



The Duke of Ed

DUKE OF EDINBURGH'S AWARD

NSW ONLINE RECORD BOOK (ORB)

FAQs

www.dukeofed.com.au/Online-Record-Book.html

How do Coordinators get started?

- Review the information on the main Online Record Book page on the National website: <http://www.dukeofed.com.au/Online-Record-Book.html>
- Select the Licensed Operator Registration page link found in the bottom section of the page or go directly to the Licensed Operator Registration page: <http://orb.theaward.com.au/participant/award/licensed-operator-registration.asp>

For assistance with registering as a Coordinator online you can download the ORB Coordinator User Guide from the ORB Resources Page: <http://www.dukeofed.com.au/Online-Record-Book-Resources.html>

The ORB Resources page also contains all ORB Training Videos and User Guides.

Coordinators/Assessors Login Page (“Management” Login – after initial registration)

http://orb.theaward.com.au/management/home/log_in.asp

How do Participants register?

Only after you have registered as a Licensed Operator can your Participants register through you, Participants register online at: <http://orb.theaward.com.au/participant/award/registration.asp>

Participants can be assisted in this process by first viewing / downloading the ORB Participant User Guide and Training Video from the ORB Resources Page: <http://www.dukeofed.com.au/Online-Record-Book-Resources.html>

How do Participants login?

Once Participants have been approved by their Coordinator they can login at: <http://orb.theaward.com.au/participant/award/coordinator-registration.asp>

Can a Participant who has started on a paper record book transfer to the Online Record Book?

Yes, but only once they have completed their current level. They cannot transfer mid-level. A one-off transfer fee of \$14 applies, plus a \$45 follow on fee per level.

Can a Participant who has started on a paper record book continue to use a paper book for all Award levels?

Yes, Participants who have registered prior to 19/04/2010 have the option of continuing their Award with a paper record book for all levels.

Who will be registering online?

After 19/04/2010 all new registrations will be via the Online Record Book.

What are the proposed Participant fees?

Existing Participants (registered before 19/04/10)

- Remaining with the paper record book – no fee change
- Transferring to Silver or Gold on the ORB from paper record book - \$14 transfer fee (paid once only) plus a \$45 follow on fee per level

New Participants (registered on or after 19/04/10)

- Bronze \$80
- Silver Direct \$110
- Silver follow on \$45
- Gold Direct \$145
- Gold follow on \$45

These fees are yet to be confirmed. Invoices will be forwarded to Licensed Operators once fees have been confirmed.

Do Assessors need to register online?

Assessors are invited by Participants through the ORB to complete their assessment online. There is an offline option for those Assessors with no email access which involves final Coordinator input into the ORB.

How are Licensed Operators invoiced?

Invoices will be generated on a regular basis. Licensed Operators will only be charged when Participants are accepted by the Coordinator.

How do Licensed Operators get certificates?

Once a Participant completes their Award and it is approved by their Coordinator, NSW Division will be automatically notified. Bronze and Silver Awards (Badges and Certificates) will then be sent out to the Coordinator. There will be no need to send in a Bronze / Silver Notification form. Notification of a completed Gold Award will also be automatic (no form required) after approval by the Coordinator. NSW Division will then be able to access all the Participants Gold records for final processing and the Participant and Coordinator will receive an email upon State acceptance. Gold Badges and Certificates will be presented at NSW Government House in due course.

What are the Benefits of the ORB?

- Is accessible anywhere, any time
- It's easy to use and offers cross-user interaction for all (Participants, Coordinators, Assessors, State and Territory Offices)
- Participant progress is tracked with a percentage so they can feel a sense of achievement throughout the entire process
- All Award Activity records stored in one secure, convenient place – and it can't be lost!
- Allows direct messaging and email with Participants, Assessors and your State Division
- Provides reporting and search functionality to help manage and reduce admin time
- Dedicated support available through Dukes National Office
- Online registration for Participants (no more waiting for Notice of Commencement Cards or paper Record Books)
- Automated notification for completed Awards (no more Notification Forms or books need to be sent)

Who can we contact for technical support?

Please call National Office on 1300 4DUKES.

Who can we contact for administration support?

Please call 13 13 02 and ask to speak to a Duke of Edinburgh's Award representative.

Privacy

If you have any questions regarding privacy of ORB information please see Privacy Policy information on the National Website regarding data use.
<http://www.dukeofed.com.au/technical-help.html>