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## **GUIDE FOR SKILL COURSE REGISTRATION**

<b>How to Register A Course .....</b>	<b>2</b>
<b>Clinic Only Option - What is a Clinic? .....</b>	<b>3</b>
<b>Awarding Lower Levels on a Higher Level Course.....</b>	<b>5</b>
<b>How to Update a Course (before, during, after) .....</b>	<b>6</b>
<b>How to Cancel a Course .....</b>	<b>6</b>
<b>How to Submit and Report a Completed Course ....</b>	<b>6</b>
<b>How to Pay Your Course Fees .....</b>	<b>8</b>
<b>How to update a Course Participant Status .....</b> <b>(after having submitted course report)</b>	<b>8</b>

## **How to Register A Course**

Paddle Canada's policy is that all courses should be registered a minimum of 10 business days (2 weeks) in advance wherever possible.

We do realize that request for courses sometimes come out of left field, therefore you can register your course up until the day it takes place. **However, the system will not allow you to retroactively register a course.** You will receive an error message advising you to contact Paddle Canada for assistance, so please make sure to register all courses in advance.

The person registering the course becomes the Course Director; only he/she is granted access to make changes, submit reports and remit payment for a course. Individual instructors and participants associated with the course may view the course and results from their profiles, but will have no editing access.

### **Step 1: Accessing Course Registration**

- \* From the Instructor Services Menu
- \* Select 'My Courses'
- \* In the right hand corner click the 'Add New' button.

### **Step 2: Defining your Course**

This section defines the course you will be offering.

Please make certain that your entries are correct as this can not be changed after the course registration is submitted.

- \* Select the Region in which the course is being offered.
- \* Select the Course Stream
- \* Select the Course Level, in this case 'Skills'
- \* Select the Course Name from the generated program list.

This section guides the engines which generate the "Search for a Course" page used in advertising and also generates the yearly statistics for Paddle Canada courses by region and discipline.

### **Step 3: Gathering information about your Course**

This section compiles the information necessary to sanction your course.

- **Course Director**

This field is non-editable. The person registering and reporting the course on their profile is by default the Course Director. Only this individual, or Large User account, is granted access to update, report or cancel the course.

- **Instructors/Apprentice**

There are 6 spaces for Instructors on the registration form. All instructors listed on the course are able to view their participation on a course by accessing 'My Courses' from their profile. This will facilitate Instructors in accessing information necessary to complete Instructor and Instructor Trainer Assessment forms.

The Instructor list is filtered to display only those current Instructor Members, in good standing for the current year, who are qualified to conduct the course being registered. Similarly, the Apprentice dropdown menu will display only the names of those instructors qualified to assist/mentor.

Based on the total number of instructors and/or apprentice listed, the system will automatically generate the maximum number of participants allowed for your course once it is sanctioned. This number is based on the instructor: candidate ratios as outlined in each Paddle Canada program manual.

- **Organization**

Please select the name of the Organization for whom you are teaching this course. Contact Paddle Canada to add your club, school, business or organization where required. If there is none, leave it '--NA--'.

The purpose of this field is two-fold:

- **Advertising your course**

Completing this field will display the Company Name, Telephone numbers and Email address on the Search for a Course pages.

- **Invoicing your course**

Now linked to the organization's contact information to meet their accounting purposes.

Ultimately, the responsibility for ensuring payment still falls upon the Course Director, however, you will be able to monitor the Course status directly from your profile to see when and if remittance to Paddle Canada has been issued.

- **Course Information**

The Course name and Course certification are generated automatically based on your entries from Step 1. These are non-editable.

- **Clinic Only Option - What is a Clinic?**

A Clinic is defined as a request to teach only a portion or specific section of a full course curriculum. In other words a clinic is a course where no certification is awarded since not all the requirements for the course would be met.

To offer a clinic, the clinic must follow the guidelines as outlined for a Paddle Canada Skill Level course. For example, a kayak rolling clinic could be provided under the guidelines of the Sea Kayak Skills Level 2 program. To register a clinic, you must register a full course and then check the Clinic box. **Clinics are subject to the same criteria for administration as a regular course; that is waivers must still be signed, ratios maintained, and course fees remitted.**

When advertising is selected, it will be clearly stated on the website that the course is a Clinic only, with no Paddle Canada certification awarded.

- **Start Date and Dates**

Featuring a calendar to help our instructors to identify specific course dates and eliminate errors, the start and end dates are straightforward. The standardized date format will also eliminate errors when generating "Search for a Course" and other reports.

