



# Sanctions Policy



## **Paddles Up Training Sanctions Policy**

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## **Paddles Up Training's Responsibilities**

As a Delivery Centre recognised by British Canoeing Awarding Body (BCAB), Paddles Up Training (PUT) has a responsibility to ensure that the regulated qualifications it provides are delivered to a consistent standard, in line with all BCAB regulatory requirements. Fulfilling this responsibility contributes towards maintaining our recognition as a Delivery Centre and a high level of public confidence in the qualifications.

## **Monitoring Activities**

PUT carries out a range of standardisation, quality assurance and other monitoring activities to ensure that Tutors, Assessors, Providers and our staff follow regulatory requirements with respect to course administration, qualification delivery and Learner assessment. These activities include but are not limited to:

- Standardisation visits to Assessors
- Moderation activity on course and learner assessment paperwork
- Payment monitoring
- Financial and due diligence checks
- Identifying issues arising through the course of normal business
- Safety and Welfare checks

Through the course of these monitoring activities, it may be identified that a Tutor, Assessor, Provider or member of our staff is not meeting certain BCAB, PUT or regulatory requirements. If so, we will assign actions and agreed target dates for completion with a view to ensuring PUT maintains compliance.

These actions are assigned to give the Tutor, Assessor, Provider or member of our staff an initial opportunity to resolve the situation with respect to compliance, without any further action being taken. PUT has an enabling approach to compliance and

provides support and guidance to the Tutor, Assessor, Provider or member of our staff on how to resolve compliance issues at this stage.

In cases where compliance issues have been identified which suggest either malpractice or maladministration has taken place, PUT may launch an investigation to establish the impact and severity of the scenario. This investigation will be taken in line with the process outlined in the PUT Complaints procedure.

PUT may also impose sanctions on those who fail to meet our requirements and/or those of BCAB. This policy provides Tutors, Assessors, Providers, members of our staff and Learners with information on:

- The standardisation and other activities carried out by PUT through which sanctions could be imposed.
- The range and levels of sanctions available that may be imposed.
- The impact that these sanctions will have on status or approval.
- What to do when sanctions have been imposed to ensure (where possible) their removal.

The type and level of sanctions that PUT may impose on any Tutor, Assessor, Provider, member of our staff or Learner will be dependent on numerous factors, including the risk to or level of impact upon:

- the interests of Learners,
- the security and integrity of regulated qualifications,
- compliance with BCAB requirements,
- PUT's reputation,
- PUT's ability to maintain regulatory compliance,

- Tutor, Assessor, Provider, member of our Staff or Learners previous record of maintaining compliance,
- Tutor, Assessor, Provider, member of our Staff willingness to cooperate with PUT to resolve compliance issues.

## **Trainers/Assessors/SOs**

### **Trainers/Assessors/SO's Responsibilities**

When a Tutor, Assessor, Provider or member of our Staff is approved by PUT, they are required to deliver training, assess Learners and/or carry out internal quality assurance and/ or standardisation in line with the requirements outlined in the PUT policy documents, which can be found on the [PUT website](#).

Tutors, Assessors, Providers and members of our Staff have a responsibility to ensure that they are fully aware of and understand the content of these documents. They are also required to be aware of the contents of this policy document and the possible implications for them as an approved Tutor, Assessor, Provider or member of Staff if they do not meet PUT requirements relating to qualification delivery, Learner assessment and standardisation.

Tutors, Providers and Assessors also have responsibility for ensuring that Learners are aware of all relevant information prior to any course commencing.

PUT monitors Tutors, Providers and Assessors and Staff performance through our Quality Assurance and Standardisation activities.

When compliance issues are identified through these activities, the Tutors, Providers, Assessors or Staff in question may be assigned actions with a view to resolving the issues.

In cases when these actions have not been carried out by the agreed timescales and compliance remains an issue, PUT may impose sanctions on the Tutors, Providers, Assessors or Staff members. PUT also reserves the right to impose sanctions on

Tutors, Providers, Assessors or Staff members when initiating or after concluding a compliance investigation (such as investigation of a complaint, assessment appeal or whistleblowing report). The guidance on when sanctions are imposed (usually a level 4.3 sanction of immediate suspension) can be found in the complaints procedure.

Further, PUT may also use the sanctions policy following an investigation outcome of an appeal or complaint if the complaint or appeal is in relation to a course provider.

### **Tutors, Providers, Assessors and Staff Sanctions**

To provide some examples, sanctions may be imposed on Tutors, Providers, Assessors or Staff members as an outcome of standard monitoring activity when:

- Assessing Learners who are known to them, close family, friends or employees.
- Concerns have been raised over course delivery or Learner assessment.
- Tutors/ Providers/ Assessors have not maintained the integrity and security of the assessment process by failing to ensure the correct environmental requirements have been met for the assessment.

### **Tutor, Provider, Assessor or Staff member Sanction Levels**

[Appendix 1 \(Tutor, Provider, Assessor or Staff Sanctions\)](#) details the full range of sanctions and associated levels that PUT may impose if deemed necessary.

### **Removing Sanctions**

When PUT imposes sanctions, the individual in question will be informed of the actions which must be carried out in order for compliance to be restored and sanctions removed.

Should a Tutor, Provider, Assessor or member of Staff be unable or unwilling to carry out the necessary actions to facilitate the removal of sanction Levels 1 to 4, then the Level 5 sanction of cancellation may be imposed.

Sanctions will only be removed once the relevant actions have been taken and PUT is satisfied that the identified compliance issues have been fully resolved.

