination of the official's NROI Canada status or such other sanction as is determined by the NROI Coordinator or Disciplinary Committee (if appointed).

A copy of the written warning will be kept on file but will be disregarded for disciplinary purposes usually after a period of 12 months, subject to satisfactory conduct and performance during this period. The NROI Coordinator or Disciplinary Committee (if appointed), may specify a shorter or longer period as they see fit.

If an official fails to act upon the requirements for improved behaviour and/or conduct specified in the written warning, or is the subject of a new proven complaint, then the official may be demoted and/or suspended or dismissed from NROI Canada.

8.9.3 Demotion, Suspension, Dismissal or Additional Sanctions

In addition to issuing a written warning, the NROI Coordinator or Disciplinary Committee (if appointed) may decide at their discretion to dismiss, demote, and/or suspend an official.

8.9.4 For Gross Misconduct

All incidents of alleged gross misconduct will require a full investigation. During this period, the official will be suspended while the investigation takes place. If it is determined that Gross Misconduct has occurred, the penalty will be immediate dismissal from NROI Canada. Alternative disciplinary action may be taken in exceptional circumstances, at the discretion of the NROI Coordinator or Disciplinary Committee.

8.9.5 Limits of Disciplinary Action

NROI disciplinary actions will be limited to the official's role and rank within NROI Canada. NROI Canada may not impose upon any official any sanctions that relate to their membership in IPSC Canada or their rights and privileges thereof, except as they pertain to the business of NROI Canada and their role as an official.

All disciplinary actions will be reported to the NROI Canada Coordinator and the Regional Director of IPSC Canada.

8.10 Reapplication for NROI Canada Status

Officials who have been removed as officials for reasons other than Gross Misconduct may apply for reinstatement after 12 months from date of dismissal. Officials dismissed for Gross Misconduct may apply for reinstatement after 60 months from date of dismissal.

8.11 Notice of Right to Appeal

The written notice advising the official of the outcome of a disciplinary hearing will include a statement about the rights of appeal.

8.12 NROI Canada Appeals Procedure

An official has the right to appeal to NROI Canada against a disciplinary decision resulting from a misapplication of the procedures set out above. The basis of the appeal must be an assertion that the procedures prescribed by this policy were not followed properly. Appeals will not be granted by NROI Canada in cases where the procedures were followed properly, but the subject official disagrees with the outcome.

In cases where the procedures were followed properly, but the subject official disagrees with the outcome, and that outcome removes from the subject official any rights or privileges inherent with NROI Canada membership, the subject official may appeal to their Section Board of Directors, or the IPSC Canada National Executive Council in the case of Range Masters. The Board or Council appeal process is outside the scope of NROI Canada policy.

These are the steps to be followed for an NROI Canada appeal:

1. If an official chooses to appeal a formal disciplinary decision, the appeal must be in writing. The official must state the basis for the appeal and provide details of any procedural error resulting in the original decision and send the appeal to the NROI Coordinator within 14 days of the receipt of the original written decision.
2. The NROI Coordinator will review the appeal with the Section Coordinator or President of IPSC Canada (in the case of Range Masters), who will have final say on whether the procedures were followed properly.
3. If it is determined by the Section Coordinator or President that the procedures were followed properly, the subject official will be notified that the appeal is denied.
4. If it is determined that the procedures were not followed properly, the matter will be reconsidered following the procedures outlined in Section 8.8 - NROI Disciplinary Hearing, under the supervision of the Section Coordinator or Regional Director of IPSC Canada.
5. If there is an appeal hearing all involved parties should ideally attend a physical meeting if reasonably possible. If not, the hearing will be held by telephone. As in the previous procedures the subject member has the right to be accompanied or assisted by a fellow NROI official.
6. All appeals against decisions made by a Disciplinary Committee will be heard by a Disciplinary Committee, which may or may not contain the same members (depending on availability).
7. All appeals related to Gross Misconduct or a ruling to dismiss an NROI official must be heard by a Disciplinary Committee and that new Disciplinary Committee will include the Section Coordinator or President of IPSC Canada as a voting member.
8. The appeal hearing will be conducted within a reasonable period of the appeal being lodged.
9. The outcome will either be:
 - a. Reject the appeal and confirm the original decision.
 - b. Uphold the appeal and reduce or revoke the original decision.
10. The result of the appeal will be confirmed in writing to the subject official within 14 days of the appeal meeting.

8.13 Conflicts of Interest

If the President of IPSC Canada is the subject of the disciplinary issue being appealed, the Vice President will take his place in steps 1 through 10 above. If the President and the Vice President are both subjects in the disciplinary issue, the Treasurer of IPSC Canada will take the place of the President of IPSC Canada in steps 1 through 10. If the Treasurer is also the subject of the disciplinary issue, another Director of IPSC Canada will be selected by the NROI Canada Coordinator with preference to senior officials of NROI Canada.

For disciplinary issues in which the NROI Canada Coordinator is the subject, the IPSC Canada NEC will authorize the Deputy NROI Canada Coordinator or other suitable member to function in that role until the matter has been resolved.

Section 9. NROI Grievance Procedure

This section covers grievances directly related to NROI Canada, NROI Canada officials, or any matter(s) related to officiating or conduct of any sanctioned IPSC match held in Canada. Other non-NROI Canada grievance matters should be addressed to the IPSC Canada National Executive Council.

There may be occasions where misunderstandings or grievances arise between IPSC members and officials, or officials and officials.

In the interest of fairness, redress of these grievances will usually be sought in accordance with the 9.1 and 9.2 of this Handbook.

9.1 Informal Resolution

If a member or official has a question or grievance which concerns them personally and directly, and where it is felt it requires a decision or resolution, the complainant should first discuss the matter informally with the NROI Coordinator. The NROI Coordinator will endeavour to resolve the matter to the mutual satisfaction of the involved parties.

9.2 Formal Procedure

If a matter cannot be resolved informally the complainant may submit the grievance in writing to the NROI Canada Coordinator (via email), who will arrange a hearing with the complainant as soon as is reasonably practical.

The NROI Canada Coordinator may, at his discretion, appoint one or more senior NROI Canada officials to form a committee to deal with the grievance.

The complainant must provide any details and evidence or witnesses supporting the grievance.

The grievance will be fully investigated and considered. All involved parties should attend a physical meeting if reasonably possible. If not, then a hearing will be held via telephone.

A decision will be made and given to the complainant in writing within 14 days or otherwise as soon as is reasonably practicable.

Section 10. NROI Canada Dress code

10.1 Basic Uniform

The uniform should be clean and in good condition. The Range Master at any match has the right to ask a match official to change their uniform if they do not comply with the dress code.

The following describes the basic acceptable uniform for NROI Canada officials while on duty:

- a) An approved shirt bearing the logo of the National Range Officers Institute.
- b) Pants or shorts which meet the standards of Casual Business attire.
- c) Practical footwear that minimizes the risk of injury.
- d) Other items of NROI logo wear specifically approved for use by NROI Canada.

10.2 Prohibited

- a) Never shoot while wearing your NROI shirt exposed (This could intimidate other officials or give the impression of partiality if you were to receive a favourable decision).
- b) While performing duties as a match official, and directly accompanying and timing a competitor, officials are not permitted to carry firearms on their person.
- c) Potentially offensive wording or images that may show through official NROI Canada shirts or open outerwear.