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BSS EXAMINER NEWS 13-005

Dear Examiner,

This edition of BSS Examiner News provides updates on how Salesforce version V5 (SF-V5) is bedding in, plus an update about a Hirer Safety Review that will likely affect BSS requirements for hire boats. We also provide a brief update on what we found from the latest batch of around 40 BSS Examiner Field Assessments and we signpost electrical training for those examiners yet to attend the electrical knowledge and understanding course.

Salesforce version V5 – six months in...

The headline news is that the introduction of SF-V5 is generally going really well with examiners indicating general satisfaction and the navigation authority licensing departments happy with the facility and starting to explore the tool's wider potential.

Despite this, for a few examiners, there are some issues and the following points will help. They are taken from our analysis of SF-V5 examination data but perhaps more importantly from a recent forum of various navigation authority registration and customer service staff.

Late inputting of examination results by some examiners is causing problems for their customers -

Examiners are reminded that all 'Yes' and 'Yes, but some advice checks did not pass' examination results should be entered into Salesforce within 48 hours of the examination happening – unless there is a good reason not to, as acceptable to the customer. We have had around ten customers complain that they have waited months to receive their certificate and have lost the season's boating or their discounts on licence fees.

Owners must be provided with a copy of the BSS Examination Report and the associated terms and conditions:

All boat owners must receive a copy of both the BSS Examination Report, in the original BSS format – marked 'BSS Certificate' - and a 'terms and conditions' sheet for every pass examination. These can be either sent electronically or printed out and delivered to the owner as soon as possible. Some boat owners think that they can log onto the BSS website and get their own copy; **they cannot**, and so please ensure that you are careful to not give your customers that impression.

All 'not passed' points must be reported: this affects examinations with the result 'No' as well as 'Yes, but some advice checks did not pass'.

This is a critical issue; the BSS Office and the boat owner must have feedback regarding all of the 'not passed' points you find on the first examination, including concerning all advice checks. Examiners who repeatedly fail to report 'not passed' items, may be putting at risk their continued BSS authorisation, may be compromising their professional indemnity insurance cover and so may be exposing themselves to a heightened risk of civil claims.

Boat descriptor boxes – accuracy and attention to detail is key

a) Accuracy of inputs - boat names and registration numbers: Names have to match registered names; index and registration numbers likewise – for if they are not correct and matching, online licensing is impossible for the boat owner.

If the owner intends to change a boat name, but has not informed the navigation authority, make a note in the 'boat additional information' comments box.

It is very difficult for navigation authority licensing staff to register the boat, or in the future to identify the correct boat, if there is an error in the name or registration number.

b) Lack of boat detail – poor identity: Please help identify the boat by including details of make, year, length, beam, engine details etc.

Hot Tip When Creating Conga Merge Reports

If the boat has a registration number, put it in the Current Registration Number field and it will appear on the print out, but please also fill in the BW, EA, Broads, BCCL, Scottish Canal number fields as relevant.

Certification report duplication – this mistake may cost you money: Invoices are on the way to being fully automated. This means that if you create a duplicate certification report (for an examination that passes), we probably won't spot it, and you will be charged twice for the same boat. There is no reason to intentionally create a duplicate certification – If you have made a mistake you can edit the expiry date, boat name spelling and other errors. You can conga-merge (i.e. print) any examination report as often as you like without charge.

If you have tried to save a certification report, or you think you have already created a new certificate and the screen or computer 'went funny', check on the boat page to see if you did succeed, before starting again. If you have created a certification report, remember as above, you can edit it to update or correct it.

If you check and you see that you have, by accident, created a duplicate report, email us with the BSSER reference of the report to be deleted. Note that invoice runs are done mainly on the 25th of each month apart from December, when it is done on the 31st.

So what does the Salesforce database of examinations tell us..?

By way of illustration we can be certain that between 1 April and 1 Oct 2013, examiners reported 13400 examination results. Of these, 70% of boats passed first time, 75% had LPG on board, 27% were carrying petrol, 70% were carrying diesel, 90% had DC electrical systems, 63% had AC electrical systems and over 35% had a solid fuel stove appliance installed. Only 2% were carrying generators – which tells its own story... These results overlap; so many boats will have AC and DC electrical systems and solid fuel stoves for example.

This data is already helping us to look at risks profiles, for example, as a result of knowing the number of boats having solid fuel stoves with faults, we can better plan safety messages. The data can also help us identify examiner training needs

Two New Examination Report Fields

As you can see the data coming out of the SF-V5 examination reporting system is very interesting.

We are keen to identify whether boats being presented for their first BSS examination present any heightened risk.

If your examination is the boat's first ever BSS examination, please select the relevant value from the drop down menu in the new 'First BSS?' field – Non-BSS Inland, Coast, Annex XV Complete or Annex IIIa Part-built. If the boat has had previous examinations, please ignore this field altogether.

Entries made for 2002 Non-private boat examinations have been immensely useful in the hirer safety review. However it has exposed one element missing from the SF-V5 system which was in the V4 under a different name. We would now like you to identify what sort of non-private use the boat has from the drop-down menu in the renamed field Non-Private Boat Class – Hire Boat, Small Passenger Boat, Work Boat, Safety Boat or Other.

