

Paddles Up Training

Policy Review 2023

This document is designed to support Paddles Up Training (PUT) Assessors, Tutors, Providers, Trainers, Staff and Learners to understand changes to policies, new policies and any retired policies.

Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

The annual review is due in September each year, this document is dated 1st October 2023.

Review team

- Darryll Shaw Responsible Officer
- Darren Joy Standards Officer
- Sue Couling Standards Officer
- Aimee Sallis Standards Officer/ Delivery Centre Lead

Learner feedback, complaints, appeals and provider feedback are also considered.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500 Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer

Policy Name	Date first published	Review date/s	Changes
<u>Accredited Prior Learning</u>	SEP 2021	Feb 2022 Sept 2022 July 2023 Sept 2023	<ul style="list-style-type: none"> • Mandatory need for referee's removed, referees are now optional at the initial application stage.
<u>Appeals Procedure</u>	Aug 2021	Sept 2022 July 2023 Sept 2023	<ul style="list-style-type: none"> • Formatting issue to unhide text • Clarity around grounds for appeal • Role terminology updated.
<u>Candidate Registration Guidance</u>	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • General readability
<u>Certification Guidance</u>	Jan 2022	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
<u>Complaints Procedure</u>	Aug 2021	Sept 2022 July 2023 Sept 2023	<ul style="list-style-type: none"> • None
<u>Conflict of Interest Policy</u>	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
<u>Course Authorisation Advertising and Results Submission</u>	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None

Data Collection Guide	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Data Retention Chart	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Delivery Centre Fees (until December 2022)	Aug 2021	July 2022 Sept 2022 Jan 2023	<ul style="list-style-type: none"> • Removed - out of date
Delivery Centre Fees	July 2022	July 2022 Sept 2022 Jan 2023 May 2023 June 2023 July 2023 August 2023 Sept 2023	<ul style="list-style-type: none"> • New policy - informing of fee changes • Ease of reading • Renamed (from Jan 2023 removed) • New Awards added • New Awards added • New Awards added • New Awards added • New Awards added
Equality and Diversity Policy	Aug 2021	July 2022 Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
First Aid Provider Guidance	Jul 2022	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None

Health and Safety Policy	Aug 2021	Oct 2021 Feb 2022 June 2022 Sept 2022 Sept 2023	<ul style="list-style-type: none"> • Policy Statement Updated • CEO name Updated
Malpractice and Maladministration Policy	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Quality Assurance and Standardisation Policy	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • Formatting issue to unhide text • Role terminology updated.
Remote Standardisation Process – Flowchart	Feb 2022	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Running Courses with Paddles Up Training	July 2022	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Recruitment and Training of Workforce	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • Formatting issue to unhide text • Role terminology updated.
Safeguarding Statement	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None
Sampling Strategy	Aug 2021	Sept 2022 Sept 2023	<ul style="list-style-type: none"> • None

