

Triathlon Canada Coaching Portal FAQ's

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The Portal

Overview

The Triathlon Canada National Coaching Portal is the training and education hub for registered coaches. Besides Triathlon Canada, there are a few organizations and terms involved in the Coaching license and Portal:

NTRS – The National Triathlon Registration System is where all registration data is collected and stored for the annual coaching license. It is also used for provincial/national memberships, event registration, sanctioning, etc. This service is provided by CCN/Interpodia.

CAC – the Coaching Association of Canada provides nation-wide standards in coach education and development and is an international gold-standard in coach education. The CAC manages and delivers NCCP training.

NCCP – The National Coaching Certification Program provides standardized, inclusive, and safe sport education to coaches and coach developers across 65 sports. The CAC manages and delivers NCCP training through its partner network of 65 National Sport Organizations and Provincial/Territorial Sport Organizations.

CAC Locker – The CAC's online platform built specifically for coaches. Create your free account to engage in NCCP eLearning, register for events, access your NCCP coaching transcript, and more.

The Portal – Triathlon Canada's online education and training hub which allows coaches to monitor their triathlon-specific coaching pathway. The Portal is fully integrated with the CAC Locker and recognizes NCCP courses.

Sterling Backcheck – Sterling is a company that runs online criminal record checks for many Canadian National Sport Organizations. Triathlon Canada uses the E-PIC, or Enhanced Police Information check. Click [here](#) for more details.

Respect Group – Respect Group is a risk management behaviour change solution for sport, schools, and workplaces. The expert content and professional training and certification model provide a best-in-class curriculum and e-learning platform. Respect Group's goal is to create a global culture of respect and to prevent bullying, abuse, harassment, and discrimination.

The coaching license is issued annually is valid from January 1 – December 31. To take full advantage of the education hub it is best to register in January.

Getting Started

How do I register?

Registration for the annual coaching license is available through [Triathlon Canada's Coaching Page](#). Coaches register for an annual coaching license through the National Triathlon Registration System, [CCN](#).

What if I already have a CCN account or am renewing my license for the year?

CCN and the Triathlon Canada Portal use email addresses to recognize individual accounts. Be sure to use the same email address when you register or renew your license.

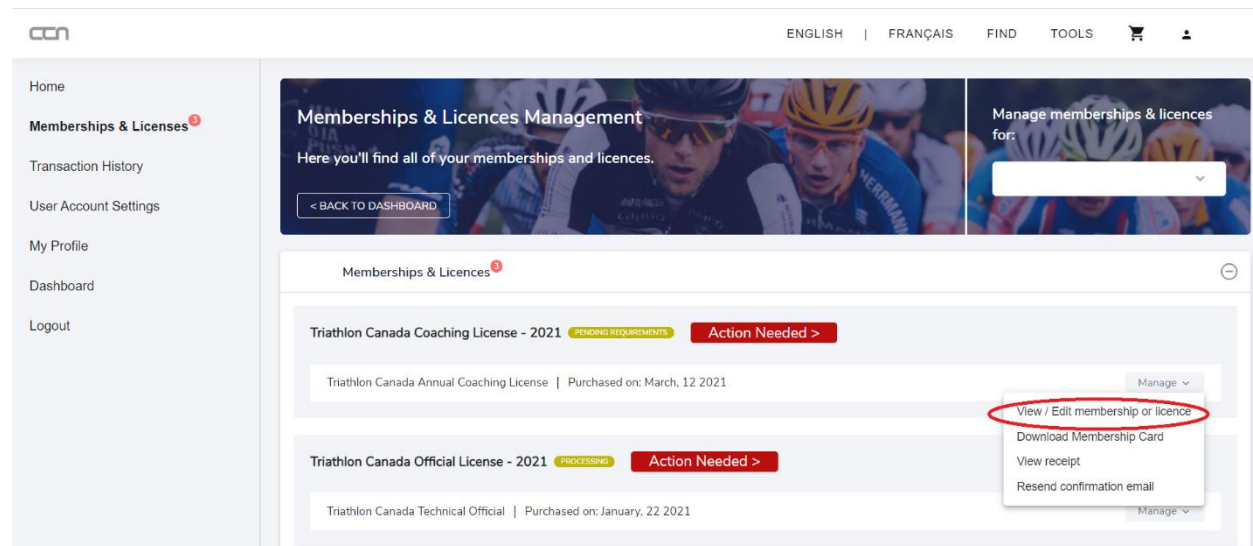
Can I register somebody else for their annual license?

