



Course Authorisation, Advertising and Results Submission



Paddles Up Training Course Authorisation, Advertising and Results Submission

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Introduction

Paddles Up Training courses are managed through the British Canoeing Go Membership system. This allows us to instantly check prerequisites and to advertise and certify courses from the moment they have been submitted. This document gives an outline of when and how to request a course authorisation and how to submit your results/outcomes onto the course once it has been completed.

Course Authorisation

When to request a number

For many British Canoeing Awarding Body courses, you are required to submit a course authorisation request in advance of the course. Requesting the course authorisation in advance allows us to carry out checks that you have everything up to date to run the course. We are also able to select courses for quality assurance and therefore be able to give you support before the course begins. The recommended time frame varies between each course. The list for the required notice periods is as follows:

Course Type	Minimum time before course that authorisation should be requested
Coaching Assessments (see list 1)	4 weeks
Coaching Training (see list 2)	2 weeks
Leadership and Raft Guide Assessments (see list 3)	4 weeks
Leadership and Raft Guide Training (see list 4)	2 weeks
Safety and Navigation Courses (see list 5)	2 weeks
Personal Performance Awards Paddle Awards (Safer, Start, Discover, Explore) Guide Modules	Authorisation is not needed in advance unless you wish the course to be advertised
Foundation Modules and Intermediate Modules	2 weeks

List 1: Coaching Assessments	List 2: Coaching Training	List 3: Leadership Assessments
Paddlesport Instructor SUP Instructor Coach Award Assessments Performance Coach Assessments	Coach Award Core Training Coach Award Discipline Specific Training	Paddlesport Leader Assessment Moderate Water Leader Assessments Advanced Water Leader Assessments Raft Guide Assessments
List 4: Leadership Training	List 5: Safety and Navigation Courses	
Paddlesport Leader Training Moderate Water Leader Training Advanced Water Leader Training Raft Guide Training	SUP Safer Paddlesport Safety and Rescue Course Stadium Safety and Rescue Training White Water Safety Training Advanced White Water Safety Training Surf Safety and Rescue Training	

	Coastal Navigation and Tidal Planning Open Water Navigation and Tidal Planning Navigation Modules
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We understand that a range of courses, such as those in advanced conditions, may have dates that need to be changed or course dates agreed with shorter notice. If this is the case, please contact Paddles Up Training for approval.

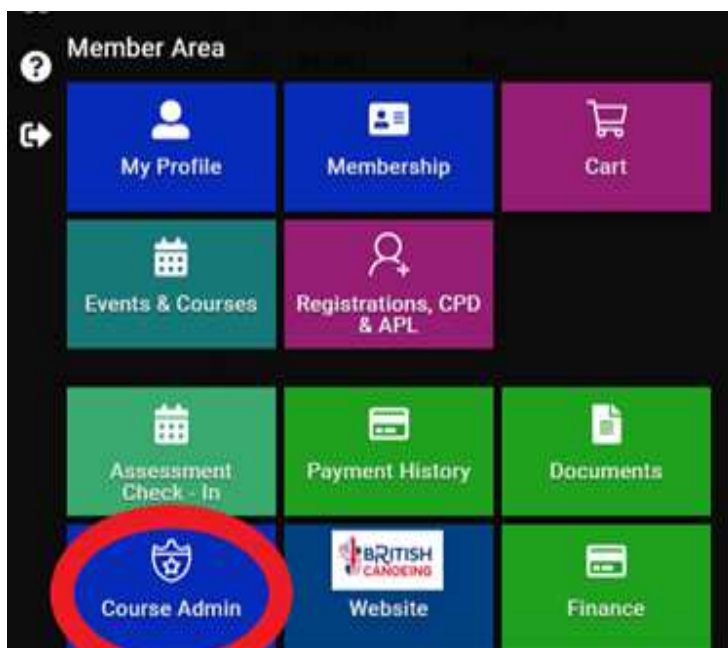
Getting Started

Sign in to your membership record <https://paddleuk.justgo.com/>

Log in to the portal using your username and password. (Your username is usually your membership number or email address.) When you are logged in, click the 'Menu' tab at the top of the screen.

Within the Member Area, select 'Course Admin' in the menu. This will then take you to the Course Dashboard.





Course Dashboard

On this screen you will see all the previous courses you have requested and submitted.

New Course Authorisation / Result

If you need help with your course [click here](#) for more information

[New Course Authorisation](#) [New Course Results](#)

Authorisation Number	State	Course	Date of Course	End Date	Status	Edit/Submit/Cancel
012333	Authorisation	World Class Program CPD Event	22/02/2021	22/02/2021	Complete	
011504	Result	Paddle Explore Award	10/10/2020	10/10/2020	Complete	
010851	Result	British Canoeing Paddlesport Instructor	05/08/2020	06/08/2020	Draft	
010850	Result	British Canoeing Paddlesport Instructor	05/08/2020	06/08/2020	Draft	
010849	Result	British Canoeing Paddlesport Instructor	16/04/2020	16/04/2020	Draft	
010847	Result	British Canoeing Paddlesport Instructor	05/08/2020	06/08/2020	Draft	
010807	Result	British Canoeing Paddlesport Instructor	05/08/2020	06/08/2020	Complete	
010498	Result	British Canoeing Paddlesport Instructor	16/04/2020	16/04/2020	Complete	

