

## Guidance Notes Certificate Registration

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## About online Certificate Registration

Not all RYA courses currently need to be registered online. Theory only courses do not need to have certificates registered online. The following certificates are required to be registered online via the Certificate Registration Hub because they can be used towards statutory certificates such as ICCs or commercial endorsements or are required for certain types of RYA instructor certificates.

Course Title	Certificate Prefix
Coastal Skipper Practical Motor Cruising	CSM
Coastal Skipper Practical Sailing	CSS
Day Skipper Practical Motor Cruising	DSM
Day Skipper Practical Sailing	DSS
Inland Waters Helmsman's	IW

Course Title	Certificate Prefix
Personal Watercraft Proficiency	PW
Powerboat Advanced	PA
Powerboat Level 2	P2
Tender Operator	PTO

Before awarding any certificates at your centre, please read [RGN B10](#) which details the requirements for record keeping, registering certificates and making your students aware that you will need to collect and share some of their personal data in order to issue their certificate.

Only certificates that have been purchased by your training centre may be registered, so please do not borrow certificates from another centre if you are low on stock. The certificate numbers will be rejected when you try to register them.

Certificates must be registered as soon as possible following the successful completion of a course, even if you cannot actually hand the certificate to the student for any reason (such as a missing photo etc). This is primarily because your student might need to use their certificate to apply for an ICC, commercial endorsement or instructor certificate. If you have not registered it, their application will be delayed.

## Who can issue certificates

Only Principals, Primary Contacts and Certificate Administrators who are signed in to their own myRYA accounts can access the Certificate Registration Hub. Please do not share your login, as doing so will allow others to see some of your personal information held by the RYA. People related to multiple centres will be able to register certificates through their single login and will need to pick the relevant Centre from the drop-down list in the hub before they begin registering certificates.

Only Principals can nominate new Certificate Administrators

## MyRYA Account

Your MyRYA account gives access to your personal details and links you to your Training Centre. Please use a personal or individual Centre related emails for your MyRYA account. This is to ensure you receive the content that is relevant to yourself and the Centre you are related to. It is no longer possible to register a new account using a 'generic' email account, such as 'admin@' or 'contact@'

## Certificate Registration

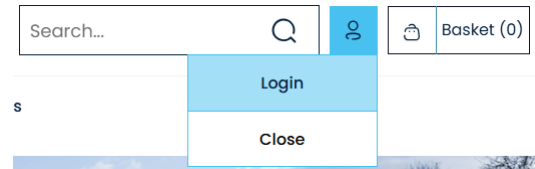
Certificates are registered via your Centre's Certificate Registration Hub on [www.rya.org.uk](http://www.rya.org.uk) and is part of the 'Network' section of the Website. To access the Hub, sign into your MyRYA account.

If you do not have a MyRYA account, please see the section: [Creating a MyRYA account](#).

If you have a MyRYA account, but are unable to access the Certificate Hub, please contact [training.support@rya.org.uk](mailto:training.support@rya.org.uk)

## Accessing the Certificate Registration Site

1. From the RYA Home page, click on the blue 'Person' icon in the top right of the page to take you to the login page.



2. Sign into your MyRYA account.

### Login or register

If you already have a web account, please log in.

Email \*

Password \*

Password must contain 6+ characters, with at least one number, one UPPER case letter, and one special character.

[Forgot Password](#)

or

3. From the top menu select 'RYA Network'  
Alternatively, select 'Training Centre' from your MyRYA welcome page from the left-hand menu
4. From the menu on the 'Network' page select 'Training' and then 'Certificate Hub'

## RYA Network

[About Us](#) [Training support](#)

RYA Training	Your qualifications
Thinking of running a centre?	Instructor pathway
RYA training centres	Instructor hub
Recognition guidance notes	Examiners
Training notice and guidance	Inspectors hub
Certificate hub	Trainers

5. Should you be related to only one Centre, that will be displayed, otherwise select your required Training Centre.
6. In the Filter by section, click on update results to show your Centres current courses.

Select your training center:

NJORD TRAINING

NJORD TRAINING

Update results

## Create a course

Certificate registration divides students by course. You first create a course with a given completion date and then add students to it. When creating a course, you can backdate the completion date by up to 60 days, however we would recommend you keep your records as up to date as possible. You then have 90 days after the course completion date to register the certificate. After this, the course and the registered students' details will be removed from the Hub, whether they have had a certificate issued or not.

Students themselves will now be responsible for ensuring their data is correct on our database, taking the emphasis of the Centres to enter this data.

