



## ONLINE CERTIFICATE REGISTRATION FAQs

### What is the Online Registration System?

It is a simple system, accessed via our website, enabling training centres to register course completion certificates with the RYA.

### Why does the RYA require photo ID certificates to be registered?

1. Certificates can be commercially endorsed or used to apply for an ICC
2. A central record adds credibility to the certificate
3. Central registration provides verification when certificates are lost
4. The new certificates are more secure and therefore should help in minimising fraud

### Implementation deadlines

- **From 1 April 2011** no more old style paper Powerboat Level 2 certificates may be issued as they will be invalid.
- **From 1 February 2012** no more old style Personal Watercraft certificate will be issued by RYA HQ. So, all PW certificates will be issued by training centres and registered online.
- **From 1 April 2012** no more old style paper Inland Waterways or practical Day Skipper and Coastal Skippers certificates will be sold to training centres.
- **From 1 April 2012** no more old style paper Powerboat Advanced certificates may be issued as they will be invalid.
- **From 1 April 2013** no more old style paper Inland Waterways or practical Day Skipper or Coastal Skipper certificates may be issued to students by training centres.

### What do I do with my old paper certificates?

To minimise wastage we allowed time for old papers certificates to be used up. After the dates shown above, any remaining stock must be securely destroyed.

### How should I store photo ID certificates?

These certificates have a high value, both in monetary and credibility terms. Please store them securely and monitor who has access to them. If any go missing, inform us immediately.

### How much should we charge for the certificates?

You should include the cost of these certificates in your course fees rather than charging separately for them, so please take this cost into account. The latest Account Holders Price List is available on [www.rya.org.uk](http://www.rya.org.uk).

### Who should register students for my centre?

This will vary depending on the centre. In small centres it could be the Principal or Chief Instructor, and in large centres it could be an administrator. Whoever it is, confirmation of who passed the course must be sought from the Principal or Chief Instructor. Make sure that only those who need to know are given your login details, and change your password when staff members leave.

### I don't have a computer at my centre. How do I register my students?

You will need access to a computer and the internet somewhere, but it doesn't have to be at the centre. You can register your students on any computer so long as you have your login details.

### To reduce inputting time could we enter less information for each student?

For this system to work, it is necessary for us to capture all the data requested. This is the only way that we can guarantee that student records are complete and can subsequently be cross matched with data that may already exist for them, thus avoiding duplication of records. There is no point having half complete or inaccurate records.

### The system won't accept the certificate number that I'm entering

Check:

- Was the certificate was originally purchased by a different centre? If so, you won't be able to register it. Certificates can only be registered by the centre that purchased it.
- Did you enter the number correctly? Please check and try again.
- Have you already registered that number for a different student? Each certificate can only be registered once. You can check this in 'student records'.
- Have you entered the letter(s) that prefix the number? Have you put a space between the letter(s) and number? Each certificate number needs to include the prefix and have no spaces between the prefix and the number.

### How do I input a title that doesn't appear in the drop down box?

You can't, please use one of the titles provided. If you have a student who is insistent on using another title, please email [certification@rya.org.uk](mailto:certification@rya.org.uk) and we will amend it on their central record.

### What happens when an under 16 Powerboat Level 2, Inland Waterways or Personal Watercraft student reaches their 16<sup>th</sup> birthday?

They don't need to do anything as proof of age will show that the under 16 endorsement no longer applies. However, if they want an unendorsed certificate they can apply to you for a new one. Remember, you can only re-issue certificates for students who you originally trained.

- **If their original certificate was either a paper one or a pre-numbered photo ID certificate**, and you will be issuing a new numbered certificate, register them using the 're-issue a certificate' facility. Enter the old and new certificate numbers where prompted.
- **If their original certificate was a PW certificate issued by RYA HQ**, register them using the 're-issue a certificate' facility. Enter the old and new certificate numbers where prompted.
- **If their original and replacement certificate are both photo ID on which the serial number is hand-written (Powerboat Level 2 only)**, they will already be registered. In that case, write out a new certificate without the endorsement box ticked and use the original number.

### What if a student's certificate needs changing from non-tidal to tidal, or from inland to coastal etc?

Use the 're-issue a certificate' facility, entering both the original and new certificate numbers where prompted and making sure you tick the correct boxes for coastal/inland or tidal/non tidal.

### How will the RYA use the data that I submit?

The data will be put on our database and we will write to each student shortly after their course, congratulating them on passing and encouraging them to the join the RYA if they haven't done so already. We do not pass our data on to anyone outside the RYA. If your student is a member we will already have their details and will simply be adding the qualification to their existing record.