New Course Authorisation

To start a new Course Authorisation:

- Click the 'New Course Authorisation' button.
- Select the Category of Course you wish to organise, by selecting the first drop-down menu and selecting the category. The categories are the same as those found on the Paddles Up Training website (Safety, Leadership, Coaching, Personal Development, etc.)
- In the course menu, select the magnifying glass and open the events window, you can then select the course you want to organise by clicking the green tick symbol. Some of our Events lists are quite long. You can navigate by using the search bar, arrow buttons or reorganise the event titles alphabetically by clicking the grey 'Event Name' box.
- Once you have selected the course you wish to organise you can confirm the logistics. All fields are mandatory.
 - Start date and end date must be entered. For 1-day courses please use the same date in each field. For modular courses, please list the first module as the start date and the last module as the end date.
 - The course location should be fully completed, in the case of a course venue with a short address the word NULL should be entered. Lat/long is generated automatically, however if you need to, you can override the lat/ long by entering your own.
 - Phone numbers and email addresses entered on this page will be shown on the Paddles Up Training website (if selected), this can be your own or a third party. Any provider matters will be sent to your membership email, not the one entered here.

- Courses will only appear on the Paddles Up Training Finder if the advertised course box is selected and the course has been authorised. However it is really important to note that courses will not be advertised without a Lat/Long. For courses outside of the UK, it is essential that you check the Lat /Long generated by the address and override it if necessary.
- If you do not plan to have your course advertised, you can type NULL in to the phone, email and website sections.
- Once you're happy with your course details, you can click 'Next' to move to the staff screen.

Course Staff

Once you are in the Staff page you will find that your details have been automatically added to the course and your membership record checked to ensure you meet the criteria to run the course. (This is displayed as verified). If you fail the prerequisite check, this doesn't stop you being able to submit your request, it just means your course will be manually checked by our Staff.

If you are the only staff member, you are able at this stage to click next and move to the final screen.

Adding other Staff Members

The process of adding other staff to the course is the same for both British Canoeing Members and members of the SCA, CW and CANI.

- Select add 'British Canoeing Member' or 'Add Other Home Nation Provider'. Complete the personal details of the staff member. Selecting their role from the drop-down menu:
 - Staff 1 is the course lead.

- Staff 2 & 3 are supporting staff role, e.g. Second Assessor, Tutor – the system checks that they are eligible to fulfil that role.
 - Observer – an aspirant Provider.
 - Administrator - if using a Delivery Partner Account, then this is the role you will need to select for yourself.
- Once this has been completed. Click 'Save'.

Ability to turn off course location

For some of our courses, we have made the decision to allow blended or online delivery and in these cases, a postcode or location can be misleading. Your courses can now be advertised without a location. This function will only be active for certain courses such as Core Coach Training, Guide Modules and Foundation Modules.

Ability to Adjust Advertising

We understand that advertising, following up on leads and maintaining a full course can be time consuming. We have made it possible for courses to be advertised, withdrawn from advertising and advertised without the need to contact us. This can be done by going into the course information and clicking (or unclicking) the advertise click box.

Other National Association Providers

Other National Association Providers will always fail prerequisite checks as we are not able to access other National Association databases. However, the course request can be completed and the Provider's details will be checked manually within three working days.

Click 'next' to complete your course request.

Declaration

To complete the course authorisation request you need to read and agree to the Terms and Conditions and the Data Processing Agreement then click 'submit'.

You will now return to the Course Dashboard and you will be able to check the status of your authorisation. You will also be sent an automatic email stating the course details and next steps (if required).

States and Categories Explained

Categories

- Authorisation = This state is a course authorisation. This shows that a course has not yet had results attached to it, the course shows this state whether it is authorised or not.
- Result = This is a course that has Learner results attached to it.

States

- Awaiting Approval = This is a course authorisation that you have submitted that could not be automatically approved. This could be for a variety of reasons:
 - A staff member is not a British Canoeing Member, this means a check has to be made with their National Association.
 - Your own record is not passing the authorisation checks, e.g. First Aid Expired.
- Authorised = This course has been authorised and is awaiting results.
- Awaiting Certification = The course is now awaiting certification. If it stays at this state, it may be that a prerequisite is missing from one or all of your Learners.

- Complete = This course is complete, payment has been made and the Provider has provided all of the required information for certification to be made.

Course Cancellations and Mistakes

You can update staffing, adjust if a course is advertised and cancel a course. For any other changes, please contact us, coaching@paddlesuptraining.com, detailing the course authorisation number and the issue to be resolved.

Issues must be resolved prior to Learner's result submission and payment being made.

Submitting Learner Results

Prefilling in course Learners' details

We understand that for some courses, being able to add Learners' details to a course and then confirm attendance and outcome after the course has taken place would be a useful function. We have taken this a step further with our pending state and prerequisite check. This allows you to prefill in a course and select the pending option. At this point, the system checks the course prerequisites allowing you to ensure Learners have solved any issues prior to the course taking place.

