

CER FAQ's

Q: My account is locked. I emailed for the correct login info but it still won't open.

A: Once it is locked an administrator has to unlock it. Putting in the correct info will not unlock it.

Q: I paid the subscription fee, but it says I need to pay it again.

A: If you received an email receipt for the payment, contact the office. If you did NOT receive an email receipt, the payment did not go through. Most often the error is something entered does not match the billing statement, and the credit card company will not authorize it. Some have had to use the 9-digit zip code instead of five, abbreviating St. but needed to spell out Street, etc.

Q: But my bank shows the money was taken out.

A: The bank automatically deducts it, but within 24 hours switches it to declined. If you did not get an email receipt, payment did not go through.

Q: The test did not open. It says I have to agree to the Integrity Statement but I haven't taken the exam yet.

A: You do have to agree and save the Integrity Statement first. It will then offer a button with Next Tab on it. Click on that to go to the exam questions.

Q: I cannot open the test.

A: Be sure to highlight the course title under Exam Content before clicking Select. If you have registered for an exam in the Introductory Program you will receive an email when you have been approved for the exams. That program is only open to coaches taking CERs for the first time.

Q: How do I know what category to register for?

A: Category A- If you have skaters going to qualifying competitions and test sessions, register for Category A.

Category B- If you have skaters going to non-qualifying competitions (or non-qualifying events at qualifying competitions) and test sessions, register for Category B.

Category C- If you are a Learn to Skate USA-only coach, teaching group lessons and/or private basic skills lessons and are over the age of 18, Category C is recommended but not required at this time. Your club or rink may require it.

Q: How do I create my online E-Learning account?

Q: How do I register for CERs?

A: On the E-learning webpage scroll down to the How To's section. There are links for screen shots and directions for navigating each step in the process.

Q: I forgot my username/password.

*A: Click on Forgot Username or Password. Have the information emailed to you. Call the PSA office for assistance at 507-281-5122. **Do NOT create another account.** The program will not recognize that you are all one person. Each account is viewed as a separate person. This has been the cause of some people not being on the compliant list.*

Q: How do I print my CER compliance certificate?

A: Log into your account and click on My Certifications tab at the top. Select the season, then click on the Category certificate. Click on the box that says View Certificate.

Q: Do I have to register for all of the courses at one time?

A: No. You can register for them one at a time, or several at once.

Q: How many CER courses do I need to take?

A: For **Category A** there will be four courses. Complete one course in each:

- Professional Ethics
- U.S. Figure Skating Rules
- Sport Safety
- IJS

For **Category B** there will be three courses. Complete one course in each:

- Professional Ethics
- U.S. Figure Skating Rules
- Sport Safety

For **Category C** (after July 1, 2011) three courses are recommended but not required at this time. Complete one course in each:

- Class Organization and Management
- Basic Skating Skills, Teaching Techniques and Evaluation
- Growth and Retention of Members

Q: Which courses should I take? What course should I take first?

A: Read the description for each CER course and choose whichever ones pertain to what you coach most often. The courses do not need to be taken in any order, just be sure to take at least one course in each area:

Category A-

- Professional Ethics
- Sport Safety
- U.S. Figure Skating Rules
- IJS

Category B-

- Professional Ethics
- Sport Safety
- U.S. Figure Skating Rules

Category C-

- Class Organization and Management
- Basic Skating Skills, Teaching Techniques and Evaluation
- Growth and Retention of Members

Q: What if my name does not come up as compliant on the PSA website CER search?

A: Contact Ann at the PSA office at amiks@skatepsa.com or 507-281-5122. There may be several reasons including a misspelled name or being registered in Category A but only completing Category B.

Q: I am registered in Category A. I decided to just do Category B this year and completed the courses but my name is not listed as compliant.

A: You will not be listed as compliant because the computer program will wait for you to complete an IJS course. To register in Category B, log into your account. Click on My Options, then My Programs and Courses. Select the season, then select Category B. Click on Select. Go to the bottom of the new window and click Add to My Courses. You do not need to add any courses. This will register you in Category B. You will not be listed as compliant because the computer program will wait for you to complete an IJS course.

Q: I completed Category B but now have a skater that wants to compete at regionals. What do I do?

A: If they will be in a non-qualifying event, you are all set!

If they will be in a qualifying event, login and go to the My Programs tab. Select the season and choose an IJS course. Click Add to My Courses. The system will recognize the courses you took for Category B and include them in your Category A. After completing the IJS course you will receive a Category A certificate.

Q: I didn't realize I would have a skater going to regionals/testing/competing so I didn't complete the CERs. What do I do?

A: Take the CERs as soon as you can. If it is after the skater has registered for the competition, be sure to have a copy of your compliance certificate with you at the competition to receive your credential.

Q: I completed my CERs, but U.S. Figure Skating does not have it listed.

A: Give U.S. Figure Skating time to get them entered into their database. If after August 1st your CERs do not show up:

- *Be sure that the name you took the CERs under matches the name you registered for with U.S. Figure Skating.*
- *Log into your E-learning Academy account and make sure all your courses are listed as Completed-Pass.*
- *Be sure you are registered for the correct category and have completed the correct number of courses, and one in each topic area: Category A=Professional Ethics, U.S. Figure Skating Rules, Sport Safety, IJS; Category B= Professional Ethics, U.S. Figure Skating Rules, Sport Safety.*
- *If you completed the CERs after July 1st, you may not see them updated until September.*

Q: I have a competition in July, and my information is not updated. What do I do?

A: *No matter what time of year, coaches should always have the following copies on your person at competitions and test sessions:*

- *a copy of your U.S. Figure Skating membership (temporary cards can be printed),*
- *a copy of your liability insurance*
- *a copy of your CER Category A or B certificate*

The certificate is emailed to you at the completion of the CERs. You can print other copies in the "My Certifications" tab located in your E-learning Academy account.