



Recognised Training Centre Welcome Pack for Superyachts

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Introduction

Welcome to the RYA Training Family. If you are reading this the chances are you have recently been granted recognition as an RYA Recognised Training Centre. Congratulations on becoming part of the world's largest and leading leisure and small commercial boating training community. You are now one of more than 2,400 RYA Recognised Training Centres in 58 countries.

This pack is designed to give you a brief overview of how to administer your centre from an RYA perspective. It has close links to the Training Support Site and the Training Centre Support area included on that site. It is packed with useful information from contact numbers and email addresses, right through to explanations of how invoicing works and tips on marketing your centre.

As well as this pack, there is a lot of help, advice and expertise available to you, so please don't hesitate to get in touch with the relevant department or Chief Instructor as appropriate to your needs.

You will receive an annual inspection and your inspector will certainly be able to answer many of your questions and offer advice. However, inspections are a long time apart and we have a team in the office five days per week who are always happy to do whatever they can to answer questions and assist you. Please use them, they're there to help.

While part of what we do is monitor the standards of RYA training, we are also keen to help you develop your centre and get the most the most out of offering RYA courses. We want our relationship with you to be positive and collaborative, so please do contact us if you have any issues, concerns or ideas.

Welcome aboard. We wish you the very best of luck with your venture.

Richard Falk
Director of Training and Qualifications

Who's Who?

Our contact details

RYA Training	
RYA House	
Ensign Way	training@rya.org.uk
Hamble	www.rya.org.uk/training-support
Hampshire SO31 4YA	+44 (0)23 8060 4181

The RYA Training team

Director of Training & Qualifications	Richard Falk	richard.falk@rya.org.uk
Administration Co-ordinator	Victoria Jacobs	victoria.jacobs@rya.org.uk
Chief Instructor for all power schemes	Rachel Andrews	
Administrator	Cloe Andrews	cloe.andrews@rya.org.uk
Training centre recognition		
Training Centres Administrator	Michell Weston	
Training Centres Administrator	Kirsty Parsons	recognition@rya.org.uk
Technical support		
Technical Support	Olivia Wright	ebooks@rya.org.uk or training.support@rya.org.uk

Other useful contacts

Orders	orders@rya.org.uk 023 8060 4132 Please have your centre's account number ready when placing orders.
Accounts	Sales Ledger, duplicate invoices and statements: 023 8060 4115 Purchase Ledger: 023 8060 4116 (Note: for queries about specific invoices please contact the department that issued the invoice)
Membership	member.services@rya.org.uk 023 8060 4159
Certification	certification@rya.org.uk 023 8060 4158 For personal certification queries. Queries relating to training centre certification should be sent to recognition@rya.org.uk

How we keep in touch with you

There are many ways in which we at RYA Training keep in touch with our centres and instructors, ranging from formal notices telling you about changes to courses or procedures to more informal social media posts highlighting items of interest such as coaching ideas.

The Training Support Site

This is the main source of information for you and your training centre as it contains the Recognition Guidance Notes (the terms and conditions under which you must operate your centre) and much more. Most of the content is restricted, accessible only by representatives of Recognised Training Centres or instructors holding certain qualifications. You will therefore need to be signed in to see the information you need. See how to do this on our [Training Support Hub](#). The [Document Finder](#) found on the home page, is a great way to search for documents, presentations, guidance etc. Use the filters or simple keywords to find what you want.

Training Notices and Training Guidance

The main way that we communicate important changes and developments in the RYA training schemes is via Training Notices (used primarily to convey fundamental changes to courses or recognition procedures) and Training Guidance (used to explain the detail of any changes). These are sent to the training centres and types of instructor that are relevant to the content. You can see the back catalogue of all [Notices](#) and [Guidance](#) on this site. As they are a vital part of our communication with you in relation to your qualifications and your centre's recognition, you are not able to opt out of receiving these.

To make sure you receive notifications please check that training@notifications.rya.org.uk and the domains pur3.net, response.pure360.com and pure360.com are whitelisted/allowed in your email settings and don't get blocked as spam messages.

