

Boat Safety Scheme
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BSS EXAMINER NEWS

Dear Examiner

The subjects are LPG update course, insurance and the annual registration process preparing you to take control to ensure a smooth registration process for 2021-22.

But first some updates

Fond Farewell Phil

It's hard to believe it is happening, but after two previous attempts that failed, on 31 March, Phil is finally escaping the BSS. He is putting those long promised to himself, retirement plans into action. His input has been immense, his legacy will be substantial. The team will miss his insight, his warmth and his humour greatly.

We wish him a very long and happy retirement.

COVID-19

The BSS Manager was invited to a meeting hosted by the Department for Environment, Food and Rural Affairs (DEFRA) intended to clarify the guidance specific to the leisure marine industry. Representatives from the Department for Transport, the Department for Digital, Culture, Media and Sport, Navigation Authorities, British Marine and user groups from across the sector took part.

The following statement was made by Defra and this matrix chart produced by CRT was agreed, <https://mymembership.britishmarine.co.uk/media/xr5pdfnd/waterway-businesses-guidance-table-england-only-co-cleared-2-3-21-v2.pdf>

'From 29th March, owners may travel to their boats for general maintenance. However, they should minimise travel outside of their local areas and – until Step 2 – should not stay overnight away from home.'

Examiners are reporting increased activity to us, so we are posting messages on social media advising people to get their calls in early to book their boat's examinations to avoid disappointment.

BSS Examiners – the year ahead

This coming year is likely to be extremely busy according to some from the marine industry. The trade is expecting hire boating and first-time purchases into boating outside of a locked down environment to expand significantly.

We have also started training new examiners. The new cohort of around 40 trainees have already started their online training programme and will be attending Evesham college site in four or more

batches to undertake their gas and electrical core knowledge learning and assessment. They then can move onto five days at the new fieldcraft training centre at the Broads Authority dock in Norwich.

The online learning consists of much more background knowledge and supporting information than we have taught previously. The attended learning will now consist of full examination practice for parts 2-9, as well as policy and processes of the BSS. Their final assessment will be a full examination of a boat some days after attending the field-craft training course in Norwich.

Should they succeed, their authorisations will be staged as the separate cohorts come through the programme and the earliest will coincide in early Autumn with the publication of the revised BSS Core Examination Checking Procedures. There are no new requirements in the ECPs, but the checking scope and checking actions have been revisited with the aim of making the checks more straightforward to interpret and easier to deliver consistently. The amendments are currently going through final stages in the BSS Committees.

Also being discussed in Committees is the intention to have a level playing field in knowledge and understanding of the checks across both new and current examiners. So, we are in discussion with practitioner body representatives in the committees. The cost to deliver this online learning to existing examiners is currently estimated at £269 +VAT and this includes support and guidance where necessary.

The details are being finalised, but it is likely the programme will run through the year to end of March 2022 in order to give examiners adequate time to complete it.

However, various matters have highlighted that some examiners have a shortfall of consistency of application and understanding of certain elements of the examination process. Therefore, we will be asking examiners to undertake the online Part 8 course in late spring/early summer 2021.

Electronic Signatures on BSS Docs

In response to recent feedback regarding the new Weaver tool. We will be introducing electronic signatures to BSS documents. This will mean BSS Examination reports and BSS Appliance records will be automatically populated with your signature. This will eliminate the need for you to edit the documents before sending to the customer. We will be removing the ability to create editable documents.

We have also made some small adjustments to the layout of the Examination reports and added extra information, including your website address if you have one.

In order to get your signatures automatically populating the documents, we will require a copy of your signature. Below are the criteria for the signature a box that you can enter your signature in, then send into us.

Signature criteria

- 1) Print the page with the box only, on white paper, or draw yourself a box on white paper
- 2) The maximum actual size we can work with is 60mm x 14mm
- 3) Keeping well within the box outline, create your special BSS signature
- 4) Ensure this signature is specific to your BSS work so is not your personal one this minimises any risk of fraud.
- 5) Now create an electronic document by scanning or photographing the box and signature (in natural sunlight if you are taking a picture)
- 6) File type needs to be .JPG
- 7) Finally end the document/image to us via the [webform here](#), or email bss.office@boatsafetyscheme.org – please do not use whatsapp, text or any other form of file transfer.

Once we have received your signature, we will upload it into the database.

E- Signature template box



BSS Examiner Annual Registration –

Just a reminder

The delayed increase in the annual registration fee from last year will now be instituted this coming year. Annual registration will be £170 plus VAT for the year 1 April 2021 - 31 March 2022. As stated in the last newsletter we want to address all the issues raised by examiners, and this will enable us to do what we need to do by investing in people-power and in systems.

Let us know if you are not registering for 2021-22

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.

Things to do immediately to support a smooth registration

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 30 March.

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.

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)

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?

We have added a GS registration expiry date to help us to help you as it is important for examiners not to claim to be Gas Safe registered if their registration is lapsed and/or not specifically including LPG and boats, as there are legal implications if the facts are untrue.

Ø **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.

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 Josephine Vaughan, Account Manager, Michael Hall Associates Ltd

The new MHA contact details are:

Landline: 01236 897 737. The

Mobile: 07702 031352

MHA Email: josephine.vaughan@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 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 2021-22 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 Tuesday 30 March. Anyone not registered by Thursday 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 2 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?

Please let us know if you are unable to meet 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 Wednesday 31 March, the following will happen:

Your access to the BSS database will be restricted to invoices and registration document only,

You will not be able to record BSS Examinations and issue any BSS certifications, and

You must cancel or postpone any BSS examination bookings until you have confirmation of your registration,

Your listing is removed from 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 unless the delay is prearranged and agreed with the BSS Office, 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.

Minor changes to the procedure used to investigate formal Examiner complaints

The BSS Management Committee has agreed minor changes to the investigation procedure used to investigate allegations that an Examiner has breached the BSS Examiner Conditions of Registration. The changes are to be introduced from the beginning of April.

- a) At an amended Clause 5.1, the constitution of the BSS Management Committee Executive Panel that hears cases, has been clarified. The Panel must be made up of at least four members, at least two navigation authority members from the Executive of the BSS Management Committee as well as one examiner body representative and one user group representative from the non-Executive BSS Management Committee.
- b) At clause 5.2 it is clarified that Panel decisions can be on majority view basis and that any dissenting view will be made known in the report to the full committee. This clarification is also mentioned at clause 5.4
- c) Clause 7.1 is to be amended in accordance with the Canal & River Trust's document retention policy. Papers relating to the investigation and determination of alleged breaches of the BSS Examiner Conditions of Registration are retained for a maximum period seven years from six years.

The formal procedure (BSSQA006) with the revisions at a) and b) above, 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

Best regards and keep safe,

Kevin Tyson

BSS Manager