

BRITISH CANOEING AWARDING BODY TARGET RESPONSE TIMES

British Canoeing Awarding Body will to meet the following target response times in providing the following types of service:

Responding to all enquires politely and promptly, we aim to:	within:
Dispatch a response to a request for information	10 working days of receipt
Respond to applications for centre recognition/qualification approval	20 working days
Provide reports to recognised centres on the outcomes of verification activities/reviews	20 working days of receipt of the visit/review report
Allocate an external verifier to the recognised centre for an established qualification	20 working days
Respond to requests for course authorisation	10 working days of receipt
Dispatch candidate/tutor resources	10 days of receipt of course authorisation/candidate registration
Provide a service for candidate registration and register candidates on our database	10 working days of receipt
Provide a service for candidate certification and process claims for certification	15 working days of receipt
Acknowledge receipt of complaints, appeals, allegations of malpractice and child/vulnerable adult abuse	5 working days of receipt
Provide a considered written response to an appeal, complaint or allegation aligned to our published	20 working days of the acknowledgement

Responding to all enquires politely and promptly, we aim to:	within:
procedures	letter (if an investigation is not deemed necessary).