Wavelength

The RYA Wavelength e-newsletter is emailed directly to your inbox every other month and is packed with all the latest news, CPD opportunities and key updates for RYA centres and instructors. All principals will receive a copy but instructors will need to opt-in to receive it. Each Spring an Annual Review edition is also emailed to all instructors and training centres.

Conferences

The annual [conferences](#) provide opportunities to hear about plans for the year ahead, attend subject workshops, CPD (continued professional development) sessions as well as opportunities to network with other instructors and members of the RYA Training Team.

Social Media

We also communicate regularly via social media. From teaching tips, to CPD opportunities and important guidance, follow us on [Facebook](#) and [Twitter](#) for all the latest news and information.

Your MyRYA web account

You will need a MyRYA account on the RYA website. This account gives you access to the Recognition Guidance Notes and documents on the Training Support Site which would otherwise be unavailable to you. Please make sure you register your MyRYA account before running your first course.

Accounts that you hold on the RYA website will be separate to accounts on any other websites that we run. For example, if you use the Trade Shop, eBooks or the RYA Interactive site, you will have separate logins for those.

How to register

See how to register your MyRYA account on our [Training Centre Support Hub](#).

Purchasing

RTCs can choose to open an RYA credit account for purchasing goods from the RYA. If you wish to do this please complete the Credit Account Application form which can be downloaded from the Training Support Site.

You can choose to set up a Direct Debit agreement to settle invoices monthly in a convenient, automated way. If you wish to do this, please complete the Direct Debit form which can also be downloaded from the Training Support Site.

How to order RYA materials

The easiest way for centres to purchase RYA publications and course materials is via the Trade Shop but you can also place orders via email to orders@rya.org.uk or call +44(0)23 8060 4132

The stock code for ordering certificates is PWSY. A stock of certificates should be held on board. You can order up to three packs of 10 certificates in one transaction.

See Also

[RGN B9: Purchasing](#)

[RGN B10: Publications and certificates](#)

[Trade Shop](#)

[Credit Account and Direct Debit Application form](#)

[Account Holders Price List](#)

Trade Shop

The Trade Shop is for RYA Training Centres, trade accounts and other organisations to order publications and course materials online.

If your centre wishes to have a trade account the Principal can apply here:

www.rya.org.uk/go/trade

Key Features

- Items are searchable by course and training scheme
- Buy restricted items relevant to your centre's recognition
- View order history
- Create quotes for orders which can be saved, revisited later and then converted to an order
- Create templates for items that are ordered regularly
- View credit limit and available balance
- Pay on account or by credit/ debit card

How to use the Trade Shop

Full instructions, a video and FAQs can be found in the [Training Centre Support Hub](#).

Related Info

[RGN B10: Publications and certificates](#)

Support

Help needed	Email	Phone
Your order	orders@rya.org.uk	+44(0)2380 604 132
Your account or making payments	accounts@rya.org.uk	+44(0)2380 604 115
Technical support	training.support@rya.org.uk	
Publications	publications@rya.org.uk	+44(0)2380 604 100 and ask for Publications

Marketing your centre

Your website

The advertising of RYA courses on your centre's website must include some specific details to ensure that courses are promoted accurately and that your customers are fully aware of what's included and what to expect during their course. Please see [RGN B14: RYA Marketing and branding](#).

Use of the RYA logo

A copy of the RYA's training centre logo is available to RTCs on the Training Support Site. There are strict requirements for its use which you must be aware of before using it on any promotional materials. Please see [RGN B14: RYA Marketing and branding](#)

Finding staff

Advertising online

The home page of the Training Support Site hosts a jobs section where RTCs can advertise for staff and instructors can let centres know that they are available.

Adverts are taken on a monthly basis for a small fee.

[How to advertise](#)

See the [‘People wanted’](#) page

See the [‘People available’](#) page

The Available for Work list

We also have an ‘Available for Work list’ which can be sent to RTCs. The list contains the details of instructors who are available for freelance or ad hoc work, which is useful if you have a short notice or one-off requirement.

