

# BRITISH CANOEING AWARDING BODY CUSTOMER SERVICE STATEMENT

## 1. Quality of the Service

British Canoeing Awarding Body is committed to providing both centres and candidates with high quality qualifications and with the associated service which is courteous and professional, consultative, responsive, open, informative, prompt, efficient, cost effective as well as collaborative and consistent with other awarding bodies offering coaching qualifications. It also strives to ensure that the administrative obligations imposed on its centres are manageable and streamlined.

We will ensure that these qualities, which are elaborated on below, underpin all aspects of our core activity of providing coaching awards to those who seek to coach others in paddlesports and will monitor this aspect rigorously.

### (A) COURTESY AND PROFESSIONALISM

All our employees and contractors will adopt a customer friendly yet professional manner in their dealings with centres and candidates, whom they will treat with courtesy and professionalism at all times. Customers who find us lacking in this, or any other respect may either submit a formal complaint to the Awarding Body or convey their views by contacting the Awarding Body directly.

### (B) BEING CONSULTATIVE

Our qualifications, underpinned by a broad consensus, have been developed as a result of a wide ranging consultation within the sports sector in general and the disciplines of paddlesports in particular. Moreover, in striving for excellence, we continuously monitor the quality of our products and services, engaging in a dialogue with, and seeking feedback from, centres, candidates and other users of our qualifications.

### (C) RESPONSIVENESS

British Canoeing Awarding Body can be contacted by telephone, e-mail and post, as is further explained in this Statement under '3. Points of Contact'. We are committed to being responsive to all your requests, enquiries, suggestions, complaints and all other approaches and will ensure that our staff respond to you in an appropriate and timely manner, (see also promptness below).

If your query cannot be answered by the first point of contact, it will be referred to the appropriate person without delay. Moreover, we would be happy, if necessary, to arrange a face-to-face meeting between a customer requesting such a meeting and an appropriate member of our staff or an External Verifier.

## **(D) PROMPTNESS**

We will seek not only to be responsive in our dealings with you but to respond to all your approaches promptly.

- Respond to all written correspondence within ten working days
- Respond to all e-mail's within seven working days
- Respond to all telephone requests and enquiries within three working days
- Acknowledge all complaints within five working days and provide a written response within 20 working days
- Acknowledge all appeals within five working days, consider them within 20 working days and provide a written notification of the outcome within three working days of the Appeals Panel having been reached
- Issue certificates for all the levels of qualifications within six to eight weeks of the assessment being completed and authorised certificate requests being received by the awarding body.

## **(E) OPENNESS**

British Canoeing Awarding Body will strive to be open in all dealings with you and not to conceal any facts or decisions which might affect you. Whenever we convey to you any decision in respect of qualifications, assessment or awarding, we will give you the reason for this decision and allow you to challenge it by submitting an appeal.

## **(F) BEING INFORMATIVE**

We will endeavour to be informative in that we are committed to providing you with all the answers you require and all the details you need to be aware of. Our advice, guidance and support will be relevant to your needs and to the qualification(s) in question and our materials will be well-expressed, clear, to the point and appropriate.

## **(G) EFFICIENCY**

British Canoeing Awarding Body will seek to provide you with an efficient service which balances quality with cost effectiveness. While we won't compromise on the quality of any aspects of our provision, we will deliver it in a way which does not allow any unnecessary duplication in the system, which eliminates wastage and which cuts down on bureaucracy, thus minimising costs. This enables us to deliver our qualifications in an efficient manner and to set reasonable fees for our products and services.

## **(H) COST EFFECTIVENESS**

As stated above, we are committed to providing our customers with a service that is efficient and cost effective. We consider it paramount that the fees for our products and services are set at a reasonable and justifiable level so that nobody should be deferred from embarking on our qualifications on financial grounds.

## **(I) BEING COLLABORATIVE AND CONSISTENT WITH OTHER AWARDING BODIES OFFERING COACHING QUALIFICATIONS**

Whereas British Canoeing Awarding Body is the only awarding body offering coaching qualifications in paddlesports, there are awarding bodies, who deliver coaching awards in other sports. In setting the structure and content of our qualifications and in developing arrangements for assessment and awarding, we have been collaborating with those organisations to ensure a degree of consistency between different sports, which should contribute to ensuring comparability of coaching standards across different awarding bodies.

Moreover such collaboration will be helpful to customers who lodge appeals because our reciprocal arrangements with other awarding bodies will enable us to set up an entirely independent panel for adjudicating on unresolved appeals.

## **(J) AND (K) BEING STREAMLINES AND MANAGEABLE**

British Canoeing Awarding Body is committed to ensuring that administrative obligations imposed on its centres are as streamlined and manageable as the integrity of the qualifications permits. We considered the issue of manageability very carefully when developing our centre approval criteria, the procedures for the management and quality assurance of our qualifications by centres and the record keeping requirements for them.

## **2. Scope of Service**

British Canoeing Awarding Body provides its centres and candidates with a range of support services, including information and guidance on the quality assurance and administrative processes and procedures associated with its qualifications.

On registration, candidates gain immediate access to the qualification content and to information on the associated administrative requirements. They are also informed about their entitlement to ask for support to accommodate any particular assessment requirements they might have and about their right to appeal an assessment decision should they disagree with it. Moreover, they are advised of the existence of both our Equal Opportunities Policy and the Centre's own version.

On approval, British Canoeing Awarding Body offers centres comprehensive guidance on assessment, internal verification and a range of additional support materials and continues to keep them updated on developments affecting the qualifications on offer. The Delivery Centre Handbook contains detailed information on our various policies and on the quality assurance and administrative processes and procedures associated with our qualifications.

We will also support our centres through regular meetings devoted to various aspects of assessment and internal verification and to technical, legal and procedural developments within paddlesport. All centres will receive regular updates to keep them informed of developments and meetings.

### **3. Points of Contact and Communication Mechanisms**

Customers wishing to communicate with us with enquires or questions or to make suggestions should contact British Canoeing Awarding Body, National Watersports Centre, Adbolton Lane, Holme Pierrepont, Nottingham NG12 2LU. The Responsible Officer is the person that customers should address their complaints and appeals.

The communications mechanisms through which we will provide our centres with information include scheduled meetings, regular updates and the Delivery Centre Handbook, all mentioned above. Another useful communication mechanism, for both centres and candidates, is the British Canoeing Awarding website.

### **4. Policy on communicating Bilingually with Centres**

British Canoeing Awarding Body currently offers qualifications through the medium of English. Assessments, however, upon request can be conducted in Welsh on application to Canoe Wales, British Canoeing's Delivery Centre in Wales.

### **5. Fee Structure**

All details in respect of fee structures, costs and resources associated with our qualifications will be regularly updated and made accessible to centres and candidates via regular communications.

The current fees are confirmed with each centre as part of the ongoing support and communication mechanisms.

### **6. Performance Measures and Feedback Arrangements**

We have put in place a mechanism for measuring the extent to which we have met our commitment to providing both centres and candidates with a high quality service. In order to be able to measure our performance, we have set ourselves ambitious customer service targets based on the criteria set out in this document.

Our customers feedback will contribute to our annual self monitoring, which aims to ensure that any areas where improvement is needed can be identified and addressed. In striving for excellence we welcome your comments on how we can improve our performance.