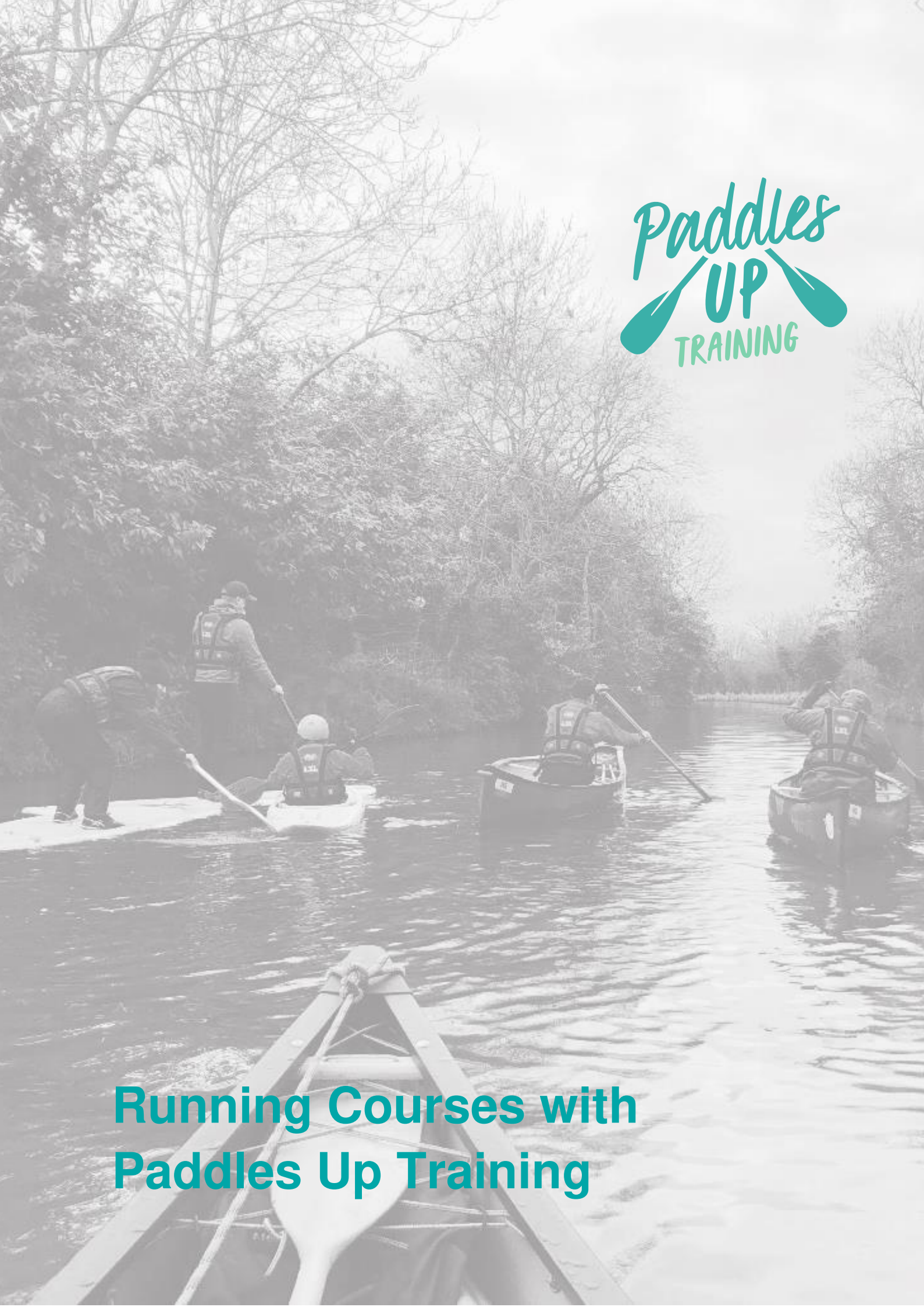




Running Courses with Paddles Up Training





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Introduction

British Canoeing Awarding Body (BCAB) is a regulated awarding organisation recognised by OfQual. BCAB provides the framework, governance, syllabus and standardisation / quality assurance mechanisms for BCAB qualifications and awards.

