

Paddles Up Training

Policy Review 2026 (published Feb 2026)

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 all our policies 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 January each year. As a result of operational pressure the updated documents have been published in February 2026.

Review team

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

Learner feedback, complaints and appeals were also considered during this annual 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
<u>Accredited Prior Learning</u>	Sep 2021	Feb 2022 Sept 2022 July 2023 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Updated names of National Associations
<u>Appeals Procedure</u>	Aug 2021	Sept 2022 July 2023 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Linked to investigation procedures outlined in Complaints Procedure
<u>Brexit and Carnet Guidance</u>	Mar 2023	Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Candidate Registration Guidance</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Certification Guidance</u>	Jan 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • None

		Jan 2026	
<u>Code of Conduct for Coaching Workforce</u>		Jan 2026	<ul style="list-style-type: none"> • None
<u>Complaints Procedure</u>	Aug 2021	Sept 2022 July 2023 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Full rewrite • Role of support officer clarified • Added impact assessment matrix for suspension of Provider Service Agreement • Clarity on evidence gathering processes
<u>Conflict of Interest Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Course Authorisation Advertising and Results Submission</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<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 Jan 2026	<ul style="list-style-type: none"> • Amended References to Paddle Cymru • Included reference and clarity for data sharing for all involved in courses

Data Retention Chart	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
Delivery Centre Bespoke Agreement Policy	December 2025		New Policy to support new clauses in PSA
Delivery Centre Fees	July 2022	July 2022 Sept 2022 Jan 2023 May 2023 June2023 July 2023 August 2023 Sept 2023 Dec 2024 Jan 2025 Jan2026	<ul style="list-style-type: none"> • Removed outdated products
Equality and Diversity Policy	Aug 2021	July 2022 Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • none

<u>First Aid Provider Guidance</u>	Jul 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> Removed
<u>Health and Safety Policy</u>	Aug 2021	Oct 2021 Feb 2022 June 2022 Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> Clarified responsibilities to job role and not specified named person
<u>Malpractice and Maladministration Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> Added failure to comply with terms and conditions of course authorisation as example of malpractice
<u>Provider Agreement</u>	Jan 2022	December 2025	<ul style="list-style-type: none"> New Provider Service Agreement in place
<u>Quality Assurance and Standardisation Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> None
<u>Remote Standardisation Process – Flowchart</u>	Feb 2022	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> None

		Jan 2026	
<u>Running Courses with Paddles Up Training</u>	July 2022	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Updated Data Collection Statement
<u>Recruitment and Training of Workforce</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Clarity on how to add additional coach tutor/assessor statuses added
<u>Safeguarding Policy (PUT organised events and courses)</u>	Oct 2024	Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Minor language changes for reading clarity
<u>Safeguarding Statement</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Updated National Association names
<u>Sampling Strategy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024	<ul style="list-style-type: none"> • None
<u>Sanctions Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Cross referenced to the complaint policies and more clearly identified reasons a level 4

			sanction might be required at point of notification of complaint
<u>Sexual Harassment Policy</u>	Oct 2024	Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Special Consideration and Reasonable Adjustments Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Standardisation Evidence Guidance</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • None
<u>Whistleblowing Policy</u>	Aug 2021	Sept 2022 Sept 2023 Dec 2024 Jan 2026	<ul style="list-style-type: none"> • Added clarity on investigation process being in line with complaints policy
<u>Course Ratio/ Staffing Guidance</u>	Aug 2021	Jan 2023 May 2023 June 2023 July 2023 August 2023	<ul style="list-style-type: none"> • None

		Sept 2023 Dec 2024 Jan 2026	
External Verification Evidence Guidance	Jul 2025	Jan 2026	<ul style="list-style-type: none"> • Clarity on multiple pieces of evidence acceptable for each assessment decision
Delivery Centre Bespoke Agreement Policy	Dec 2025	N/A new policy	<ul style="list-style-type: none"> • None