

Online SRC Exam payment system

Applies to:

- **Training centres recognised to run Short Range Certificate exams**
- **SRC Assessors**

The online SRC exam payment system is now in the final testing phase and is due to be released for public use on 1 February 2018. Once final testing has been completed a Training Notice will be sent to all SRC centres and Assessors giving the final timeline for implementation. Subject to any issues in the final testing the expected timeline for implementation is:

- **December 2017 to 31 January 2018:** Online payment system in pilot testing phase. Centres not involved in the pilot phase continue using the existing application forms
- **From 1 February 2018:** Online payment system goes live and becomes the preferred payment method. The SRC page on the RYA website www.rya.org.uk/go/src will feature links to both the existing downloadable application form and the new online payment system up to **2 April 2018**
- **3 April 2018:** The online payment process becomes the default payment process. The downloadable form is removed from the SRC Page on the RYA website and should no longer be used.

The process for assessors and students on the day of the exam remains unchanged:

1. Students bring a completed application form, photograph and evidence of eligibility to the exam. Note that the forms have a six month validity –check the expiry date.
2. Examiner checks candidate's eligibility against the existing criteria.
3. Upon completion of the exam, the examiner completes the report card (available from the centre, found within the course pack) and affixes it to the application form.
4. Examiner submits the above single document with the candidate's photo to the RYA Certification department.

As the centre delivering the training is responsible for facilitating the SRC exam they should also ensure that each candidate is aware of the pre-requisites for the exam including completing the online payment process and the need to bring that application form and photograph.

An overview of the online process and sample forms can be found in the 'Related documents' section opposite and a list of FAQs is included in the remainder of this document.

SRC centres and assessors should familiarise themselves with the online process and the contents of the candidate notes.

Any queries should be directed to the RYA Training department.

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Summary:

Update on the implementation of the online SRC exam payment system.

The timeline for the online SRC exam payment system is expected to be as follows:

- Pilot trial to run up 31 January 2018. Centres not involved in the pilot continue using the existing application form and process
- 1 February 2018 online payment system goes live for public use.
- 3 April 2018 the online payment becomes the default method.

The process for assessors and students on the day of the exam remains unchanged.

Links to overview of the online process and example forms.

Related documents:

[Online SRC Exam payment process help notes](#)

[Example application form sent to candidates including notes](#)

Frequently asked questions

What if the system isn't able to generate the application form?

We have made every effort for the system to be robust and reliable, however we have prepared for scenarios where there may be problems.

If there is a problem generating the application form the system will automatically generate a notification to our certification team. The certification team will send the correct application form within one working day.

At the same time as the notification is generated an email will be sent to the applicant's email address. An example of this email is reproduced below and can be used in lieu of an application form if the exam is due to be sat before the certification team are able to resolve the issue.

"Dear <%FirstName%> <%LastName%>,
YOUR RYA EXAM APPLICATION FORM

Unfortunately there has been an error generating your personalised exam application form.

The RYA Certification team have been notified and will aim to resolve the issue and send your application form within 1 working day. If you need to contact us please contact the RYA Certification department on 00 44 (0) 2380 604158 during UK office hours.

If you need to take the exam before the end of the next working day please print out this email, and sign the declaration. Present this to the examiner as a substitute for an application form together with the other material detailed in the help notes available at this link: XXXXXXXXXXXXXXXX.

DECLARATION OF SECRECY IN THE OPERATION OF RADIO APPARATUS AND OF COMPLIANCE WITH THE REQUIREMENTS OF THE SHORT RANGE CERTIFICATE

I <%FirstName%> <%LastName%>, do solemnly and sincerely declare that I will not improperly divulge to any person the purport of any message which I may transmit or receive by means of any radio apparatus operated by me or which may come to my knowledge in connection with the operation of the said apparatus. In addition, I declare that all of the information that I have provided is true to the best of my knowledge and that I shall meet the eligibility criteria for taking the exam on the day of the exam.

Signature: _____

*****FURTHER INFORMATION FOR RYA EXAMINERS*****

This email confirms that the candidate attempted to pay for the exam through the RYA website but the application form was not successfully generated. The RYA will accept a signed copy of this email in lieu of the correct application form. Please submit a copy of this email signed by the candidate together with a completed exam report card affixed to the back of the printed email."

My centre pays for SRC exams on account. Can we continue to do this?

We will continue to accept applications using one of the existing payment methods, including payment on a centre account, up to 2 April 2018. From 1 February the preferred method will be the new online system and the existing payment methods, including payment on account, will no longer be available from 3 April 2018.

Where can I find the online payment portal?

Once live the exam payment portal can be accessed from the main SRC page on the RYA website, www.rya.org.uk/go/src.

What if a candidate turns up without the application form?

It is important that every effort is made to ensure candidates are aware of the need to use the online system prior to the exam. As the system produces the application form instantly the process can take place on the day of the exam through most devices that have internet access and a web browser.

What if the student loses the application form?

The form is sent by email so if they still have that email they can print a new copy. If they have deleted the email the form can be re-sent to the original email by contacting the RYA.

Can candidates pay for multiple applications at one time?

For the process to work each candidate needs to have their own account so that the personal detail and declarations apply to that individual. Each individual application will require a separate fee.

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Can candidates apply for a fast-track service?

Yes. Candidates should contact the RYA Certification team prior to taking the exam to arrange the fast-track processing. An invoice will be emailed and the invoice number along with the words FAST-TRACK should be clearly marked on the top of the application form. This will ensure the application takes priority as a fast-track application once received by the RYA.

What happens if a candidate can't pay online?

For those unable to pay online there will be a manual payment process available via telephone during RYA office hours. The application form will be emailed or posted to the candidate and an administration charge will be payable in addition to the exam fee.

How should candidates contact the RYA to make payments or request the application form be sent again?

When the new system goes live the number for direct payment, fast-track service or to request a duplicate application form will be 02380 604158.