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**19 March 2020**

**Ref: 20-001**

## **BSS EXAMINER NEWS**

**Dear Examiner,**

The subjects are BSS Certification cost from April, LPG update course, insurance and the annual registration process preparing you to take control to ensure a smooth registration process for 2020-21.

But first some advice and information about the health and economic threats from the COVID-19 virus.

### **COVID-19**

This is the current navigation authority position (as of 18 March 2020) concerning the impact of coronavirus on the activities of BSS Examiners.

The BSS Management Committee is unequivocal, the Boat Safety Scheme and the requirement for boats to hold BSS Certifications is a critical safety activity.

Therefore, BSS Examiners conducting BSS examinations and verifying boats as compliant remains essential, and so for examiners and boat owners the position is 'business as usual'.

The situation is being continually monitored and we need to be alive to the possibility that navigation authorities' positions may change as new information or conditions occur.

There are two issues, health & wellbeing and financial aspects. So we recommend that BSS Examiners regularly visit <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> because it has important information that is always current on both topics for individuals and businesses.

We advise Examiners to follow that Government guidance; including on how to protect themselves. Its advice includes some risk mitigation measures that you should consider using in your work, such as: -

- isolating yourself if you have a new continuous cough, or a high temperature;
- asking your customer if they are free from those symptoms too;
- ensuring social distancing of at least 2m, especially if you or your customer is older or is considered vulnerable;
- regular hand washing for 20 seconds using soap and hot water;
- when sneezing, covering your mouth and nose with a tissue, or your sleeve, then wash your hands or use a hand sanitising gel;
- cleaning/disinfecting regularly touched objects and surfaces.

In the current environment, if your customer has any questions as to whether their boat can have temporary break from registration or BSS certification, please direct your customer to the relevant licensing authority as it is the only body that can answer such a question.

Finally, if you become ill and/or are a person who needs to self-isolate please let us know by email. We would advise you to contact any recent customers you may have met and let them know.

## **BSS Certification Cost From 1 April 2020**

Following discussions at BSS Committees the BSS Certification charge is rising from £36 (+VAT) to £43 (+VAT). This rise is unavoidable as the BSS is to take account of annual inflation (average of RPI & CPI figures) and other increased costs in the operation that will be driving improvement in support of examiners and quality assurance.

## **LPG Update Course – The plans are in place and are ready to go when COVID-19 goes away**

The latest information, because of the COVID-19 situation, is that the courses are intended to be run in early Autumn. We have worked hard to achieve best possible value and so regional training has been ruled out and we are pleased to offer the courses at the Energy Training Centre at Worcestershire College Group, Evesham – a venue that many Examiners will remember from their entry training days.

The course remains a two-day course, however Gas Safe registered Examiners have the option to attend a single assessment day only.

The cost of the course is currently planned £410 (+VAT) for the two-day course and £205 (+VAT) for the single day assessment for GSR examiners.

More information will be provided in the next newsletter.

## **Examiner suspended for not having insurances in place**

Following a recent case review, the Management Committee Panel asked that we draw your attention to the specific Condition of Registration requiring appropriate insurances to be in place at all times.

Because the case circumstances involved repeated breaches and concerns at the high number of boats examined prior to the late insurance renewals, the Panel decided that a three-month suspension of the Examiner's authorisation was warranted. The Examiner appealed the severity of the sentence but lost the appeal with the independent arbitrator. It is clear that the sentence could have been much more severe had not the Examiner admitted the breach and co-operated with the case investigation.

We've included in previous newsletters warnings about the potential consequences for Examiners who persistently fail to maintain their insurance cover. If this is you, make sure you never miss renewing your insurances or be prepared to cooperate with an investigation that may affect your continued BSS authorisation.

## **BSS Examiner annual registration fee increases**

The registration fee is raised this year from £115 (+VAT), which was the fee in 2018, to £120 (+VAT) to take account of inflation, we have used the mean of RPI & CPI. Each year there will be an increase in annual registration fee at least in line with the average RPI/CPI percentage figure.

## **BSS Examiner Annual Registration - things to do immediately**

Your current file photo will be used for your new identity card and BSS website. Yours can be viewed on your personal details page on Salesforce. Does your image reflect what you see in the mirror; i.e. would your customer recognise you from the website? Is it clear and current?

If you wish to change your photo on your ID card and website, it can be done now for free. Send us a digital image of not more than 150kb size by 27 March. We are planning for ID card distribution during the second week of April.

The specification is: head and shoulders only, pin-sharp focus; plain background. It must not appear too dark, too bright or washed out. A photo/ID card replacement at any other time outside of the re-registration period will have to be charged at £7.75 (+VAT) to cover card/administration/postage.

## **Let us know if you are not registering for 2020-21**

If you have decided not to re-register, and if you have not already done so, please let me or Tracy know as soon as possible. It would be good to know the reasons for your decision.

## **Check your current details**

Check the BSS database and make sure that your details on your 'Current Details' page are all complete and up to date. Are the addresses, your phone numbers, the email addresses and your website details accurate?

Your public contact details appear on your BSSER forms and potential new customers can use the search page on the BSS public website. It is essential that the public contact details you enter on to Salesforce are accurate and complete because these are extracted directly from the Salesforce fields to your BSSER examination reports and appliance record forms as well as to the BSS public website. Entering a value in the town field is required as our research tells us that boat owners choose firstly by personal recommendation and secondly by searching the BSS website by nearest town. We reserve the right to amend details that appear inaccurate or misleading.

Accurate courier and private contact details are essential. We outsource the mailing of stationery and if the information you provide is incorrect it either bounces straight back to that company's depot causing a delay in your getting your material, or the items may go missing completely. Whichever, it adds to the Schemes costs and everyone's frustration.

