



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.

Paddles Up Training (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 Paddle UK's 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:

The 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 (in line with PPE and PUWER legislation)
- General Data Protection Regulation (GDPR) policy (including data collection and retention policies, and Information Commissioners Office registration or exemption)
- 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).

Depending 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 (if applicable)
- 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
- Information around medical needs, injuries (which may or may not impact on the ability of the participant to fully engage with the course) and emergency contact details for participants
- 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 / Stand Up Paddleboard Instructor Learner Development Pack (for Paddlesport Instructor / Stand Up Paddleboard 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 Data Collection Chart and Data Retention Chart
- PUT Appeals procedure
- PUT Equality and Diversity policy
- PUT Special Considerations and 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

Appendix 1: Example Joining instructions for personalisation by providers

Dear XXX

Thank you for your booking on XXXX Course. The below contains essential reading and some essential actions required by you prior to attending your course.

This award allows you to XXXXXXXX *(some generic information regarding the award remit and intention of award - i.e. if Core Coach highlight that there is a requirement to also complete a DST and assessment as part of their learning journey)*

It is expected that prior to attending this course you have the appropriate personal skills to XXXXXXXX *(or equivalent BCAB Personal Performance Award example - For coach awards you may wish to highlight the personal skills checklist (where relevant))*

This award includes an element of assessment / is a summative assessment / requires full and active participation to complete. *(If assessment then include information on how the evidence will be gathered and link to the assessment guidance / course documentation on the BCAB website).*

In the event of conditions that cause cancellation of the course then we will reschedule at a mutually convenient date / a full refund will be offered / we can offer a modular assessment and complete other elements of the award at a later date. *(adjust to your cancellation policy)*. In the event of you wishing to cancel the course then XXXX *(again, adjust to your cancellation policy)*.

Venue and Logistics *(where are you going to meet? For assessment courses include details on how you intend to share the venue decision making process with the candidates. Is food and parking available? What equipment do people need to bring? Clarify here if mock students are required (N.B. For All leadership awards and Coach Assessments Mock Students are required. For Coach DST awards Mock Students are required where courses have 2 or less participants).*

As a provider delivering courses on behalf of Paddles Up Training (PUT) I would like to direct your attention to the following policies which can be seen here:

<https://paddlesuptraining.com/policies/#page-content>

Data Collection Chart and Data Retention Chart

Appeals procedure

Equality and Diversity policy

Special Considerations and Reasonable Adjustments policy

You can find out more about the course content on the British Canoeing Awarding Body website here XXXX (*Link to course documentation and highlight which ones to read - this should include Learner Development Packs, Competency Checklists, Assessment Day Pack and Example discussion tasks as appropriate to the award*).

Following your course I will be collecting feedback from yourselves by (*Inform the learners how they will be able to give feedback and when*). This is in addition to the feedback that will be collected by PaddleUK and is really important to support me to develop my practices.

Required actions by yourself prior to course attendance:

Complete the participant details form here: (*If not captured at time of booking - link to form where you gather medical information, any adjustments required or special considerations, emergency contact information, data required to process the course (i.e. membership numbers and DOB's)*).

Register for the award you are undertaking (and complete assessment check in for Coach award assessment candidates). Further information on award registration can be found here: <https://paddlesuptraining.com/registration-guidance/#page-content> (*If candidates are required to register prior to attendance then also request evidence that they have successfully done so prior to course commencement*).



In preparation for your course there is an Elearning package here:

<https://britishcanoeingawarding.org.uk/shop/> that will provide a great starting point for the practical elements of your course. (*highlight Instructor / leadership / coach package as appropriate and identify that these are free once registered for the relevant award and signed into the elearning site*).

I am looking forward to meeting you on the XXXX. If you have any questions or concerns then please do not hesitate to contact me.

A Course Provider

Below is the Data Processing privacy statement that informs you of how your data is used by the governing bodies to support their record keeping in line with their regulatory requirements.

Privacy Statement: British Canoeing Awarding Body, Paddles Up Training, Paddle Scotland, Paddle Northern Ireland and Canoe Wales take your privacy seriously. We will only use your data to administer your training or qualification or to contact you in certain circumstances (such as an assessment appeal or complaint).

How your information will be used: By participating in a British Canoeing Awarding Body course, you agree to the use of your personal data for administering your course participation and results. It is an expectation of Employers, Government Agencies and members of the public that Delivery Centres should retain a permanent core record of candidate name, the training and qualifications taken and their outcomes. This allows the Delivery Centre to support the candidate's right to lifelong learning and to meet legislative requirements, such as confirming the validity of qualifications. If you attend a course as a mock student then we may have a need to contact you in the event of any incident which occurs during course delivery that requires our involvement. We will only request your information from the provider if it becomes pertinent to our involvement.



Qualification Processing: We will administer your qualification and training on you or your child's behalf. We will only use personal data relevant for administering the qualification or training with the Provider, the Providers National Association and the Awarding Body.

Sharing with British Canoeing Awarding Body: For Coaching Qualifications, we will share your details with the British Canoeing Awarding Body to process your qualification and claim certification. If you have any questions about the continuing privacy of your personal data when it is shared with the British Canoeing Awarding Body, please contact your National Association Coaching Department.

Paddles Up Training (for Paddle UK members): National Water Sports Centre, Adbolton Lane, Holme Pierrepont, Nottingham, NG12 2LU
coaching@paddlesuptraining.com

Paddle Cymru: Canolfan Tryweryn, Frongoch, Bala, Gwynedd, LL23 7NU
admin@paddlecymru.org.uk

Paddle Northern Ireland: Belfast Boat Club, 12 Lockview Road, Belfast, BT9 5FJ:
admin@paddleni.org.uk

Paddle Scotland: Grandtully Campsite, Grandtully, Pitlochry, PH9 0PL
hello@paddlescotland.org.uk

Communications: Occasionally, we may want to send you communications not associated with your qualification or training. If you wish to receive communications, please log in to your account and review the communication options. For more information on how we process your information please read our full privacy notice on your National Association Website.