1. Click on 'Add new course date'.

Add new course date

2. From the drop down, select the course you are running, and the course completion date. Then click on 'Submit'.

## Add Course

This will create a new course event date for you. Return to the main hub to add students to this course.

Select a course \*

Please select a course...

Course completion date \*

dd/mm/yyyy

Submit

3. Your course is then available to add students to.

Powerboat Advanced Course 31st Mar 2025

Add student to course

4. If necessary, you can edit or delete the course using the icons on the course bar.



5. You can continue to add courses as necessary by clicking on 'Add new course date' again. Courses are sorted in course completion date order, oldest to newest.

## Add a student to a course

1. For the course you wish to add a student to, click on 'Add Student to a course'.

Add student to course

2. Enter the following details for each student:

- First name
- Surname
- Email address
- Date of birth

If the student already has a MyRYA account, please use their email associated with that.

6. Once you have entered all the students' details click on 'Submit'.

## Add Student to course

Student added here

If the student has an RYA account please ensure to use the email address associated with that account.

First name \*

Surname \*

Email \*

Date of Birth \*

Day Month Year

Submit

3. Your student will then appear beneath the course header.

Powerboat Advanced Course 31st Mar 2025

Add student to course

Ben Briggs briggstb@email.add 4th Dec 1972

Issue a certificate

4. You can continue to add students to the course by clicking on 'Add Student to a course' again. Student details are listed by the order they are added to the course.

[Please note, you cannot use the same email address for two different students on the same course.](#)

5. If necessary, you can edit or delete the student using the icons on the course bar.



For every student added to a course, an email is sent to them confirming their registration. The email includes details of how to create a myRYA account, if they do not have one. This will ensure we capture the students details directly from them in advance of the certificate being registered.

## Registering a certificate

Once the student has successfully completed their course you can issue a certificate to them.

1. For the student in question, click on 'Issue a certificate'.

Issue a certificate

2. Indicate if assistance was required.

Assistance Required \*

☒ No

☐ Yes

7. Select the certificate number from the drop down.

Select a certificate number\* \*

Select a number

3. Click on 'Issue'.

Issue

8. Once you have issued a certificate the number will be displayed next to the record. You can no longer edit the students' details for certificates that are recorded centrally.

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If the details of a student need to be updated once a certificate has been issued, please email any corrections to [training.support@rya.org.uk](mailto:training.support@rya.org.uk).

Once a certificate has been issued, an email is sent to the student confirming their certificate number and asking them to register their details on our website if they have not already done so.

## Reporting a Certificate as unusable

If you have any certificates that become unusable due to incorrect information being entered onto them, or by being accidentally damaged, you can report this to us on the certificate registration hub using the 'Report a certificate' button.

1. Click on the report problem certificate button.
2. Fill out the fields as shown on the form. Should you have more than one certificate to report, select the first one from the drop down, and then add any other certificate numbers in the 'Further Details' text box. Please do not report certificates from different courses on the same form.

Report problem certificate

### Report problem certificate

Please tell us about any certificates which you have been supplied with but cannot issue.

Select your training center: \*

Please select a training center

Select a Course \*

Select a certificate number \*

Reason \*

Please select a reason

Further Details \*

Submit

3. Click on 'Submit'
4. You will be returned to the 'Report problem certificate' page, to return to the Hub click on 'Certification Hub' at the top of the page.

[Certification Hub](#) > [Missing Certificate](#)

## Certificates older than 90 days

If the certificate is older than 90 days, please email [training.support@rya.org.uk](mailto:training.support@rya.org.uk), as the certificate will have to be registered by the RYA. Please include the following information:

- Students name
- Date of birth
- First line of address
- Post code
- Email address
- Certificate number
- Course completion date

We will then enter this directly onto our database.

## Certificates issued in error

Should a certificate be issued in error, please email [training.support@rya.org.uk](mailto:training.support@rya.org.uk), including:

- Students name
- Course
- Certificate number issued

If you know the certificate that should have been issued, please include that also. We can then update our database to reflect the correct certificate, and free the one issued in error for re-issue. Any changes made on the RYA database to student details, or the certificates issued to them will not be reflected on the Centres Hub. As such, should a certificate be issued to a student in error, and then freed for use, the record for the previous student will remain unchanged. When you issue the certificate again, it may appear that two students have the same certificate.

## Using the same email address for two or more students

As we use the email address of the student as a unique identifier, it is no longer possible to use the same email address for two or more students. Many of the main email account providers allow for the use of '+' in the email address. This is where you can add additional text to the email address to make it unique. For example, if a family enrol on a course and wish to all use their family email address, then it is possible to use the '+' email to make each email unique, whilst the emails themselves will still all go to the standard email address.

