



ONLINE CERTIFICATE REGISTRATION USER INSTRUCTIONS

Ordering certificates

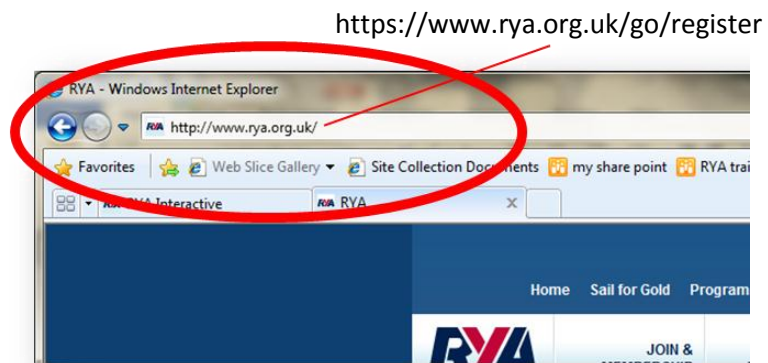
Order code IWHC:	Inland Waterways Helmsmans Certificate and handbook pack
Order code DSSP:	Day Skipper Sail practical certificate
Order code DSMP:	Day Skipper Motor practical certificate
Order code CSSP:	Coastal Skipper Sail practical certificate
Order code CSMP:	Coastal Skipper Motor practical certificate
Order code PBPP:	Powerboat Level 2 certificate and Start Powerboating book pack
Order code PA:	Powerboat Advanced Certificate
Order code PWCP:	Personal Watercraft certificate and handbook pack

See the Account Holders Price list on www.rya.org.uk for the most up to date prices.

Setting up online certificate registration

The first time you use the system, you must register your Training Centre. You will only need to go through this process once.

Step 1: Go to the internet and type <https://www.rya.org.uk/go/register> into the address bar at the top of the page.



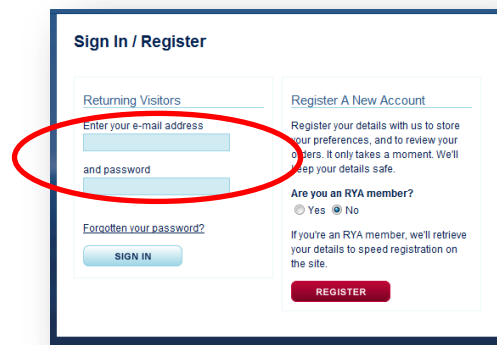
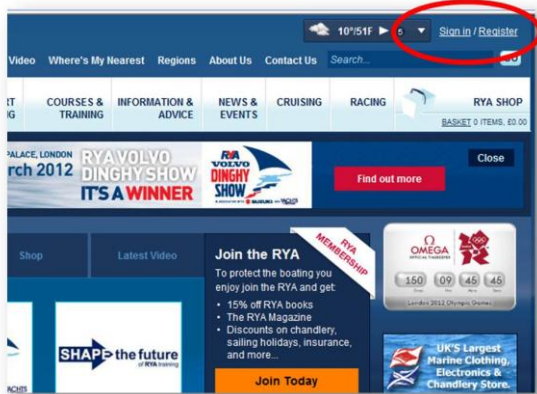
Step 2: Press Enter and you'll be taken to a page asking for your Training Centre reference number and activation code. These numbers were sent to you, but if you need help finding either number call RYA Training on 02380 604181

On the next screen you will be asked to enter an email address for the Training Centre and a password with a minimum of 6 characters. Keep this information safe as you will need it each time you access the system.

Trouble shooting: If the system won't accept your email address: It may be because you have already used the email address when registering on the site as a member or instructor. The email is a unique identifier and can only be used on one record. Please either enter another email or change your personal login email address on the website before attempting to register your centre again.

Accessing the account you have just set up

To start using the certificate registration system, go to the 'sign in/register' link at the top right corner of www.rya.org.uk and sign in using the email address and password you have just registered.



When you're signed in you will see **Welcome back** [your centre's name] at the top right of the screen. Click on **'Your account'** at the top right of the screen and then on **'Certificate Registration'**.

Register your students

Click 'Add a Student' and input the details requested on screen.

You can register students as soon as you know who they are before the course, or you can wait until after. Registering them before the course enables you to complete the process more quickly at the end of the course.



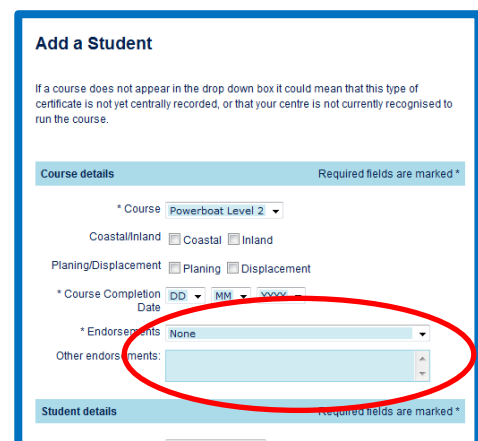
For Powerboat Level 2 certificates only, you will be asked whether you have un-numbered or pre-numbered certificates. Click the appropriate option. If you have a mixture of certificate types for one group of students, allocate students to certificates at the start so you know who will have which type of certificate. Register your students in two batches – one batch for each type. If you accidentally register a student with the wrong type of certificate you will need to delete their record from 'pending records' and re-register them with the other type of certificate.



Special endorsements

If you have a student who needs help with the course due to a disability, register them in the usual way and select the 'endorsements' box. You can pick from a list of standard endorsements or choose 'other' and enter the details in the 'other endorsements' box.

If you have already registered them without an endorsement but have not issued their certificate yet, their record can be edited in 'Pending Records' and you can add the endorsement. Note: You do not need to enter an endorsement for students under the age of 16 even though, depending on the type of course, you may need to write an endorsement in the student's logbook. Please check the logbook for details.