The Hirer Safety Review – what you need to know and what it might mean for examiners

An inland waterway navigation authority risk-review of boat hirer safety is taking place, concerning powered hire boats. The BSS is administering this project and it involves open engagement with the hire trade.

The outcomes will support the inland waterway navigation authorities' in maintaining proportionate licensing conditions for hire boat operators and they will influence BSS hire boat requirements.

The review is not a 'fundamental' review and it is not in any way attempting to usurp the published Hire Boat Code. The review has four stages; i) risk-review and assessment and the recommendation of proposals, until December 2013 ii) navigation authorities decide on the recommendations, December 2013 – March 2014, iii) full public consultation on the proposals March – July 2014 and iii) implementation July 2014 – April 2015.

Stage i) is happening now and is being supported by a BSS Committee Sub-group and its draft conclusions are being shared with hire operators at five regional open forum meetings.

At this stage of the risk review it is looking likely that most hire boat checks will align with the BSS requirements for privately owned and privately managed boats 2013. However, it is also likely that many of the existing hire boat checks will be retained as well as that a few new BSS checks will be introduced

Thus the potential implication for examiners is that anyone wishing to continue to examine hire boats should expect to complete a one or two day course in spring 2015.

Please keep any hire operators you know informed that they can learn more about the Hirer Safety Review by following this link - <http://www.boatsafetyscheme.org/about-us/hirer-safety-review-2013/>.

Examiner performance - Field Assessments and what have we learnt from them in the last year

Around 40 examiners attend a Field Assessment each year as part of our commitment to provide the opportunity for both examiners and the BSS Office Team to assess examiner performance and identify any improvement needs.

The next round started this month and will run through until April 2014. If you are selected for a Field Assessment, please reply to the invitation to attend a field assessment immediately as organising dates, boats and locations is difficult.

The feedback tells us that although some examiners are anxious initially, the vast majority of examiners say it is a very positive experience. They say it is supportive, informative and a great learning experience. To learn more about Field Assessments visit this web page - <https://pro.boatsafetyscheme.com/you-and-the-bss/individual-development/field-assessments-overview>.

A couple of things we learnt from field assessments in the last year. Firstly the good news is that around 75% of examiners demonstrated an exemplary methodical approach using a checklist.

On the negative side, when questioned during the simulated partial BSS examination, 50% struggled with the meaning of 'accessible for inspection' and 25% struggled with the meaning of 'readily accessible'. Learning point - examiners should improve their retained knowledge of the glossary term definitions contained at pages 6 and 7 of the BSS Examination Checking Procedures.

Electrical knowledge and understanding course for those examiners yet to attend one

Next month we will announce the dates for the next batch of *Electrical Knowledge & Understanding* courses in Spring 2014. Attending one of these one-day events at Evesham College as well as completing the prior E-learning section will be mandatory for any examiner who has not yet done it.

BSS Examiner 'Pro' site additions and the future

We're continuing to add useful information supporting to the BSS Examiner website; visit the site to find out more: <https://pro.boatsafetyscheme.com/>. We've also improved the search facility; why not give it a go when you are next stuck for an answer. For example, we've added to the site the 2003 diesel injector leak-off (spill line) guidance that supports BSS check at 2.10.5. Why not type in 'spill line' or 'injector leak-off' into the search box to refresh your knowledge, alternatively you can go straight to the guidance from this link [https://pro.boatsafetyscheme.com/examination/technical-news-info/ecp-changes/spill-lines-\(2003-and-2007\)](https://pro.boatsafetyscheme.com/examination/technical-news-info/ecp-changes/spill-lines-(2003-and-2007))

Click on the link below to learn about a new range of Vetus clear bowl fuel filters compliant with BSS requirement at 2.12.2/C2.16.2 for fire resistance of fuel filters inside engine spaces see <https://pro.boatsafetyscheme.com/examination/technical-news-info/new-products> for details.

More improvements are on the way, so watch out for an email in the coming weeks announcing a single 'sign-on' for the Pro-site and Salesforce site. It will be more convenient to move between the two sites and we will eventually be able to embed instructional videos and run our E-learning courses.

Replacement ECP pages will have arrived recently

As you know, there have been changes to the 2013 BSS Examination Checking Procedures for Privately Owned and Managed Vessels at 8.10.5 (solid fuel stove condition), 9.2.1 (sanitation systems) and the appendix supporting 7.12.1 Appendix D (Bubble testers). Please review the changes and use the new pages to replace the old versions. You should destroy the old pages so that they can never be used by mistake. If you have any queries or issue with these changes please contact us.

High pressure regulators –do you know of any regulator failures?

We are currently looking more closely at the design, safety features and any known incidents concerning high pressure LPG regulators. This follows two incidents this summer where high pressure gas escapes were ignited leading to explosions. Luckily there were no significant injuries. If you have any information about failures of high pressure regulators leading to high pressure gas entering the low pressure side, please contact me with any details.

Best regards,



Graham Watts, **BSS Manager**