To request a list, please email training@rya.org.uk with the name of your centre, the type of instructor you require and the country or UK region you are in. This list should be requested by the Principal, a Chief Instructor or Primary Contact.

Changes to your centre's recognition

When your RTC is recognised by the RYA, we record on our database details of the courses you offer and the Principal and Chief Instructors who enable that recognition.

It is important that you inform us if any of those people change, as your centre's recognition may be affected. Please don't wait until your annual inspection to tell us about these changes.

Some centres choose to nominate a Primary Contact, who is our point of contact if the Principal is not available. While recognition is not dependent upon that Primary Contact, for the purposes of good communication we must be informed if that person changes.

Please see our page on the [Training Support Site](#) about changing your centre's recognition and complete the required forms that are referenced there as soon as you know that a change will be needed.

Handing over to a new Principal

When a centre has a change of Principal it is important that there is a full handover to enable a smooth transition of the knowledge and duties required of RYA recognition.

As mentioned in the previous section, when a Principal changes you need to inform us. This is done via a Change of Principal form which contains the following checklist for the handover:

- Overview of www.rya.org.uk/club-centre-support/training including the need to access it via the new Principal's personal web account.
- Inspection details: date of inspection and contact details for inspector (if allocated), action plan from previous inspection including any items still to be completed.
- RYA publications and certificate management: handover of stock, ordering, issuing, secure storage, certificate registration.
- Centre's booking and cancelation procedures.
- Standard operating procedures.
- Recognition certificate to be returned to RYA for re-issue.
- Financial details for the purposes of ordering stock and maintaining the RYA credit account (if held).
- Access to www.ryainteractive.org with login details handed over/changed as appropriate, if the centre offers RYA online courses.
- Signature of the outgoing Principal

If it is not possible for any of the items listed above to be handed over effectively, please email recognition@rya.org.uk for advice.

Annual Invoicing

Recognition for the 2021/22 season will run from 1 February 2021 to 31 March 2022. Thereafter the recognition year will run from 1 April to 31 March each year. Pro forma invoices for the annual fees will be sent in February with VAT invoices to be sent at the beginning of April.

On receipt of payment, you will be sent a certificate of recognition for that year, to the address held on the centre's record.

Your annual inspection

Your centre should be inspected each year, but the timing during the year may vary. You will be contacted beforehand by the Inspector who has been allocated to your centre to arrange a mutually convenient date for the visit.

The inspection is more than just a box ticking exercise. Our Inspectors are experienced in running centres, often across a variety of training schemes and so are able to offer advice and ideas for developing your centre. Make the most of your inspection by being well prepared and open to the process of having a fresh pair of eyes looking at your setup.

The paperwork that is required to be completed for the inspection will help guide you through the process, along with information that you can find on the Training Support Site.

The Inspection Report Form (IR1) is an editable PDF available as a download from the Training Support Site.

First, complete the shaded section on the front of the Inspection Report Form and ensure that the shaded Training Fleet and Key Instructional and Supervisory Staff sections are also complete.

Check your centre's Certificate of Recognition which will show the courses that the centre is currently recognised to offer and the name of the Principal. If either of those differ from what you wish to offer now, download, complete and send the relevant form(s) to recognition@rya.org.uk prior to your inspection. Complete the Change of Recognition form (CR1) if you need to change the centre's details, add or remove courses or change a Chief Instructor. Complete the Change of Principal form (CP) to inform us of a change of Principal.

Use the lists contained in the Inspection Report Form and the Training Checklist to work through all the items that the inspector will want to see during their visit. Each item listed in the Inspection Report Form references the section of the Recognition Guidance Notes that will give you further information on what is required. The Training Checklist has explanatory notes where needed. Doing a 'dry run' using these checklists prior to your inspection will help you to see your centre through the inspector's eyes and may prompt you to update items such as operating procedures and health and safety policies, or improve record keeping or maintenance schedules etc.

If you have questions regarding your inspection, please contact your Inspector. If your Inspector hasn't been allocated yet, contact recognition@rya.org.uk.

See Also

[Training Support Site](#) for full details of the inspection process.

[Inspection preparation and guidance](#) video