Example email: [smithfamily@email.test](mailto:smithfamily@email.test)

You can then use the + notation to make this unique for each family member:

John Smith [smithfamily+john@email.test](mailto:smithfamily+john@email.test)

Susan Smith [smithfamily+susan@email.test](mailto:smithfamily+susan@email.test)

Lara Smith [smithfamily+lara@email.test](mailto:smithfamily+lara@email.test)

This allows you to use 'unique' emails for each family member, whilst any messages sent to these addresses will still go to the base email [smithfamily@email.test](mailto:smithfamily@email.test)

Please note, not all email providers allow for this format at this time.

## Ordering Certificates

RYA Training Centres, trade accounts, and other organisations can either call or email using the details below or order online through our Online Trade Shop.

Tel: +44 (0)2380 604132

Email: [orders@rya.org.uk](mailto:orders@rya.org.uk)

Online: <https://trade.rya.org.uk>

To create your account for the Online Trade Shop, please ensure you read the details on our 'How to Order' page here: <https://www.rya.org.uk/shop/faqs/business-customers/>. You can then complete the form titled 'Activate your Online Account' should you wish to apply for a Trade Shop account.

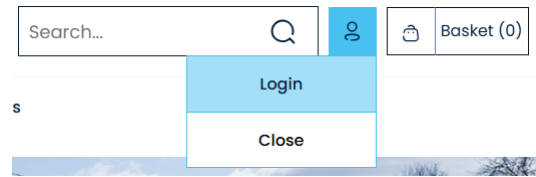
Full RYA Trading Terms and Conditions can be found here:

<https://www.rya.org.uk/shop/faqs/terms-and-conditions/>

## Creating a MyRYA account

1. From the RYA Home page, <https://www.rya.org.uk>, click on the blue 'Person' icon in the top right of the page to take you to the login page.
2. Click on the 'Registration' button.
3. Enter your email address.
4. Enter and retype your preferred password.
5. Confirm you have viewed our full terms and conditions.
6. Click on the 'Next' button.
7. You will then receive an email to confirm your identity.
8. If you already have an entry in our database, this form will be pre-populated with your details. Please check they are correct before moving on to the next step. If you are a new user, please complete all the required fields.
9. Click on register to complete the creation of your account.
10. You will be taken to the confirmation page, and from here you can then return to the login page to access your MyRYA account.

We would encourage the use of personal or individual Centre related emails for your MyRYA account. This is to ensure you receive the content that is relevant to yourself and the Centre you are related to. Should a 'generic' email account be used, such as 'admin@' or 'contact@' then please be aware that everyone at a centre who has access to that email account will also have access to the individual's personal information that the account is associated with. This will include their home address and personal phone number.



**Registration**

Email \*

Password \*

Password must contain 8+ characters, with at least one number, one UPPER case letter, and one special character.

 [Show](#)

Password Confirmation \*

 [Show](#)

☐ I agree to the [Website Terms of Use and Privacy & Data Protection Policy](#)

**Next**

## Verify your account

In order to use your account, you first need to verify your email address.

Click the link below to verify your account.

**Verify your account**

Thank you for verifying your email address.

## Registration

**Register**

**Log in**



## Useful Links

Certificate Registration Site	<a href="https://www.rya.org.uk/network/certificate-hub/">https://www.rya.org.uk/network/certificate-hub/</a>
Data Protection	<a href="https://www.rya.org.uk/network/training-centres-and-instructors/managing-your-centre-rgnb/#b15">https://www.rya.org.uk/network/training-centres-and-instructors/managing-your-centre-rgnb/#b15</a>
Document Finder	<a href="https://www.rya.org.uk/document-finder">https://www.rya.org.uk/document-finder</a>
RGN A3 Key roles at a Training Centre	<a href="https://www.rya.org.uk/network/training-centres-and-instructors/about-rya-recognition-rgna/#a3">https://www.rya.org.uk/network/training-centres-and-instructors/about-rya-recognition-rgna/#a3</a>
RGN B10 Publications and Certificates	<a href="https://www.rya.org.uk/network/training-centres-and-instructors/managing-your-centre-rgnb/#b10">https://www.rya.org.uk/network/training-centres-and-instructors/managing-your-centre-rgnb/#b10</a>

## Further Help

If you have difficulty signing in or accessing the Certificate Registration Hub please email [training.support@rya.org.uk](mailto:training.support@rya.org.uk) with your name, RYA reference number, and the name of your Training Centre so that we can assist you.