

Boat Safety Scheme  
First Floor North  
Station House, 500 Elder Gate  
Milton Keynes, MK9 1BB

Telephone 0333 202 1000

Examiner's Email: [BSS.office@boatsafetyscheme.org](mailto:BSS.office@boatsafetyscheme.org)

Examiner's Website: <https://pro.boatsafetyscheme.com/>



28 February 2013

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## BSS EXAMINER NEWS

Dear Examiner,

This edition of BSS Examiner News prepares you for two very important Salesforce emails coming your way very soon and updates you about IT2 and especially how to ensure you get credit on your account for any BSS Certificates you are holding from 1 April.

### Are your details on Salesforce correct?

In advance of the invitation to renew your BSS Examiner registration, please remember to login to Salesforce and check that your insurance details on your 'Current Details' page accurately describes the type of insurance, name of provider and the expiry date. If you are renewing your insurance with Michael Hall Associates Ltd, you can do this after 1<sup>st</sup> April as we get confirmation of your renewal directly from MHA.

Please also check your private contact details are all correct as our mailing labels will now be generated using that information, which is maintained by you. We don't want you to repeat your first and surnames, nor any lines in your address, once is enough; just enter the address we should use normally to post items to you using Royal Mail. If you have an alternative address for couriers, just put that in the special notes section of any order you make.

Private Information	
Private Address 1	Boat Safety Scheme
Private Address 2	First Floor North
Private Address 3	500 Elder gate
Private Town/City	Milton Keynes
Private County	Bucks
Private Postcode	MK9 1BB

Don't put your name here, but if you have a company name, this is the place for it

Or this

Private Information	
Private Address 1	'Rosebud' Kane Lane
Private Address 2	
Private Address 3	
Private Town/City	Milton Keynes
Private County	Bucks
Private Postcode	MK9 1BB

Simple first line, then...

...leave these blank, if you have no further details in your address before the town

## **Online examiner re-registration – your invitation to apply will arrive on Friday**

Watch out for an email from Tracy on Friday (1<sup>st</sup> March) inviting you apply to re-register and guiding you to the 2013-14 examiner registration web-page.

You can only apply via your new personal, pre-prepared, application page Application 2013-14 – the reference number will be in the invitation email.

You must read the information on the page before making your application by pressing the 'submit' button on the bottom of that page. By pressing the 'submit' button you are confirming that your insurance details are correct, the policies are current and that you will maintain the cover. You are also agreeing to:

- the BSS Office sharing your name and address details with the Navigation Authorities; and,
- the BSS Office publishing, making available or otherwise passing on to anyone that requests them, your 'Public Details' as displayed on the BSS examiner website; and,
- electronic invoicing (unless you have opted out by separate process) and being invoiced for the registration fee; and,
- the BSS Examiner Conditions of Registration for the complete period of registration, including the amended guidance in support of the conditions.

Please act as soon as possible after receipt of the invitation to apply to renew your registration and at the latest, by the end of Thursday 28 March, in view of the Easter weekend at the end of the month.

The final part of the renewal process is confirmation from the BSS Office. All applications will be acknowledged by an automatic email immediately they are made.

Then within a day or so of making the application, successful applicants will have an email confirming re-registration, until you receive the confirmation of registration email you will not be re-registered and not entitled to carry out BSS examination work from 1<sup>st</sup> April.

Late registration will be subject to an additional administration fee of £50 (+VAT) taking account of the additional costs of late registration; unless the delay is pre-arranged and agreed with the BSS Office.

Remember, if you are not confirmed as re-registered by 1<sup>st</sup> April, you are not authorized to carry out BSS examinations, or to issue 'certificates'. This means that if you have not had confirmation of successful reregistration you must not issue any certificates and must cancel or postpone any BSS examination bookings for after 1<sup>st</sup> April until you have confirmation of your registration. Unauthorized examiners will not be listed on the BSS website until registration is completed.

If you have any questions concerning your renewal, or once you have applied, if you do not get an email confirming that you are registered, please give Tracy a call on 0333 202 1000.

New examiners registering for the first time have a separate process and must contact Tracy on the number above when requested to do so.

