

British Canoeing Awarding Body

Customer Service Statement

British Canoeing Awarding Body (BCAB) is committed to providing both Delivery Centres and candidates with high quality qualifications and aims to provide clear, professional and cost-effective support, as well as being collaborative and consistent with other awarding bodies offering coaching qualifications. BCAB ensures that these qualities underpin all aspects of its core activity in providing coach awards to those who seek to coach others in paddlesport. BCAB rigorously monitors this aspect but welcomes feedback to improve on the services offered.

Courtesy and professionalism

All BCAB employees and contractors should adopt a customer-friendly, professional manner at all times. If you are not happy, you can complain to your Delivery Centre or contact BCAB.

Being consultative

BCAB qualifications have been developed as a result of a wide-ranging consultation within the sports sector in general and the disciplines of paddlesport in particular. In striving for excellence, we continuously monitor the quality of our products and services, engaging in a dialogue with, and seeking feedback from, Delivery Centres, candidates and other users of our qualifications.

Responsiveness

BCAB can be contacted by telephone, email and post, as is further explained in this Statement under 'Contact Details'. 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.

If your query cannot be answered by the first point of contact, it will be referred to the appropriate person without delay. We would also 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.

Promptness

You can contact BCAB by telephone, email, or post. We will reply quickly to your questions, suggestions or complaint:

- We will reply to letters within 10 working days
- We will reply to emails within 7 working days
- We will reply to telephone calls within 5 working days
- We will acknowledge complaints within 5 working days and reply fully within 20 work days
- We will acknowledge appeals within 5 working days, review them within 20 work days and provide a decision within 3 working days of the panel decision
- We will send certificates within 6 to 8 weeks after the assessment.

Openness

BCAB will be honest. We will explain our decisions and allow you to appeal them.

Being informative

BCAB will give you all the information you need. Our advice and materials will be clear and easy to understand.

Efficiency

BCAB will provide an efficient service without wasting time or money. Whilst we will not 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. This approach

eliminates wastage which cuts down on bureaucracy, keeping costs down. This enables us to deliver our qualifications efficiently and to set reasonable fees for our products and services.

Cost effectiveness

As stated above, we are committed to providing our customers with a service that is efficient and cost effective. We want to keep our fees fair so everyone can afford to learn.

Being collaborative and consistent with other Awarding Bodies offering coaching qualifications

Whereas BCAB is the only Awarding Body offering coaching qualifications in paddlesport, there are awarding bodies who deliver coaching awards in other sports. We work with other sports organisations to make sure coaching standards are similar and can also set up independent panels for adjudicating on unresolved appeals.

Being streamlined and manageable

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

Scope of service

BCAB provides its Delivery Centres and candidates with a range of support services, including information and guidance on the quality assurance and standardisation, and administrative processes and procedures associated with its qualifications.

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

BCAB offers Delivery 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, standardisation, and administrative processes and procedures associated with our qualifications.

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

The BCAB Responsible Officer is the person that customers should address their complaints and appeals.

The communications mechanisms through which we will provide our Delivery Centres with information include scheduled meetings, regular updates and the Delivery Centre Handbook. Another useful communication mechanism, for both centres and candidates, is the British Canoeing Awarding Body [website](#).

Communicating bilingually with centres

BCAB currently offers qualifications through the medium of English and Welsh. Assessments conducted in Welsh require prior application to Paddle Cymru.

Fee structure

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

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

Performance measures and feedback arrangements

The extent to which we have met our commitment to providing both Delivery Centres and candidates with a high-quality service is measured. 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, BCAB welcomes your comments on how we can improve our performance.

Contact details:

British Canoeing Awarding Body:

The Responsible Officer
British Canoeing Awarding Body
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Nottingham
NG12 2LU

Email: enquiries@britishcanoeingawarding.org.uk

Telephone: 0115 8968839

Paddle Scotland:

Email: hello@paddlescotland.org.uk

Telephone: 01887 292040

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

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This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	H6
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