

# REFEREE COURSE FAQs

(Updated Mar 2025)



## 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](mailto:supportsystem@e2esoccer.com) for technical support.

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

Please ensure [emailgenerator@e2esoccer.com](mailto: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 30 days 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 will receive a full refund within 45 days.

## REFEREE COURSE HOW-TO GUIDES

If your question was not listed above or you require further support, please review our [Participant How-To Guides](#).