

REGISTRATION

When are most courses offered?

BC Interior Season: March-May Each Year **BC Coastal Season:** August-October Each Year

When does registration close?

5 days prior to the classroom & practical session date for both Small Sided & Entry Level courses.

What payment methods are accepted?

Online: Credit card only.

REF CENTRE ACCOUNT

Can I use the same email and password for multiple Ref Centre accounts?

Please ensure a **unique email & password** is used for **each account created** and remember your email and password for future logins.

I am having trouble logging into my Ref Centre account, what can I do?

1. Clear your web browsing history & cache.
2. Try using a different web browser.
3. Email supportsystem@e2esoccer.com for technical support.

How do I ensure I receive Ref Centre automated course emails?

Please ensure emailgenerator@e2esoccer.com is designated as a safe sender in your email inbox so you do not miss important course updates.

REFEREE COURSE

What is the difference between Small Sided & Entry Level Courses?

Small Sided: for individuals who are 12 Years Old On Or Before Dec 31 Of Current Year and who want to officiate age groups up to U13 (5v5 - 9v9 Formats).

Entry Level: for individuals who are 14 Years Old On Or Before Dec 31 Of Current Year and who want to officiate age groups U14+ (11v11 Formats).

If I am 14 years old, what courses can I take?

You have the option to take either the **Small Sided Course**, **Entry Level Course**, or **both course types** depending on the age groups that you would like to officiate.

Do the courses have to be completed in a specific order?

No, the order in which you complete the courses is not relevant as long as you meet the age requirement.

I previously took the Small Sided Course but I am now 14, what are my options?

You have the option to **upgrade** by registering and completing an Entry Level Course. **IMPORTANT:** Upgrading from Small Sided to Entry Level will require a new Ref Centre account with a **unique email & password**.

What are the important deadlines for both course types?

Small Sided: The exam must be completed 48hrs prior to the Classroom & Practical Session.
Entry Level: The 9 SmarterU Online Modules must be completed 48hrs prior to the Classroom & Practical Session.

What happens if I fail the Small Sided exam?

You will be allowed 1 resit 24hrs after your first attempt (failing twice results in course failure).

What happens if I cannot attend the practical session?

You have 1 year from the original registration payment date to transfer to a future course to which your previous payment will be applied accordingly.

Are refunds allowed for either course?

All course registrations are final, and **no refunds will be issued once payment is processed**. However, if BC Soccer cancels the course, you can request a full refund which will be processed within 45 days.

Can I transfer courses?

You can transfer into a future course from your existing course pending the course registration is open and there is space available. You can transfer courses via your [Ref Centre Account](#) (Course Management Tab > Transfer Course).