



Paddles Up Training

Policy Review 2024 (published Jan 2025)

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, but was postponed until December 2024. This document is dated 10th Jan 2025.

Review team

- Darryll Shaw - Paddles Up Training Responsible Officer
- Dan Wilkinson - Lead Standards Officer
- Aimee Sallis - Delivery Centre & Partner Lead

Learner feedback, complaints and appeals are also considered.

Providers were invited in late 2024 to make any comments or suggestions for inclusion in this review

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 since last update
Accredited Prior Learning	Sep 2021	Feb 2022 Sept 2022 July 2023 Sept 2023 Dec 2024	<ul style="list-style-type: none"> ● PaddleUK references added ● Approval process expanded to include others who can give final approval for APL
Appeals Procedure	Aug 2021	Sept 2022 July 2023 Sept 2023 Dec 2024	<ul style="list-style-type: none"> ● Hyperlinks updates ● Timescale for result of appeal removed ● Updated that fee may be waived ● Linked to investigation procedures outlined in Complaints procedure
Brexit and Carnet Guidance	Mar 2023	Dec 2024	<ul style="list-style-type: none"> ● None
Candidate Registration Guidance	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> ● PaddleUK references added ● Hyperlinks updated
Certification Guidance	Jan 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> ● None

<u>Code of Conduct for Coaching Workforce</u>			<ul style="list-style-type: none"> • Added to the PUT policies Page
<u>Complaints Procedure</u>	Aug 2021	Sept 2022 July 2023 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Expanded investigation, outcomes and timescales sections to provide greater clarity
<u>Conflict of Interest Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Links Updated • Widened group that can approve COI's
<u>Course Authorisation Advertising and Results Submission</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Updated course titles • PaddleUK references added
<u>Data Collection Guide</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Clarified differences in data required for those from other home nations • Amended References to Paddle UK, Paddle Scotland and Paddle Northern Ireland
<u>Data Retention Chart</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Paddle UK links added
<u>Delivery Centre Fees</u>	July 2022	July 2022 Sept 2022 Jan 2023	<ul style="list-style-type: none"> • Updated with new products and fees

		<p>May 2023 June 2023 July 2023 August 2023 Sept 2023 Dec 2024 Jan 2025</p>	
<u>Equality and Diversity Policy</u>	Aug 2021	<p>July 2022 Sept 2022 Sept 2023 Dec 2024</p>	<ul style="list-style-type: none"> • Link to Special Considerations and Reasonable Adjustments policy added
<u>First Aid Provider Guidance</u>	Jul 2022	<p>Sept 2022 Sept 2023 Dec 2024</p>	<ul style="list-style-type: none"> • Removed
<u>Health and Safety Policy</u>	Aug 2021	<p>Oct 2021 Feb 2022 June 2022 Sept 2022 Sept 2023 Dec 2024</p>	<ul style="list-style-type: none"> • Links updated • Lone Working policy updated • Updated Mobile Phone Guidance for emergencies.
<u>Malpractice and Maladministration Policy</u>	Aug 2021	<p>Sept 2022 Sept 2023 Dec 2024</p>	<ul style="list-style-type: none"> • Removed investigation section and linked this to complaints procedure to ensure a single process is followed in all events

<u>Provider Agreement</u>	Jan 2022		<ul style="list-style-type: none"> • None
<u>Quality Assurance and Standardisation Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Updated Declaration of Interest policy
<u>Remote Standardisation Process – Flowchart</u>	Feb 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • None
<u>Running Courses with Paddles Up Training</u>	July 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Minor language updates • Appendix 1 added (generic JI's for personalisation)
<u>Recruitment and Training of Workforce</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Trainer and Standards Officer Recruitment Process expanded
<u>Safeguarding Policy (PUT organised events and courses)</u>	Oct 2024	Dec 2024	<ul style="list-style-type: none"> • None
<u>Safeguarding Statement</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Safeguarding update requirements reviewed • Links changed to PaddleUK

<u>Sampling Strategy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Clarified the QA process • Introduced the 'high risk' provider strategy
<u>Sanctions Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Added 'Running Courses with Paddles Up Training' to responsibilities list • Clarified where sanctions policy will be utilised outside of standardisation activity (inc as a result of a complaint) • Clarified that a Level 5 Sanction may be immediately imposed • Minor language updates
<u>Sexual Harassment Policy</u>	Oct 2024	Dec 2024	<ul style="list-style-type: none"> • New Policy from Oct 2024 • Updated reporting mechanism
<u>Special Consideration and Reasonable Adjustments Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Clarified when Special Consideration may be given • Links updated
<u>Standardisation Evidence Guidance</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Added further guidance for evidence gathering

			<ul style="list-style-type: none"> • Language tidied up
Whistleblowing Policy	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Clarification on anonymity • Linked this to complaints procedure to ensure a single process is followed in all events • Links Updated
Course Ratio/ Staffing Guidance	Aug 2021	Jan 2023 May 2023 June 2023 July 2023 August 2023 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • Sheltered Water SUP Leader Added • Navigation Modules Added