Yes, although be sure the accounts have separate email addresses.

How do I upload a photo?

During the registration process, you are asked to upload a photo of yourself. Photos should be similar to a passport photo with a clear view of the licensee's face (no hat, sunglasses, goggles or helmet). Photos will be checked and those that do not meet the specifications will be rejected, which will delay the release of your digital license card.

If you decide you want to upload a photo after registration, you can do so through your CCN account. Select the "Memberships & Licenses" tab and then "Manage" to "View/Edit membership or license". This page will let you upload a photo.



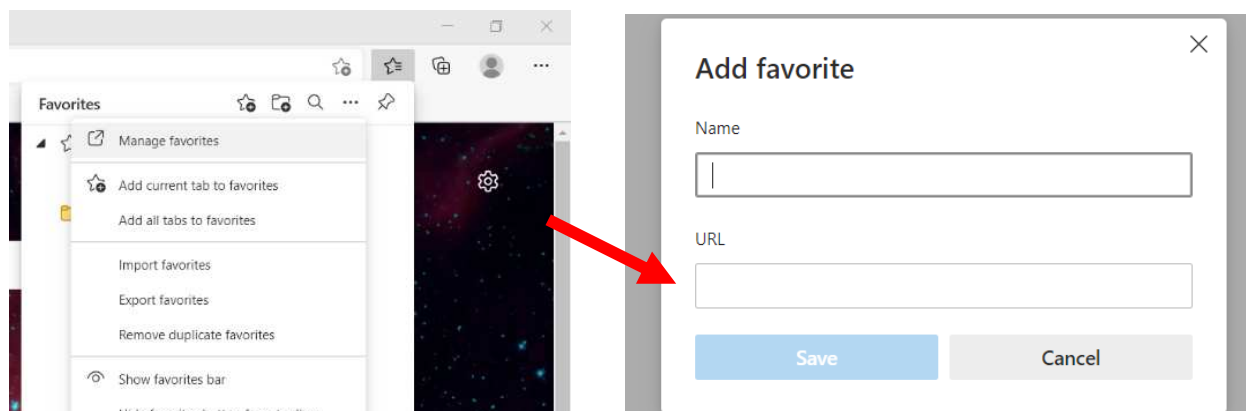
How do I access the Portal?

After you register for your annual Triathlon Canada Coaching License, you will receive two emails*. One will confirm your registration, the other will provide a personal access link to the portal. This link is your unique 'key' to your Portal account, and we recommend bookmarking the full URL provided.

*Please note that sometime these emails may go to your junk/spam folder.

How to bookmark your Portal link?

Please be sure you bookmark your unique portal URL in full, simply marking the loaded page as a favourite will not suffice. To complete this, select “bookmark manager” or “manage favourites” and “add new bookmark/favourite”. Copy the URL from your email and enter it into your new bookmark/favourite details.



I lost my link and cannot access the Portal?

To regenerate your link, you will need to manage your license account information. This is done through CCN. Login to your CCN account and select “Memberships & Licenses”. From there you will want to manage your coaching license. In the drop-down menu, select “Resend Confirmation Email” and your link email will be resent.



Why do I need an NCCP Number?