- **On Water Location**

Enter name(s) of Pool, Lake, River, Ocean, etc

As a requirement of our liability insurance policy, Paddle Canada must know the name of the body or bodies of water where the course is taking place. If more than one location is being used, please list each location. For example:

- Carleton University Pool
- Carleton University Pool and Ottawa River
- Qualicum Beach, Pacific Ocean

- **Theory Location**

Enter the Location Name, City, and Province

As a requirement of our liability insurance policy, Paddle Canada must also know the name of the facility where the theory portion of the course is taking place. Where the course is taking place on-site, simply enter the City and Province. For example:

- Dows Lake Pavillion, Ottawa, ON
- Rotary Park, Vancouver, BC
- Qualicum Beach, BC

This section will also help those searching for a course to determine the relative proximity to their place of residence when searching for a course.

- **Advertising**

Using the radio buttons please select:

- Advertise this course on the Paddle Canada website.
- Do not advertise this course on the Paddle Canada website.

Where advertising is selected, these courses will appear immediately on the Paddle Canada website the moment the course is sanctioned by the system.

- **Additional Comments**

Use this section to summarize any additional important conditions regarding your course.

For example:

- This course runs every Tuesday from 6:00 to 9:00 pm OR
- AM Session operating from 9:00-12:00 on all 4 days
- Open to youth/males/females between the Ages of 12-16 OR
- Participants must provide their own boat and equipment for this course. OR
- Equipment, meals and accommodations are included in this course

Do not include:

- The information from your website including the course fees, details, locations etc. People will be able to access this information by linking directly to your website from the Search for a Course option.
- The link to any website or organization outside of those approved by Paddle Canada.

#### **Step 4: Submitting your Course Registration**

Once you are certain that all your information is correct, make sure to check the confirmation box and click 'Next' to submit your course registration. The next page will create a summary of your course, including the maximum number of allowable participants for this course.

Please print this page only if necessary. Remember, you will be able to access your course anytime, anywhere and from any computer simply by logging into your account.

### **Awarding Lower Levels On a Higher Level Course - Combined Courses**

Paddle Canada's goal has always been to ensure that each and every participants entering a course has the necessary pre-requisite skill and instructor certifications prior to taking part in any higher level course. This helps to create less downtime for Instructors and Trainers as we eliminate the need to focus on less-skilled participants, those who take attention away from those qualified at the desired level, and to facilitate a more enjoyable course experience for participants with greater learning opportunities.

However in certain cases at the course directors discretion, PC Instructors now have the ability to hand out one lower skills cert, "without charge" for those individuals that don't pass the registered course, with the understanding that the instructor has given enough time for review of those lower course skills. (example awarding an Intro to Sea Kayaking on a SK Level 1 Skills course)

At this time Instructors will have to register a 2nd course with a special note connecting the two courses. But no charge will apply for the second course registered. Instructor:Participant ratios still have to be met for the original registered course.

#### **How to do this:**

- Register the lower level skill course with all the same details as for the primary course and **date the course as running today** (the system won't allow you to backdate the course).
- Add your participants who received the one lower level skill and submit the course report.
- Leave at the invoice stage (do not pay) and [contact](#) the office for course to be completed and dates adjusted.

This has been a programming oversight when creating the new data base. We hope in the future that PC will have options of two levels for certs when running a course.

#### **What was a Special Permission Course?**

Historically an Instructor could provide details about how they intended to break down a course in order to meet the established ratios for a course using only a single registration.

Again, this is no longer allowed under the per course fee option.

If you are offering a former 'Special Permission' course sufficient courses to meet the ratio requirements must now be registered and payment remitted for all courses.

For example:

Introduction to Canoeing Skills for a school group of 14 children must be registered as 2 courses to allow for the ratios to be respected. Outline in the Comments section the manner in which you will differentiate the two courses.

Group A: AM Session operating from 09:00-12:00 on all 4 days

Group B: PM Session operating from 13:00-16:00 on all 4 days

## **How to Update a Course (before, during, after)**

### **Step 1: Locating the Course**

- Select 'My Courses' from the Instructor Services menu
- Locate the Course ID number
- Click the Course ID number to access the Course Details.
- Under the Course Detail heading select 'Update'

### **Step 2: Update the Course**

Update the course information as required:

- Change/Add Instructors
- Change/Add Apprentice
- Change Organization
- Postpone Course
- Change/Add Location
- Change/Add Advertising options

Click the 'Save Changes' button to complete your update

## **How to Cancel a Course**

**Step 1: Locate the Course** (as per instructions above 'How to Update a Course')

- Under the Course Detail heading select 'Cancel'

### **Step 2: Cancel the Course**

- When prompted, click the 'OK' button to confirm cancellation
- Refresh will repost the course on the webpage
- Course status will now read 'Cancelled' in red letters

### **NOTE:**

Courses with participants assigned may not be cancelled. Participants must be removed from the report prior to course cancellation.