Note: this currently can only validate learners with British Canoeing membership. If you choose to collect information during the course, you should collect appropriate Learner information, paper based course schedules are fine for this purpose or the Provider's own booking mechanism.

Adding Learners

Once the course is complete and you are ready to submit the course results, you should log in to the membership portal and again access the course dashboard. Once you have located the course you wish to submit Learners against, you click on the blue 'Edit/ Submit' Circle. This will open the course at the Learner's page.

TIP: It is essential at this stage to go back to the staff page and add any additional staff or observers. Failure to do so at this stage will create issues for observers when their logbooks are audited. It also may cause you issues, as you will only be able to submit the appropriate number of Learners per staff member.

- You need to select the appropriate button for each Learner's. For a British Canoeing member, selected 'Add British Canoeing Member' and a new window will open:
 1. Add the personal details of the Learner including date of birth in the DD/MM/YYYY format.
 2. Complete the drop-down status as passed or failed, for some courses you will also need to select the discipline (applies to Paddlesport Instructor and Sheltered Water Coach Assessment).
 3. Click 'Save'
 4. You will return to the Learner's screen and see that the Learner has been added and they have been checked against the prerequisites for the course.

TIP: British Canoeing members must be added as members even if their membership is expired.

TIP: Failure to pass prerequisites will not prevent you submitting a course but will mean a manual check will need to take place.

- For other National Association Members, the number of questions asked increases and it is imperative that you select the National Association from the drop down e.g CW, SCA or CANI.
- For Non-Members, please complete all sections.

TIP: Non-members may have done many courses in the past and as such, they may have a British Canoeing record number that they are not aware of. This number is sent to them in confirmation emails when they attend courses. If the system indicates that someone has a record, you must contact us to confirm the non-active record, we will require Name, DOB, email address or residential address to confirm a record number. This can be via email to coaching@paddlesuptraining.com or by contacting us during business hours over the phone.

TIP: Consider asking your Learner to sign up for a free Digital British Canoeing Membership – this allows you to treat them as a member (they will not get a member discount but will save you time submitting results).

Adding Notes

Once you have added your Learners the final section to complete is the notes section. This should include:

- Reasons a Learner was deferred or failed,
- Any conflicts of interest and how they were managed,
- Any reasonable adjustments made,
- Conditions on the day,
- Water venues used during the day.

Once the course, learners and notes have been submitted, you can click 'next' and proceed to payment.



Payment

The payment screen gives you the option to pay by debit/ credit card or direct debit - in this circumstance, the Debit is a single transaction and doesn't set up a recurring payment (only membership sets up a recurring payment).

To pay by Debit Card:

1. Check the invoice, ensure that all Learners are showing and that the fees are correct. The system checks that Learners are current members; member discounts are only applied if this check is successful.
2. Fees quoted in the body of the invoice are less VAT, VAT is added as part of the summary of the invoice.
3. If there are any issues with the payment totals, either get the Learners to renew membership or contact us at coaching@paddlesuptraining.com. Do not process a payment that is not correct.
4. Click 'pay with card', enter your card details when prompted.
5. Whilst the payment is processed, do not click back or refresh.
6. You will automatically be sent a receipt by email. On the payment successful screen, you can also download a PDF receipt.

To pay by Go Cardless

1. Check the invoice, ensure that all Learners are showing and that the fees are correct. –The system checks that Learners are current members; member discounts are only applied if this check is successful.
2. Fees quoted in the body of the invoice are less VAT, VAT is added as part of the summary of the invoice.



3. If there are any issues with the payment totals, either get the Learners to renew membership or contact us at coaching@paddlesuptraining.com. Do not process a payment that is not correct.
4. Click pay via direct debit, enter your bank details when prompted.
5. Whilst the payment is processed, do not click back or refresh.
6. You will automatically be sent a receipt by email. On the payment successful screen, you can also download a PDF receipt.

Course Authorisation and Submission Tips

- To ensure your course does not enter the 'awaiting approval' state please make sure your records are up to date and that it has up to date membership, first aid, safeguarding and CPD on it. Please also check if you are due a moderation.
- At each stage of the authorisation process, Providers will receive emails notifying them of the state and status of approval applications. Please ensure the email address on your membership record is correct as this is used by the system and not the one supplied on the course for booking enquiries.
- When adding candidates, anyone who has a membership number on your National Association's database should be added as a member, even if their membership has expired.
- Non-members who have done another course in the past may have a record number. This will not allow you to set a new record. The system will ask if you want to use the existing record. If it then comes up with an error message, please email your National Association or call them during office hours. You will need to provide their name, date of birth and email or postal address in order for them to confirm a record number. This will then need to be added as a member.
- If a candidate fails a prerequisite check, it will not stop you from completing the course, it will just mean it has to be manually checked by a member of the team before it can be certificated.
- Any candidates added using the 'add other Home Nation member' will automatically pass the prerequisite checks but will then be checked manually by a member of the National Associations Coaching Team.



- Ensure you see evidence of valid membership otherwise the non-member fee will be charged. All members will have an electronic membership card issued at the time of membership purchase.

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