PUT provides the majority of courses through a network of third party independent Course Providers. PUT is also structured to provide a number of training and assessment courses directly to learners and reserves the right to do so to support access to qualifications and awards to underrepresented groups in the British Canoeing coaching and leadership workforce. Regardless of the employed, independent provider or volunteer (independent or within an organisation such as the Scouts) status of a Course Provider, PUT provides certification claims; administration; learner support; Internal Verification; Standardisation; Quality Assurance and Provider Support.

The way PUT is structured and provides the services are laid out in the Provider Service Agreement and Paddles Up Training Policies.

PUT Providers can be based anywhere in the world and at times, there may be a conflict between PUT Policies and the Country they either reside in or are running the course in. In these cases, we will always expect the stricter requirement to be upheld.

Example:

Age of Majority (considered an adult) is 18 years of age in England and as such, PUT Policies require parental consent for anyone under the age of 18. In Scotland the Age of Majority is 16 and Iran 15 years of age. In all cases, we expect parental consent to be collected for anyone under the age of 18.

In most states in the United States of America, the Age of Majority is 18. For some states it is 19 and can even be 21, courses based in such states, anyone under the age of 21 must have parental consent.

Whilst PUT Policies cover most eventualities, it is essential that the Provider manages the Health, Safety and Welfare of everyone involved in the undertaking of BCAB Qualifications and Awards.

If you are providing BCAB Qualifications and / or Awards through agreement with PUT, you are required to adhere to the Provider Service Agreement and Policies. Whilst the guidance below focuses on the documentation requirements, it is important to remember what these documents are representing, i.e. they need to be a true reflection of your practice as a Course Provider. The list is not exhaustive and Providers may find the need to have more policies to meet their obligations. Providers are required to provide their own documentation, or in certain circumstances, work within the policies of a third party (Club or Organisation). For example, Performance Coach Assessments are delivered by PUT, and so Assessors fall under the PUT Policies and Risk Assessments.

What documentation should a Provider be able to provide?

- Risk Assessments (Specific to the type of work you do, in the place(s) you do it),
- Lone Working / Independent Working Policy (Specific to the type of work you do, in the place(s) you do it),
- Equipment Checks,
- General Data Protection Regulation (GDPR) policy,
- Safeguarding Policy (Specific to the type of work you do and the people you work with),
- Incident & Accident reporting process,

- Learner Recruitment Process.

It is essential that you are able to show how you ensure learners have access to all of the information they require to make an informed decision regarding a particular course. For example, whether a course is right for them, if the remit of the qualification will meet their, their club or employer's needs. This will allow them to understand the requirements and if they are happy with the risks involved in undertaking such a course (safety, refund policy etc).

Dependant on the course type, this could include some or all of:

All Courses

- General information on the qualification / award,
- Specific information on the entry level skills required,
- Course programme and learning outcomes / assessment programme and methods of assessment,
- Cancellation policy (including information on if the specific environmental conditions are not met/forecasted),
- Logistics (i.e. food, directions to venue, equipment required),
- Request for information on specific learning requirements,
- Invitation for candidates to make contact if they have any further questions,
- Information on the digital platform being used (online courses only),
- Discipline specific course guide,
- How to provide you with feedback.

Coaching and Leadership Courses

- Registration guidance,
- Check in guidance (for Coach Award),
- Signposting to appropriate eLearning (i.e. optional Paddlesport Instructor eLearning for both Paddlesport Instructor and Core Coach candidates, Leadership eLearning for Leadership candidates etc),
- Paddlesport Instructor Learner Development Pack, (for Paddlesport Instructor),
- Assessment day pack (for Coach Award),
- Example assessment discussion tasks (for Coach Award),
- Discipline Specific Assessment Guidance (for Leadership Awards).

All courses will require you to share the PUT policies below with participants as a minimum:

- Delivery Centre Privacy Notice - how their information and data will be shared between PUT and BCAB,
- PUT Appeals process,
- PUT Equal opportunities for access and fairness in assessment policy,
- PUT Reasonable adjustments policy.

Please link to these policies, as this will mean the most up to date version when sharing. All of which can be found here: <https://paddlesuptraining.com/policies/>

Accessibility

It is important to ensure your documentation is accessible. For example, we would recommend following these dyslexia friendly guidelines:

- 1.5 line spacing
- Arial 12 for text
- Arial 14 for headings if required
- Left handed text
- Bold used instead of underlining
- No underlining
- No italics
- No abbreviated text

There is more information on the following link:

<https://www.bdadyslexia.org.uk/advice/employers/creating-a-dyslexia-friendly-workplace/dyslexia-friendly-style-guide>



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.

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