## What about data protection?

If you don't already include a data protection notice on your booking form, the following statement should cover you for storing client data within your centre:

*Data Protection Act 1998. The above information including the questions as to your health and ability will be used by us to process your booking for the course and for attending to your safety whilst you are on one of our courses. We shall also include your name and address on our mailing list. If you do not want to receive details of future courses and events please tick here \_\_\_\_.*

In addition, for the online registration system, you should include the following to enable you to pass client details to us online:

*Names and addresses of candidates for RYA courses will be shared with the RYA for the purposes of registering your certificate. If you object please tick here \_\_\_\_.*

*The data will not be shared with any third party for marketing or commercial purposes without first obtaining your explicit consent.*

If a client won't share their data, contact us and we will work out the best solution on an individual basis.

Note: certificates must be awarded on successful completion of a course.

## Do I need to keep a record of my students?

Once you have registered your students online, a record will be kept in 'Student Records'. You can also download a spread sheet of your student records. We do not require you to hold a separate record of certificates which have been registered online. You should however keep a record of paper certificates issued as they are not recorded centrally.

## The website is down or I'm not near my computer. Can I issue the certificates without registering them?

Ideally every certificate should be registered before being handed to the student. If this is not possible, you must have a system in place for ensuring that certificates are registered within 24 hours of them being handed to students. Your system needs to ensure that you know exactly which certificate number has been handed to each student. Until the certificates are registered they are not deemed valid and could not be used to apply for an ICC or commercial endorsement.

## One of my students has forgotten their passport photo. What shall I do?

**DO NOT give the certificate to them to take away and add their own photo!** Ask your student to provide a passport photo with their name written on the back, and hang on to their certificate until they do so. This photo must be added to the certificate by the centre, not the student.

## My training centre has more than one recognised site. Can I register my students through each site?

You will need to use an individual login for each site. This means that your students will be recorded under the site at which they took the course. You need a unique email address and password for each site when registering.

This is for two reasons:

1. Each centre may be recognised for different courses
2. It's the only way to identify where the student undertook the training

## My centre stamp doesn't fit on the certificate. What shall I do?

Due to the reduced size of the certificate, there's not a lot we can do about this. If your centre has a stamp, please continue to use it in the logbook.

## **One of my students has a paper certificate but wants a new style certificate instead. Can I issue one?**

Yes, register them under 'Re-issue a Certificate' using the original date and details of the course to issue the new certificate. Write the original course date on the new certificate.

When re-issuing Powerboat Level 2, Inland Waterways and Personal Watercraft certificates, you need to provide them with a complete new book and certificate pack as certificates aren't available on their own.

Note: You can only replace a certificate if the student gained their original certificate with you. If their certificate was issued by another centre you need to refer them to that centre or the RYA.

## **How do students stick the certificate in their logbook?**

The logbook should still be used even though the certificates cannot be stuck in there. In time we may review the layout of the logbook.

The logbook is still a record of the student's progression including further details of their training e.g. type of boat, weather conditions, etc and should be signed off by the instructor.

## **Do photo ID certificates replace the need for an ICC?**

These certificates are not a replacement for the ICC and other countries are not obliged to accept them as such.

## **My student is applying for an ICC. Will their old paper certificate be acceptable?**

For Powerboat Level 2 certificates, if their course was prior to April 2011, the paper certificate will be fine. If their course was after 1 April 2011, only the new style of certificate will be accepted.

For Inland Waterways Day Skipper or Coastal Skipper certificates, if their course is prior to April 2013, the paper certificate will be fine to support their ICC. If their course is after 1 April 2013, only registered photo ID certificates will be accepted.

## **My student is applying for commercial endorsement. Will their old paper certificate be acceptable?**

For Powerboat Level 2, if their course was prior to April 2011, the paper certificate will be fine. If they achieved Level 2 after 1 April 2011, only the new style of certificate will be accepted.

Note: you cannot commercially endorse a Powerboat Advanced course completion certificate. If your student wants a commercial advanced certificate, they must take the Advanced exam in order to gain the Powerboat Advanced Certificate of Competence.

For Day Skipper certificates, if their course is prior to April 2013, the paper certificate will be fine to support their commercial endorsement. If their course is after 1 April 2013, only registered photo ID certificates will be accepted.

## **How do students claim the £5 membership discount?**

Certificates that are packaged with a handbook include a voucher which should be handed to the student once their certificate has been sealed. This voucher can be used regardless of whether they join direct through the RYA or through your centre's Partner Programme facility.

If the certificate does not include a voucher, your student should quote their certificate number when they join. The number will be cross-checked with our database and the discount applied to their membership fee.