Issuing certificates

When you know who has passed the course go to 'Pending Records'. Choose the course type from the drop down box. You can also filter by course date or student name if you wish. When you see the list of students for your course, either tick the box to be issued with a number (for un-numbered Level 2 certificates) or enter the serial number shown on the certificate including the letters immediately before the number with no spaces in between.

Certificate Registration	
This Central Certification System should only be used in conjunction with the new photo ID certificates.	
Add a Student Add one or many student records here. Add a Student	Pending Records Issue a certificate number for unprocessed student records. Pending Records
Student Records Search the records of students who have been issued certificate numbers. StudentRecords	Re-issue a Certificate Re-issue lost or old certificates. Re-issue a Certificate

DO NOT do this until you know they have passed as their data will be recorded at the RYA.

Amending student details

If the student's record is still in 'pending records' you can edit it at any time. If the student's certificate has been issued and they appear in 'student records', you can edit their record for up to 48 hours after the end of the course. If it is more than 48 hours since the end of the course, email certification@rya.org.uk with the amendments required.

Deleting students who fail the course

If you have added them as a student but not yet confirmed that they have passed, search for the student in 'Pending Records' and delete their record. Only do this if they will not be trying again. If they subsequently pass, the course date should be updated in 'pending records' to the date of their reassessment before you issue their certificate.

If you accidentally register a certificate for someone who's failed

Email certification@rya.org.uk with details of the student's name, address and certificate number, and we will correct their records. If you got as far as writing out the certificate, please destroy it securely.

Filling out certificates

Note: any photo ID certificates given to students without first being registered online will be invalid.

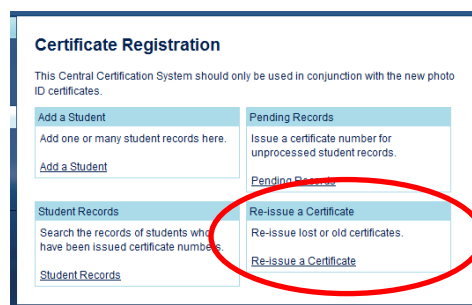
1. We recommend using a fine tipped permanent marker.
2. Only the Principal or Chief Instructor of the centre can sign certificates.
3. If you have **un-numbered Powerboat Level 2 certificates**, please write the number issued by the online system clearly in the box at the top of the certificate. **CERTIFICATES GIVEN TO STUDENTS WITHOUT A NUMBER OR WITH A FALSE NUMBER WILL BE INVALID.**
4. Stick the student's photograph in the space provided and then seal the certificate with the clear plastic laminate. **CERTIFICATES GIVEN TO STUDENTS WITHOUT A PHOTOGRAPH WILL BE INVALID.**
5. If the student has a special endorsement, tick the endorsement box on the certificate and write details of their endorsement in the logbook, including what help they needed and on which parts of the syllabus.
6. If a Powerboat Level 2 or PW student is under 16, tick the endorsement box on the certificate, add an 'Under 16' sticker to the certificate and enter details of the endorsement in their logbook – the wording is in the Level 2 section of the G20 logbook and in the PW Handbook. If you need more 'Under 16' stickers, email training@rya.org.uk.
7. If there was a membership voucher in the certificate pack, hand it to the student with the certificate.

Re-issuing lost certificates

If the student took their course with you and you have a record of their original certificate, you can re-issue it for them if they lose it.

If their original was a paper certificate, you will need to register them online using the 're-issue a lost certificate' facility.

If their original certificate and the new one that you will be issuing is photo ID, you will need to find their original certificate number in the 'student records' section and enter the new and old certificate numbers in the appropriate places in the 're-issue a lost certificate' screen.



RE-ISSUING POWERBOAT LEVEL 2 CERTIFICATES:

If their original certificate and/or the new one that you will be issuing is pre-numbered, you will need to find their original certificate number in the 'student records' section and enter the new and old certificate numbers in appropriate places in the 're-issue a lost certificate' screen.

If their original and the replacement certificate are both photo ID un-numbered certificates (ie. Level 2 certificate on which the serial number has to be hand-written), they will already be registered online. Simply find their original certificate number in the 'student records' section and then write out a new certificate using that original number.

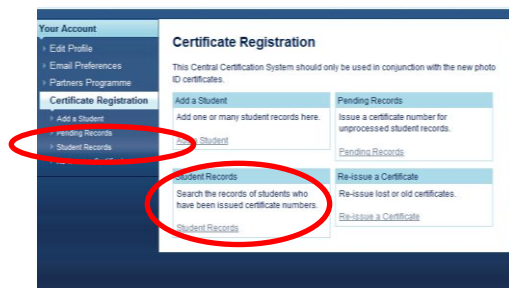
When re-issuing Powerboat Level 2, PW or Inland Waterways certificates, you need to provide the student with a complete new book and certificate pack as certificates aren't available on their own.

If they took the course elsewhere and can't get a replacement certificate from that centre, they may apply to the RYA for a replacement by emailing certification@rya.org.uk. The RYA will only re-issue certificates that have previously been registered on our database.

Downloading completed student records

When you are logged in to Certificate Registration you can view all your completed students in the Student Records area.

Click Student Records either in the centre panel or in the left hand navigation.



Use a filter if you need to – you can filter by name, type of course or course date.

To clear a filter and view all students again, click *Student Records* in the menu on the left.



You can download all your student records, or a filtered list (see above) by clicking *Download all records as CVS file*. Depending on how your own computer is set up, this will either download a CSV file (a text file), or will put the data straight into an excel spread sheet. If it downloads as a CSV file, this can easily be imported to a spread sheet.

February 2012

