

British Canoeing Awarding Body

Enquiries and Appeals Procedures

This document outlines the enquiry and appeals process for both candidates and Delivery Centres (Paddles Up Training, Paddle Cymru, Paddle Northern Ireland and Paddle Scotland).

You can check with the British Canoeing Awarding Body (BCAB) any decisions affecting results, certificates and centre status.

The Enquires Procedure

What is an enquiry:

An enquiry is when you ask BCAB to look into a decision.

For candidates, this can be about:

- Results
- Certificates being withheld
- Accreditation of Prior Learning applications
- Special Considerations
- Reasonable Adjustments

For Delivery Centres, this can be about:

- Suspension of approved Centre status
- External verification and sampling reports
- Yearly Delivery Centre reports
- Malpractice and maladministration

Important:

Enquiries are for specific decisions, not general questions about products, services or prices. This is why the enquiry procedure is closely linked with the appeals procedure, outlined below.

How to make an enquiry:

- Candidates should first speak to their Delivery Centre, as many issues can be resolved there. This includes certificates being withheld, Accreditation of Prior Learning applications, Special Considerations and Reasonable Adjustments.
- If the enquiry has not been resolved, contact the BCAB Responsible Officer.
- If the enquiry is about an assessment process, BCAB will investigate.
- If the enquiry is about a practical assessment, the Delivery Centre must submit a formal enquiry on the candidate's behalf.

How long will it take?

- Enquiries about results are usually answered within five working days.
- If written work needs to be re-assessed, it may take up to 15 working days.

Monitoring the enquiry service

- BCAB welcomes feedback on the enquiry service.
- Delivery Centres provide formal feedback through our annual report.
- Candidates can provide feedback through communication with BCAB informally or formally.

The Appeals Procedure

What is an appeal?

An appeal is when you formally challenge a decision made by BCAB. Appeals can be made by candidates and Delivery Centres (Paddles Up Training, Paddle Cymru, Paddle Northern Ireland and Paddle Scotland).

Candidates should first speak to the Delivery Centre that completed the assessment, if this is different to the Delivery Centre they hold membership with. It may be resolved at an assessor and Delivery Centre level.

If you wish to make an appeal:

- Candidates must go through their Delivery Centre to make an appeal.
- Appeals must be in writing and submitted by the Delivery Centre to the BCAB Responsible Officer.
- The appeal must clearly explain why you disagree with the decision.
- Appeals must be made within one month of the decision.
- Appeals made against a decision made by the BCAB Responsible Officer or the BCAB Committee will be passed to the Paddle UK Governance team for an independent review and decision.

Contact details:

Paddles Up Training:

Email: hello@paddlesuptraining.org.uk

Telephone: 0300 0119 500

Paddle Cymru:

Email: admin@paddlecymru.org.uk

Telephone: 01678 521199

Paddle Northern Ireland:

Email: admin@paddleni.org.uk

Telephone: 028 9543 8094

Paddle Scotland:

Email: hello@paddlescotland.org.uk

Telephone: 01887 292040

Responsible Officer, British Canoeing Awarding Body:

Email: enquiries@britishcanoeingawarding.org.uk

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	D4 I1 I2
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