



Sea Kayak Ulster



Seakayakulster

**Paddle
Awards**

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Overview

This document of policies has been collated to support the delivery of training, provision of assessment and organisation of trips and expeditions from Sea Kayak Ulster. As a company we deliver a wide range of bespoke training and coaching sessions, British Canoeing Awarding Body Qualifications and tailored trips and expeditions.

The intention behind these policies and this policies booklet is to create a consistent clarity between Sea Kayak Ulster and our clientele. Should the content of this document raise any questions or if you have any trouble understanding the document, please feel free to get in touch.

Work delivered

The work delivered by Sea Kayak Ulster includes (but is not limited to)

- British Canoeing Awarding Body Coaching Courses
- British Canoeing Awarding Body Leadership Courses
- British Canoeing Awarding Body Safety Courses
- British Canoeing Personal Performance Awards
- Bespoke Coaching and Leadership Courses
- Bespoke Safety Courses
- Bespoke Guiding and Associated Training
- Paddlesports based bespoke staff training
- Indoor Climbing Instruction
- First Aid Training
- Bespoke First Aid Training

Other delivery systems may be added in the future.

Learner/participant recruitment Policy

In the recruitment of participants for courses, trips or expeditions Sea Kayak Ulster will ensure that they are suitable for the training, assessment of expedition. We will use a wide range of methods to ensure this such as:

- Verbal communication with clients confirming their understanding of the activity's requirements.
- Email communications with clients confirming their understanding of the activity's requirements.
- Pre activity meetings online
- Pre activity meeting face to face

To achieve the desired understanding Sea Kayak Ulster may:

- Signpost the client to appropriate documentation (eg BCAB course guidance)
- Discussion about the physical and emotional demands of the course/assessment/expedition
- Discussion about the skills and experience demanded of the course/assessment/expedition
- Probing questions to establish their understanding of the award/expedition

If a client is deemed not to be appearing suitable for the activity they have selected Sea Kayak Ulster will discuss this at the earliest available opportunity and arrange an appropriate alternative or their place may be postponed to allow time for development of the appropriate skills.

BCAB Assessment Process

While delivering British Canoeing Awarding Body Assessments, the Sea Kayak Ulster typical process for conducting the assessment would be (but is not limited to)

- Receipt of interest from a student
- Clarification of their suitability for the award
- Agreement on dates and location/area for the assessment
- Register the course with British Canoeing
- Delivery of information directly regarding the administration process and send assessment day pack
- Meeting online 4 weeks before (2 weeks minimum) to give overview of the assessment and to agree specific actions in the interim
- Typically conduct the assessment discussion task during the pre-assessment meet
- Receive any documents required prior to the assessment – such as the assessment check in
- Conducting the assessment on the day
- Processing course results with BC
- Sending post course feedback/development planning to the candidate and assessment day pack
- Offering a follow up/development meeting if required
- Plan to stay in touch with candidate if they have further needs/qualifications required in future

Candidate Ownership

During assessments it is the Policy of Sea Kayak Ulster to give candidates as much ownership of the assessment as is feasible. This may include:

- Booking bespoke training
- Private requests for assessment
- Running assessments 1:1 or 1:2
- Building relationships with the candidate and encouraging them to arrange details of the assessment day such as the venue, students, times and logistics.
- Encouraging them to keep the assessor informed of developments
- Encouraging the candidate to decide the structure of the day
- Arranging a pre assessment meet before the day
- Encouraging individual reflection rather than layering constant feedback from the coach or assessor.

BCAB Assessment Evidence

During assessments it is the Policy of Sea Kayak Ulster to gather evidence using a holistic approach to assessment. This may include:

- Assessment through the planning and preparation
- Assessment discussion tasks
- Observations
- Questioning during assessment or straight after
- Candidate self-reflections or in reflective questioning
- Questioning the candidates their students (aiming for positive reflections)
- Summative assessment tasks in the form of practical tasks

Delivery to under 18s

Sea Kayak Ulster does not commonly work independently with clients under 18 years of age as we do not currently hold an AALA Licence.