The NCCP offers many of the required coaching modules, and an NCCP number is needed to access them. All NCCP courses are professionally designed, verified, and are available in

French and English. If you do not have an NCCP number, the Portal will automatically generate one for you when you register. It may take a day or two to show up on your profile page.

How much does it cost to register with the CAC and gain access to the Locker and an NCCP Number?

Registration with the CAC and creating an account is free. To learn more, please visit coach.ca

Basic Registration

What is SafeSport?

SafeSport is a program to uphold the integrity, ethical standards and values of the Canadian Sport system. The ultimate goal is that that all individuals “*should have the reasonable expectation that when they participate in sport in Canada it will be in an environment that is accessible, inclusive, respects their personal goals and is free from all forms of maltreatment*”¹. Maltreatment includes, but is not limited to, discrimination, harassment, violence or abuse. More information on Triathlon Canada’s SafeSport Policy can be found [here](#).

All coaches must be compliant with Triathlon Canada’s SafeSport policy and have completed/passed the following for their license card to be issued:

- “Respect in Sport for Activity Leaders” training,
- an Enhanced Police Information Check,
- NCCP Making Ethical Decisions, and
- Introduction to Triathlon Rules

How do I complete my SafeSport?

Click on the “begin” button on your transcript page.

1) Basic Registration		
	Component	Registered
1	Respect in Sport: Respect for Activity Leaders ▼	begin
2	Enhanced Police Information Check ▼	begin

You will be directed to an external site where you will complete the process. When it has been satisfactorily completed, the result will be reflected on your transcript page with a checkmark.

How do I pay for my SafeSport?

Both Respect in Sport and the Enhanced Police Information Check are offered free of charge to all registered coaches through the coaching portal.

¹ The Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS)

How long does the “Respect In Sport” course take? Do I need to attend a class?

Respect training is an online course you can take from home in your own time. It will take approximately three hours to complete but you don’t have to do it all at once.

How does the background check process work?

The portal will direct you to Sterling Backcheck to start the online process. You will be asked to answer a series of questions relating to your credit file and address history to prove your identity online. Once you have correctly answered the identity verification questions, then the background check request will be processed. The details of your check are not shared with Triathlon Canada. A simple “clear” or “not clear” is returned.

What is Sterling?

Sterling is a company that runs online criminal record checks for many Canadian National Sport Organizations. We use the E-PIC, or Enhanced Police Information check. [Click here](#) for more details.

My background check is pending, and Sterling says my identity cannot be verified, what now?

Approximately 10% of identities cannot be verified online. If your E-PIC comes back as “cannot be completed” or it takes more than three days to receive a completed E-PIC, then you need to take an extra step to proceed with your check. You will need to print the ID Verification form and take it, along with 2 pieces of ID to your nearest Canada Post location. Please email us at coaching@triathloncanada.com if you are having issues with this step.

Sterling is asking for more information, but I cannot access my account.

Sterling may email when they require more details to help verify your ID online. If you receive an email and need to access your Sterling account to further progress your background check, please email us at coaching@triathloncanada.com.

What is Transunion?

TransUnion is a Canadian company that Sterling uses for identity verification. It asks a series of “out of the wallet” questions to verify your identity. It does not run a credit check.

Do I need to use the Transunion service?

No. If you can get a letter from your local RCMP detachment, your provincial administrator can credit that to your file.

I already have Respect in Sport and a Criminal Record Check; can I get those credited?

Yes, within time limits. Respect in Sport (RiS) needs to be revalidated every four years. If your last Respect training was within this time, it can be credited.

Background Checks are valid for two years, you can submit details of your last Respect training and Criminal Record Check to your provincial administrator, who can give you credit for them.

The NTRS tracks your anniversary dates and will prompt you when you need to revalidate your E-PIC or RiS.

Courses

How do I receive credit for a complete NCCP course?

Select the “Confirm Completion” button and the Portal will check your NCCP Locker for course credit and confirm completion. Please remember, the Triathlon Portal is integrated with the CAC and courses need to be confirmed and credited in your Locker before they can be recognized in the Portal.

