


ONTARIO SOCCER
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Frequently Asked Questions

Online Accreditation Clinics

May 2020

Your First Step

For the first step, we remind you to read the **Student User Guide in full**, as many questions are answered in there. <https://www.ontariosoccer.net/page/show/5700664-covid-19-impacted-events->

Common Questions

Question	Answer
I am interested in taking an Entry Level Course online through Ref Center. I noticed that the courses are online, but none are through Clubs in my District. Can I take a course in another District?	You can register for any course that shows there are spaces available through RefCentre. The link is www.refcentre.com/ontario
Will there be an on field session that I will have to go to in another District?	Practical sessions will be delivered regionally once the Return To Play is announced, minimizing the amount of travel required.
My son registered for the clinic before Covid-19 to learn about refereeing. I can't seem to find anyone to let me know if this course is offered online for him to take.	As you have already registered through Refcentre, and have been approved by the Clinic Host, please follow the directions in the Student Users Guide which is available here: https://www.ontariosoccer.net/page/show/5700664-covid-19-impacted-events-
My son was signed up to do the entry level referee course and will now do it online. He needs to balance this with online school classes, can you tell us what time the Zoom calls are for the May session?	All sessions are either in the evening or on the weekends. They will not interfere with the student's school day.
I'm in the process of upgrading my soccer Referee Certification - I'm upgrading to an Entry Level Referee. When I log into my Ref Centre profile, it says that my upgrading course starts on July 1, 2020. Originally, the course had been scheduled for sometime in May 2020.	All info is in the Student User Guide https://www.ontariosoccer.net/page/show/5700664-covid-19-impacted-events- We only changed the dates so that additional students could enrol if they wished. All clinics start May 2 nd and online sessions as of May 6.
Is Grade 4 the Entry Level course?	Yes, Grade 1 is Small Sided course, Grade 4 is Entry Level.
I have changed my mind and do not wish to be a referee, can I get a refund from Ontario Soccer?	You need to connect with your Club Host as they collect the fees. Ontario Soccer does not collect individual registration fees for clinics.
I see the NCCP number field. I don't have an NCCP number, and the system is asking for a 'Locker Number'	Please ensure you are going to the correct page as per the instructions sent (link copied below)

<https://education.ontariosoccer.net/mod/page/view.php?id=157>

You may see empty fields that relate to NCCP number in their account area after you've registered because:

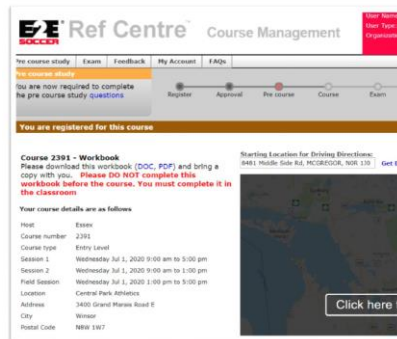
- a) some referees may have also been on coaching courses previously and
- b) there was no time available before launching this to hide these fields on their profile if they had not been on a coaching course.

If you access the correct registration form (link below) you should be using below, you'll see that there are no references to NCCP or the Locker.

<https://education.ontariosoccer.net/dashboard/signup/mo20reg>

I cannot find the Clinic number that is required to register on Academy Soccer Coach:

Step 2: Creating Your Account (con't)



The screenshot shows the 'Ref Centre Course Management' interface. At the top, there's a navigation bar with 'My Account' and 'FAQs'. Below that, a progress bar indicates the current stage: 'Request' (active), 'Approval', 'Pre course', 'Course', and 'Exam'. A message states: 'You are registered for this course'. The main content area displays course details for 'Course 2391 - Workbook'. It includes instructions to download a workbook (DOC PDF) and bring a copy to the classroom. A table lists course details:

Your course details are as follows	
Host	Essex
Course number	2391
Course type	Entry Level
Session 1	Wednesday Jul 1, 2020 9:00 am to 5:00 pm
Session 2	Wednesday Jul 1, 2020 9:00 am to 1:00 pm
Field Session	Wednesday Jul 1, 2020 1:00 pm to 5:00 pm
Location	Central Park Entrance
Address	3400 Grand Marais Road E
City	Windsor
Postal Code	N9W 1W7

Commonly Asked:

- **How do I find my Clinic number?**
 - Log in to your RefCentre account using the information you used to apply for the Clinic
 - The number is listed on the main page upon logging as illustrated
 - [Click here](#) to access and log in to your RefCentre account
- **Do I have to do the Pre-Work in my RefCentre account?**
 - The pre-work listed in your RefCentre account is not required. We have shifted this function to ASC with Self-Guided Pre-Clinic Modules

My Daughter has been trying to set up her ASC account, but is getting a time out error from the website. Are there any issues on your end?

Please wait 1 hour and try again. Also try clearing your cache

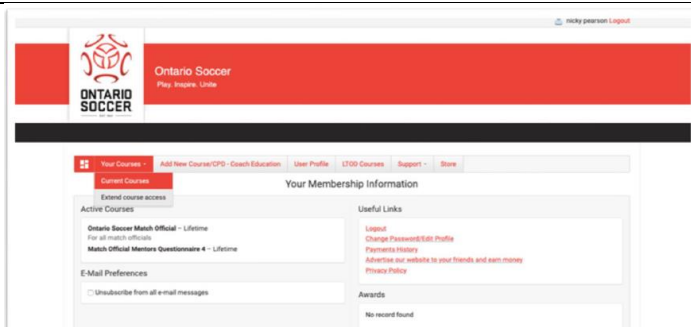
We passed both quizzes with 100%. We attempted several times to register for Webinar A and it prompts us to put in the Attendance code. However, no matter which date we pick, it will not accept our given attendance code

After every self-guided module, the student does a knowledge check quiz. They need to get 100%.

After they should get direct access to the list of webinar links, no attendance code is required. Please clear your cache and try selecting the Zoom Session A date again.

How can I go back into my account after completing the Self Guided Modules and select the Zoom sessions?

The course itself can be accessed at any time via the 'Your Courses' tab > 'Current Courses' in your Dashboard area, as shown in the screen shot below.



I just incorrectly registered my daughter in the Small Sided Course, rather than the Grade 4 Entry Level Course. I tried to make the change in the system, but it is not allowing me to do it.

If you accidentally register for one course, then you will have to stay “registered” for that original course. Unfortunately you cannot ‘unregister’ yourself once you’ve enrolled.

You will need to register yourself again for the correct course, however in order to do so you will need use a different email address.

I am a Clinic Host and need to remove some students that have withdrawn. How do I do that?

You are able to complete this step through your RefCentre account by dragging your cursor over ‘Course Management’ and selecting ‘Withdraw’ from the dropdown menu.

Once the new page populates, select and confirm the student you wish to withdraw.

I was told I would get a verification email, I did not receive one.

There is no such thing as a verification email for the Ontario Soccer Learning Platform.

Were you trying to register on academysoccercoach.co.uk, without using the link (which requires a registrant to verify an email address)? That is the incorrect website. Please see page 7 of the Student User Guide to go to the correct site.

I fill out the entire account form and then it won't let me continue. It doesn't let me move forward. It just stays on the page and it says at the top if you have an Ontario Soccer Learning Account log in. I tried that and my email is not in the system so essentially we can't get into this next part.

Please logout, clear your cache and log on again.

Are we able to register for the second Zoom workshop or do we need to wait to complete the first workshop before being able to register for the second?

As per page 20 of the Student Users Guide, Session A must be completed before Session B date can be selected.



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