

## MATCH OFFICIAL ACCREDITATION CLINICS – Student Info

We respect and understand that there were some extenuating circumstances for students and please understand that we also had certain conditions we had to work under. We had extremely tight timelines to deliver this new online accreditation program and had to have everything completed between May 3<sup>rd</sup> and June 15th.

### I received an email saying I had to graduate myself on RefCentre, what do I have to do?

Please see the “Ontario Graduation Process” pdf that is available here for the steps  
<https://www.ontariosoccer.net/page/show/5700664-covid-19-impacted-events->

### I took a course without registering on Refcentre first, so cannot see a Refcentre account:

We need you to create a refcentre account in order to continue

1. Refcentre.com/Ontario
2. Select CAMBRIDGE from Club Box
3. Select Clinic #2176 from list
4. Click REGISTER on right hand side
5. Fill out all information
6. DO NOT PAY

Please note that you will not have to attend Cambridge, this is just a clinic we are using for students to create new accounts.

We will then:

1. Review your information
2. Approve your registration

You will then be able to move forward with your final steps and have full student access on Refcentre.

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### Missed taking exam by deadline

The deadlines for the exams were sent directly to each student on June 2<sup>nd</sup> to the email addresses provided by the student at education.ontariosoccer.net. At this time it is not possible for student to access the exam.

We are going to launch the exams again on June 30th and leave it open for 15 days. You will only be able to take part in the exam re-launch if you have completed all other steps – self-study, tests and attended the webinars **AND not already failed after two attempts if you were taking Grade 4 Entry Level**. If you have missed any of the other steps, or failed after 2 attempts you will need to wait until we relaunch the complete clinic process later this summer/year.

You will be contacted directly when the exam launches on June 30th. This will be through an email that will come from your learning account (education.ontariosoccer.net). Please pay close attention to your emails, including your Spam folder.

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### Missed Sessions

At this time it is not possible for student continue the online process as it closed on June 14th.

We can place you on the contact list for the next round of Clinics. This could possibly be when we receive the return to play directive from our Ministry, or it may be Jan-Mar 2021. We will add the students/your name to the contact list and contact you directly once we determine the launch date for Round 2 if you wish. Please advise if you want to do this.

We are working with our provider to determine if students can just complete what they missed at that time.

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### **When will Round 2 of the Clinics be?**

This could possibly be when we receive the return to play directive from the Ministry, or it may be Jan-Mar 2021. We cannot determine the exact date at this time. We will announce Round 2 as soon as we know.

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### **Receiving/requesting a refund for non-completion or not starting a clinic?**

As you paid your registration fee directly to the Club host, we are not responsible for facilitating any refunds, you would need to contact the Host directly.

If you have started the clinic process, we can carry you over at no cost to the next round.

If you have not started the clinic, and receive a refund from your club please let us know if you would like us to add you to the next round of clinics.

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### **What happens next?**

Congratulation if you have completed your accreditation.

Ontario Soccer has completed the process of uploading all graduates to Refcentre that wrote the exam and have activated them as a registered referee.

Once Ontario Soccer's Return to Play Phase 2 is announced, please ensure that you reach out your Club directly and remind them you are ready to officiate! The new official will need to set their preferences on Refcentre to help receive game assignments (youtube link here to help you: <https://www.youtube.com/watch?v=FSjre7JF9L8>).

### **Practical Training Sessions**

We are planning to host these regionally based on Ministry Phase 3 approval. IF we cannot do these in 2020 (which also means no games as Ministry has not approved final phase), the 2020 students will be added to the 2021 Practical sessions, or reached out to directly and offered other options (Ontario Soccer hosted LTOD days for example). We are currently putting together a timelines plan based on Ministry plans for regionalization.

We aim to have practical sessions done prior to the officials getting on the field to officiate, but there may be some gaps in timing. If a young new official has not had the practical training, but can access games, we ask that the local Club community connect with the young official and support them, but not to refuse them a game if possible.

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### **To change name on Completion Certificate**

This occurred because the name that was entered into the field that automatically fills in the certificate was not the Students name.

The only option I can offer is when we are back in the office (Return To Play Phase 3) that you contact [npearson@ontariosoccer.net](mailto:npearson@ontariosoccer.net) and we can manually create one for you.

### **You can also try this to see if it works:**

To change the name on your certificate, please click on your name in the top RH corner, choose DASHBOARD, then PROFILE, then click on the link highlighted in the screenshot below in Yellow.

nicky pearson

- Dashboard
- Profile
- Grades
- Preferences
- Messages
- Log out
- Switch role to...

### Your Membership Information

<b>Active Courses</b> <ul style="list-style-type: none"><li><b>Ontario Soccer Match Official – Lifetime</b> For all match officials</li><li><b>Match Official Mentors Questionnaire 4 – Lifetime</b></li><li><b>Small Sided-Grade 1 Match Officials Accreditation Course</b> – expires 06/12/20 Small Sided-Grade 1 Match Officials Accreditation Course</li><li><b>Grade 4 Match Officials Accreditation Course</b> – expires 06/13/20 Grade 4 Match Officials Accreditation Course</li></ul>	<b>Useful Links</b> <ul style="list-style-type: none"><li><a href="#">Logout</a></li><li><a href="#">Change Password/Edit Profile</a></li><li><a href="#">Payments History</a></li><li><a href="#">Privacy Policy</a></li></ul>
<b>E-Mail Preferences</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Unsubscribe from all e-mail messages</li></ul>	<b>Awards</b> <p>No record found</p>
	<b>Course History</b>