



# Certification Guidance



## **Paddles Up Training Certification Guidance**

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## Introduction

This document is designed to give candidates information about the certification process of British Canoeing Awarding Body Awards by Paddles Up Training. It will outline the timescales for certification and how a duplicate certificate can be obtained.

## Timescales

A candidate is entitled to receive a certificate if they have all prerequisites in place. Once results are submitted to us by a Paddles Up Training Provider, the database carries out the relevant prerequisite checks. If everything is in place, a certificate is issued within the timescales quoted below.

The Paddlesport Instructor, the Coach Award and the Performance Coach are regulated qualifications. This means that they are on the OfQual framework and as such there are extra steps for Paddles Up Training to take concerning these qualifications. This means that we have the following time scales:

- SUP/ Paddlesport Instructor, Coach Award, Performance Coach - up to 10 working days
- All other qualifications – up to 5 working days.



## **Quality Assurance**

Paddles Up Training have a responsibility to carry out standardisation on their courses and from time to time share this evidence with awarding organisations. Paddles Up Training will therefore take samples of assessment decisions to review. If your course is selected for this purpose, this will delay certification meaning the timescale will be longer. This could take an additional 10 working days before certification.

e.g a British Canoeing Awarding Body Stand Up Paddleboard Instructor course selected for External Verification could take up to 20 working days to be certificated.

## **Missing Prerequisites**

If you are missing a prerequisite at the time of results submission, you will not be certificated.

The Paddles Up Training Administration Team will contact you to inform you what is required. Please try and get this completed as promptly as you can. If you do not manage to get prerequisites in place in the time frames above then it may not be possible to certificate you.

## **Other National Association Members**

If you have taken a qualification with a Paddles Up Training Provider but are a member of Paddle Cymru, Paddle Scotland or Paddle NI then you will be certificated in the same timeframe. It may, however, take more time for this to show on your membership record as this information is passed over to the relevant National Association to update your record manually.

## **Certification Errors**

If you receive your certificate and there is an error on it such as a spelling mistake or the wrong discipline, then please contact [coaching@paddlesuptraining.com](mailto:coaching@paddlesuptraining.com) who will then liaise with the provider of the course and British Canoeing Awarding Body, if required, to rectify this. A new certificate will then be issued.



## **Duplicate Certificates**

Duplicate certificates for non-regulated courses can be downloaded directly from your membership portal. You need to click into the individual qualification or credential and a yellow “Download” button will appear. This will then download another certificate for you. Regulated certificates need to be requested from British Canoeing Awarding Body and via the Awarding Body website:

<https://www.britishcanoeingawarding.org.uk/certificates/>

## **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](mailto:coaching@paddlesuptraining.com)

Darryll Shaw

Paddles Up Training Responsible Officer