Where exceptional breaches of the requirements have occurred we reserve the right to immediately operationalise a Level 5 Sanction.

## **Learners**

### **Learner responsibilities**

PUT expects that a Learner undertaking any BCAB qualification will:

- Provide all necessary evidence to confirm they meet the entry requirements (where applicable)
- Declare any illnesses or conditions that they may have prior to course commencement (for the purposes of Reasonable Adjustments being made)
- Behave in a professional and courteous manner at all times towards Tutors, Providers, Assessors, Staff and other Learners
- Prepare for and take part in any training activities and Learner assessments as instructed by their Tutors, Providers, Assessors delivering their course
- Complete all registration and assessment paperwork in a clear and legible fashion
- Maintain the integrity and security of the Learner assessment process
- Declare any illnesses or conditions that they may have on the day of training or assessment (for the purposes of Special Consideration being given)
- Cooperate fully with PUT and/or BCAB through the course of any compliance investigation (if required)

PUT monitors Learner assessments through our Quality Assurance and Standardisation activities (e.g. standardisation). Through the course of these activities, evidence may be obtained that Learner plagiarism, cheating or collusion may have occurred.

When such issues are identified, PUT will launch an investigation. The Responsible Officer for PUT and the Tutors, Providers, Assessors involved in Learner assessment and quality assurance will be informed and asked to provide further information and evidence to support the investigation activities.

The Learner (or Learners) will also be informed of the investigation and asked to provide information in support of their case against the suspected plagiarism, cheating or collusion.

At this stage, PUT may suspend the Learner (or Learners) while the investigation is carried out. Dependent on the circumstances, PUT may also suspend any Tutors, Providers, Assessors or members of staff if this is deemed necessary.

At the end of the investigation, if the available evidence confirms that Learner plagiarism, cheating or collusion has occurred, then PUT may impose sanctions on the Learner. Again, dependent on the circumstances, PUT may also impose sanctions on the Tutors, Providers, Assessors or members of staff involved.

### **Learner Sanctions**

To provide examples, sanctions may be imposed on Learners, as an outcome of standard monitoring activity when:

- A cohort of Learners have submitted workbook assessments which contain text that is highly similar to the others (PUT may initially suspend a Learner or Learners pending investigation of possible plagiarism or collusion)
- A Learner has submitted a workbook assessment that contains text which is exactly the same as that contained in the Assessment Guidance or sample/ examples provided to support learners.

## **Learner Sanction Levels**

[Appendix 2 \(Learner Sanctions\)](#) details the full range of sanctions and associated levels that PUT may impose on Learners if deemed necessary.

## **Removing Sanctions**

When PUT imposes Level 3 sanctions on any Learner, the sanction will be considered lifted once the identified action has been taken (i.e. an assessment or course has been retaken).

With respect to Learner suspension and after any compliance investigation has been concluded, PUT will inform Learners if the suspension has been lifted and whether or not any further sanctions have been applied (e.g. an indefinite ban may be imposed if plagiarism, cheating or collusion has been confirmed).

In cases where a Learner has been issued with a certificate for a qualification and they have subsequently been found guilty of plagiarism, cheating or collusion in relation to the qualification assessment(s), PUT will inform BCAB who may revoke the certificate issued.

## **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

## Appendix 1. Tutor, Provider, Assessor and Staff Sanctions

Level	The following sanctions may be assigned by PUT.
1	<p><b>Enforcement of Desk Based Standardisation and/or Quality Assurance Activity: (50% of learners or 2 per course whichever is greater)</b></p> <p>1.1 specific qualification</p> <p>1.2 suite of qualifications</p> <p>1.3 all qualifications they are involved with</p>
2	<p><b>Enforcement of Desk Based Standardisation and/or Quality Assurance Activity: (100% of learners per course)</b></p> <p>2.1 specific qualification</p> <p>2.2 suite of qualifications</p> <p>2.3 all qualifications they are involved with</p>
3	<p><b>Enforcement of Field Based Standardisation and/or Quality Assurance Activity: (50% of learners or 2 per course whichever is greater)</b></p> <p>3.1 specific qualification</p> <p>3.2 suite of qualifications</p> <p>3.3 all qualifications they are involved with</p>
4	<p><b>Suspension of approved status in relation to:</b></p> <p>4.1 specific qualification</p> <p>4.2 suite of qualifications</p>

	<p>4.3 all qualifications they are involved with</p> <p>Revocation of Customer Portal access in relation to:</p> <p>4.4 specific qualification</p> <p>4.5 suite of qualifications</p> <p>4.6 all qualifications they are involved with</p>
5	<p><b>Cancellation of approved status in relation to:</b></p> <p>5.1 all qualifications they are involved with</p>

## Appendix 2 Learner Sanctions

Level	The following sanctions may be assigned by PUT.
1	n/a
2	n/a
3	<p><b>Requirement for the Learner to:</b></p> <p>3.1 retake a specific assessment(s)</p> <p>3.2 retake a specific course(s)</p>
4	<p><b>Imposition of a Learner Suspension in relation to:</b></p> <p>4.1 the investigation of possible plagiarism, cheating or collusion</p> <p><b>Withholding of Learner Certificates in relation to:</b></p> <p>4.2 the investigation of possible plagiarism, cheating or collusion</p> <p><b>Imposition of a ban on the Learner:</b></p> <p>4.3 for a specified period of time</p> <p><b>Revocation of Learner certificate in relation to:</b></p> <p>4.4 confirmed plagiarism or collusion</p>
5	<p><b>Imposition of a ban on the Learner:</b></p> <p>5.1 for an indefinite period</p>