2	NCCP Planning a Practice Part 2: EAP e-Learning	-	✓
3	NCCP Design a Basic Sports Program	✓	✓
4	NCCP Managing Conflict ▼	Confirm Completion	--
5	NCCP Leading Drug-free Sport ▼	Confirm Completion	--
6	NCCP Coaching and Leading Effectively ▼	Confirm Completion	--
7	NCCP Developing Athletic Abilities ▼	Confirm Completion	--
8	NCCP Prevention and Recovery ▼	Confirm Completion	--
9	NCCP Psychology of Performance ▼	Confirm Completion	--
4) NCCP Sport Specific Training			
	Component	Registered	Completed
1	Swimming Canada: Swimming 101 ▼	I have completed this. Give me credit.	--
2	Athletics Canada: Club Coach (Endurance) ▼	I have completed this. Give me credit.	--



The Portal will not give me credit for a NCCP course I have complete?

If you just registered, the portal needs a few minutes to sync your NCCP number and email with your Locker. Please wait and try again later in the day. If you are still having issues, please confirm that the course is credited in your NCCP Locker.

If difficulties continue, please email coaching@triathloncanada.com

How do I access the NCCP Multi-sport modules?

NCCP Multi-sport Modules are delivered in classroom settings or through scheduled online sessions by [Provincial/Territorial Coaching Representatives](#) within their respective jurisdictions (example: ViaSport in BC). To access the courses, select the small red arrow on the Portal and use the “More Info: Click Here” link.

2	NCCP Planning a Practice Part 2: EAP e-Learning	-	✓
3	NCCP Design a Basic Sports Program	✓	✓
4	NCCP Managing Conflict 	Confirm Completion	--
5	NCCP Leading Drug-free Sport 	Confirm Completion	--

Provider: [Coaching Association of Canada](#) via your [Provincial Coaching Representative](#)

Duration: 3.5 hours

Format: Workshop

More Info: [Click here](#)

After taking the Leading Drug-free Sport module you will be able to:

- Fully understand and explain the consequences of using banned substances in sport;
- Educate athletes about drug-testing protocols at major competitions;
- Encourage athletes to safeguard their sport values and take greater responsibility for their personal actions; and
- Apply the NCCP Ethical Decision-Making Model to your coaching as it relates to keeping your sport and athletes drug-free.

Additionally, you can see all [NCCP Multi-Sport Modules Here](#)

How often and when is the next NCCP Triathlon – Adult Community Coach Workshop?

The Adult Community Coach Workshops are hosted and organized by provincial sport organizations. Please check with your provincial organization to find out more details.

<https://www.triathloncanada.com/about/provincial-sport-organizations/>

How come I cannot register for certification?




Triathlon Canada and the Provincial Sport Organizations are currently training Coach Evaluators for both Community and Competition Stream coaches so that more coaches can work towards certification in Canada. Due to the pandemic and ongoing restrictions to in person coaching and travel, evaluation events are currently on hold. If you are interested in working towards certification you can contact your province for updates. You should first check that you have all the prerequisite training, much of which is available through online learning.

What is the portfolio and how do I access it?

All Community Coaches who are going for the “Certified Community Coach” designation must complete a portfolio. To be eligible to submit a portfolio you must have completed the following:

- All basic registration requirements – “Registered Status”
- The Triathlon Canada NCCP Community Coaching Workshop
- All 5 required CAC Multisport Modules
- Registered for certification

Once registered for certification, the portfolio title “Triathlon NCCP – Community/Competition Coach Portfolio” will become clickable. Click the title to gain access to the portfolio.

3	Triathlon NCCP – Community Coach Portfolio_ 		
<div>Provider: Triathlon Canada via your Provincial Sport Organization Duration: Portfolio Preparation Format: Online More Info: Click here</div>			