Once successfully registered, you will be sent an invoice which should be settled in the normal way. For those with CRT moorings, licences or any other CRT account, please do not pay your annual BSS Examiner registration by BACS transfer as it is very difficult to re-direct the funds to the BSS cost centre.

## **Not re-registering for 2013/14?**

May I request that if you have decided not to re-register please confirm this in writing to Tracy as soon as possible. I would also be interested to learn of the reasons for your decision.

## **A couple of deadlines are approaching**

If you wish to change your photo on your ID card and thus on the website too, this can be done for free by sending us an email and attaching a clear digital photo file of not more than 150kb size of your head and shoulders only, by Wednesday 13 March. At all other times of the year there is a charge of £7.75 (+VAT) which reflects the costs of the new card and administration/postage.

From the beginning of March invoices will be sent to you as a PDF attachment to an email and will no longer be sent by post. For those examiners who are either unable or unwilling to accept emailed invoices, there is an opportunity to choose to continue to be sent them by post. In order to 'opt-out' of emailed invoices, [click on this link](#) before midnight tonight, Thursday (28<sup>th</sup>) of this week.

## **Standby for access to the Salesforce V5 sandbox**

Testing the version five (V5) of online examination recording is going well with the volunteer examiner testers. Some minor improvements have been identified and being incorporated. More volunteers will try it out and report back to us before we invite all examiners to have a go in the V5 Examination Record sandbox from early March.

So watch out for another important email in about one week's time, this one inviting you to have a go in the sandbox. Remember that practice in the sandbox is not compulsory and that there is no assessment to pass - this is because we believe that if you can operate to the current version of Salesforce, working with version V5 will be easier and quicker.

We do however strongly recommend that you do go in to the sandbox and become familiar with how examinations will be reported from 1<sup>st</sup> April. Practising will not only give you confidence to use the improved version of Salesforce, it will also help you plan to satisfy your customer's needs, in respect of the optional methods there will be to record BSS examinations.

A step-by-step 'How to Guide' to help you become familiar with Salesforce V5 will be available to download and we strongly recommend that you follow this guide when you first start to practice.

We have now issued a media release pointing to changed BSS examination documentation coming in from April. [Here's the link](#) to that public information, you may find this useful to explain to your customers what is about to happen from 1<sup>st</sup> April.

There is a countdown page to the introduction of V5 on the examiner support site now [click this link](#)

## **How to achieve a credit on your account concerning any certificates you have at the end of March**

You must return any blank certificates to the BSS Office for either a credit or a refund. You must include a completed certificate return form with any certificates you send in.

Blank certificates accompanied by the form can be sent in as soon as you know you will not be using them. We recommend sending by Royal Mail Special Delivery and making sure the value of the package is recorded on the proof of posting at the Post Office.

Once your certificates and application form are received we will contact you by email to say they have arrived.

The preferred and default position is that we will administer a credit against your existing account. If you require a refund please tick the appropriate box on the return form.

Monies will be credited to your CRT customer account and the credit amount is not ring-fenced or allocated to future BSS examination use. If you have a preference not to have credit used for any non-BSS invoice settlements, such as mooring, licence fees, etc.; then select the refund option.

The credit to your account will be processed as soon as possible after receipt, but refunds can take up to four weeks.

Please note the following conditions:

- a) the BSS will not refund certificates lost in the post, this will be a matter between you and Royal Mail. Note that the maximum claim value using Special Delivery is £500, normal 1<sup>st</sup> class post is only £46, see <http://www.royalmail.com/personal/help-and-support/claims-process-for-inland-items>;
- b) credit or refunds may be delayed or refused if the credit application form is not included or not fully completed;
- c) only full sets of blank certificates will be credited/refunded (a full set is all three original pages of the blank BSS Certificate);
- d) only blank BSS certificates which were originally issued to you can be returned for credit or refunded;
- e) only blank BSS certificates issued to examiners since April 2010 will be refunded.

Download your certificate return form by [clicking on this link](#)

Best regards,

A handwritten signature in black ink, appearing to read 'G.A. Watts'.

Graham Watts, BSS Manager