## **Check your claims of membership and Gas Safe registration (where relevant)**

In February we undertook a sample check of some examiners claiming to be Gas Safe registered. Most had not updated their ID number, so please check your details.

Are you still a member of the organisations you claim to be? You must not claim the advantage and kudos of the membership of an organisation if it has lapsed.

Are you claiming to be on the Gas Safe Register – is it for LPG / boats, is the engineer ID number correct, has your registration lapsed? Do not claim to be Gas Safe registered if your registration is not current and/or appropriate for boats, as there are legal implications if the facts are untrue.

## **Check your Insurance cover**

Are your insurance details on your 'Current Details' page accurate – i.e. the type of insurance, name of provider and the expiry date. Note the story above concerning hold current policies.

## **BSS Block Policy PI and PL insurances**

Michael Hall Associates Limited (MHA) have communicated this year's terms to examiner customers. If you have not heard anything or have any other any queries, please feel free to speak with Keith Storrie or Josephine Vaughan on 0141 248 8627.

Keith Storrie, Michael Hall Associates Limited, Mason Chambers, Suite 420 Baltic Chambers 50 Wellington Street Glasgow G2 6HJ, Mob: 07860 425032

Email: Keith.Storrie@michaelhallassociates.ltd.uk

## **Independently arranged PI and PL insurances**

For those examiners with independently arranged insurances, please check carefully that:

- the terms of your policies cover your BSS activities; and,
- the policies are current as of the date of your application; and,
- the level of cover is not less than £5m each for both PI and PL.

Through the year, as and when your policies or details change, please update these on the 'Current Details' page on the examiner website.

As you should have noted above, the assurance that any examiner's work is underwritten is so important, we will suspend access to Salesforce where there is any doubt about an examiner's cover. Furthermore, that individual's continued authorisation may be at risk.

### **Making your online application**

In the next day or two you will receive an email from the BSS inviting you to apply to re-register. When you receive the invitation, follow its instructions to go to the Registrations Tab on Salesforce, refresh the page, and find your 2020-21 application form. **Your personal application reference number will be in the email.**

You must read the information, conditions and agreements on the page before making your application. To make the application, click edit and all the tick the boxes, then click on the 'submit' button on the bottom of that page. In clicking the 'submit' button and making your application you are also agreeing that:

- your insurance details are correct, the policies are current and that you will maintain the cover; **and,**
  - the BSS Office may share your name and address details with Navigation Authorities; **and,**
  - the BSS Office will publish, make available or otherwise pass on to anyone that requests them, your 'Public Details' as displayed on the BSS examiner website; **and,**
  - you will be invoiced for the registration fee and all fees and charges payable by BSS examiners for BSS related materials and activities, as they arise; and pay the invoices on time; **and,**
  - you will abide by the BSS Examiner Conditions of Registration for the duration of the registration.
- To view them click [here](#)

To make it clear, you should understand that these agreements are made between yourself and Canal & River Trust acting in its capacity as administrator of the BSS Office.

### **Timings**

Unless you have already told us that you intend to retire, the invitation to apply to register will arrive in a few days' time.

Once you have it, please act as soon as possible to apply to renew your registration. The 2020 deadline is 17:00 on Monday 30 March. Anyone not registered by Wednesday 1 April will be suspended. (see below).

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 3 working days 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 registered for 2020-21 and not entitled to carry out BSS examination work.

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, check the online application form again to see if your status has changed from 'Submitted' to 'Accepted' or 'Reviewing' and then please call Tracy on 0333 202 1000.

### **Missing the deadline?**

Remember, if you are not confirmed as re-registered by 1 April, you are not authorised to carry out BSS examinations, or to issue BSS certifications.

This means that if you have not had confirmation of successful registration by 4pm Tuesday 31 March, you will:

- lose access to the boat and examination database; **and,**
- not be able to issue any BSS certification; **and,**

- you must cancel or postpone any BSS examination bookings until you have confirmation of your registration.

Unauthorised examiners are removed from the listings on the BSS website.

Any BSS examination made whilst unauthorised may be voided and the circumstances investigated as a potential breach of the Conditions of Registration.

Please remember, applications completed after 1 April will be subject to an additional administration fee of £50 (+VAT) taking account of the additional costs of late registration; unless the delay is prearranged and agreed with the BSS Office.

### **Minor changes to the procedure used to investigate formal Examiner complaints**

The BSS Management Committee has agreed proposals to slightly amend the Procedure for investigation of alleged breaches of the BSS Examiner Conditions of Registration (BSSQA006).

There is little impact for BSS Examiners and most of the four changes simply clarify the constitution of the BSSMC Executive Panel that hears cases and that Panel recommendations can be arrived at on a majority basis, rather than full consensus.

More significantly for Examiners the first amendment points to the introduction of a new BSS Quality Assurance procedure (BSSQA021) setting out how unsubstantiated complaints made by one BSS Examiner against another examiner are handled by the BSS office.

You can view BSSQA006 complete with the amendments highlighted [here](#). The revised procedure will come into effect on 1 April 2020.

The new procedure BSSQA021 will be launched in draft form from 1 April 2020 and will be subject to change before it becomes ratified at the end of July. The draft procedure can be viewed [here](#).

### **Database link reminder**

Just in case you may have updated your device or software recently, this is the link to the BSS database home page but the renewal email will contain a bespoke link to your renewal application record [https://boatsafetyscheme.my.salesforce.com/secur/login\\_portal.jsp?orgId=00D2000000095gg&portalId=06020000000DOyj](https://boatsafetyscheme.my.salesforce.com/secur/login_portal.jsp?orgId=00D2000000095gg&portalId=06020000000DOyj)

Kind regards,

Kevin Tyson

**BSS Manager**