## **How to Report & Submit a Completed Course**

**Step 1: Locating your Course** (follow same steps as above for updating or cancel)

- Under the Course Detail title heading select 'Report'

### **Step 2: Reporting your Participants**

Before manually adding any participant to the Paddle Canada database, **please ensure that you are not creating a duplicate entry in the database, by using the 'Search by' option.**

From the 'Search by' menu, select the search type

- Last name or
- First name or
- Email address or
- Paddle Canada ID number.

Enter the matching information in the Text Box

Click on the 'Search' button

Your Search will generate one of three possible results:

### **1. Exact match found**

- The system will display a list of all participants matching your search criteria.
- Scrolling through the list of names locates the participant
- Click the 'Add' button to the right participants' name
- Page refresh will return you to the add page with participant's info now visible
- Complete all required information
- Click the 'Add this Participant' button

### **2. Finds related matches, but not the participant**

- The system will display a list of all participants matching your search criteria
- Scrolling through the list of names does not locate the participant
- Select the 'Participant not listed. Click here to Add Participant' link
- Page refresh will return you to the add page
- Complete all required information
- Click the 'Add this Participant' button.

### **3. No matches found**

- Where no matches are found, the system will generate the following message:  
We couldn't find any records that match your query. Please try again.  
Click here to add this Participant.
- Select the 'Click here to add this Participant' link
- Page refresh will return you to the add page
- Complete all required information
- Click the 'Add this Participant' button.

### **Note Regarding the Required Email Address Field**

Enter 'default@paddingcanada.com' where no email, or a duplicate email address, has been provided. Clients who do not provide Paddle Canada with a unique email address will not be able to:

- Access and view their profiles using this default address.
- Opt out of the Paddle Canada mailing lists
- Opt out of the Paddle Canada promotional mailing as outlined in our privacy policy.

To receive access to these services, clients must contact Paddle Canada with a unique email address. At that time, Paddle Canada will forward the clients temporary password and provide access to their profile. Alternately, clients are asked to contact Paddle Canada to update opt out of the above lists.

Participants for your report are instantly added to the database and their status can be viewed at the top of the page for your records. You may therefore choose to enter all your participants at once or to leave the report open and finish as time permits.

### **Step 3: Submitting your Course Report**

Do not submit your report until you have entered all participants and results. To leave your report open and complete at a later date, use the 'To save your work to date, simply click here' link.

Once you are certain your report is complete and accurate, click on the 'Submit Report' button to close this report. **You will no longer be able to add participant information** and changes will be limited to updating participant status only.

**Paying for A Course** (*\*\*A most important step otherwise system won't mark it complete and participants won't get confirmation on their certification*)

### **Step 1: Accessing Course Details**

Once you have completed your course report (by clicking on Submit Report), you will automatically be taken to the **Course Detail** summary page, where the **View Invoice and On-line Payment** options will appear. Alternately, you can access and remit payment for an invoice at any time using the following steps:

- From the Instructor Services Menu
- Select 'My Courses'
- Locate the Course ID number
- Click on the Course ID number to access the Course Details.
- Under the Course Detail heading select 'Print Invoice / Remit Payment'

### **To Pay by Cheque or Money Order:**

- Print the invoice and include a copy with your remittance.
- Make cheques and money orders payable to: Paddle Canada
- Course status will be manually updated to Complete upon receipt of payment.

### **On-line Bill Payment**

- Select the 'On-line Bill Payment' link
- Complete the payment form and submit (visa, mc or amex)
- Course status will be updated to Complete upon successful transaction.

### **How to update a Course Participant Status after having submitted course report**

As conditions and requirements for certification are met by participants (ie reassessments or conditions met within the required time frame) it becomes necessary to update a Participant's status. This is accomplished by updating the Participant status using the original Course ID; it is not required to remit an additional course or report.

### **Step 1: Locating your Course**

- From the Instructor Services Menu
- Select 'My Courses'
- Locate the original Course ID number
- Click the Course ID number to access the Course Details.

### **Step 2: Updating your Participant Status**

- Select the 'Update Status' link below the participant name
- Adjust Comments as conditions are met
- Once Full Pass status is achieved **please remove all Comments**
- Click the 'Update this Participant' Button