In some rare circumstances we may engage with a participant under 18 if:

- The parent or guardian is present on the course
- The deployer holds an AALA Licence or is exempt from holding one

Led and coached student information and brief

Students being led will be made aware of the skills and experience required to perform this role during a training or assessment. They will be sent a document which outlines what is expected of them.

In the document we explain that by agreeing to be a led/coached student during an assessment you agree

- They are available for the full duration of the course/assessment
- They have read the personal performance expectations below and can paddle at the required standard.
- They have their own craft (as required by the nature of the award), paddle and personal equipment
- They have your own transport to use during the course
- They will be arranging their own accommodation for the course if required
- They will be arranging their own food and drink for the duration of the course.
- They understand that no money will be paid to them for attending the course as a led student and any fees incurred such as water usage and car park fees will be covered by themselves.

This document will also aim to set out the Personal performance specifications as taken from British Canoeing.

Risk Management and Risk Assessment

All activities delivered by Sea Kayak Ulster will have an associated Risk Assessment in place. These generally include:

- Paddlesports Generic Risk Assessment
- Safety and Rescue Risk Assessment
- Paddlesports Moving Water Risk Assessment
- Paddlesports Open Water Risk Assessment
- Paddlesports Leading and Coaching Risk Assessment
- Paddlesports Journeying and Overnights Risk Assessment
- Paddlesports Sheltered and Moderate conditions Risk Assessment
- Indoor Climbing Wall Risk Assessment
- First Aid Training Risk Assessment
- Lone Working Risk Assessment
- Contagious Hazards Risk Assessment (Covid 19)

These assessments back up and work with the dynamic risk assessments performed before and during sessions.

Lone/Independent working

Lone and Independent working is a normal practice in the Outdoor activities industry. Sea Kayak Ulster will often operate with one sole leader or coach on an activity, course, assessment or expedition.

Sea Kayak Ulster have written a Lone working risk assessment to help safeguard the provider and the participants should the leader become incapacitated or cannot continue to operate effectively.

Details are available on request.

Equipment checks and servicing

In most circumstances participants will use their own equipment during courses, however Sea Kayak Ulster may supply some equipment to be used during the course

Any equipment provided by a participant will be checked with the participant to ensure its suitability for the intended use. Where there is a problem with this kit and equipment an alternative option will be offered if that is possible. If an alternative is not available, it may not be possible to use this equipment. This will potentially mean the participant cannot possibly continue with the course.

Any equipment provided by Sea Kayak Ulster will be checked to ensure its suitability for the intended use. Where there is a problem with this kit and equipment an alternative option will be offered if that is possible. If an alternative is not available, it may not be possible to continue with the course.

Sea Kayak Ulster would rather cancel a course than put participants at risk using substandard equipment.

Use of personal kit on courses

Clients are responsible for their own kit and equipment during an activity led by Sea Kayak Ulster. Any loss or damage to personal kit will not be reimbursed by Sea Kayak Ulster.

We advise clients to hold appropriate insurance for all their equipment that covers loss and damage.

Use of provided equipment

Please look after any kit and equipment you are given to use as part of your activity. Should any damages/losses occur out of negligence or lack of care Sea Kayak Ulster may seek to recover the cost from either yourself or your group.

GDPR

We will always comply with applicable UK Data Protection legislation including GDPR when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

What information we collect and why

Type of Information	Purposes	Legal Basis of Processing
Participants name, address, telephone numbers, email addresses	Managing the booking of participants.	Our legitimate interests in operating our business.
Emergency Contact Details	Contacting next of kin in event of emergency	Our legitimate interests in meeting our duty of care to customers.
Participants Medical needs	Managing illness of a participant	Our legitimate interests in meeting our duty of care to customers.

How we protect your personal data

We will not transfer your personal data outside the European Economic Area without your consent. We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. Please note, however, that where you are transmitting information to us over the internet, then given the internet is not a secure medium, we cannot definitely guarantee the security of this information.

For any payments which we take from you online we will use a recognised online secure payment system via Trybooking UK. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

How long do we keep your information?

We will hold your personal data on our systems for as long as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data with the exception of retaining your personal data in an archived form in order to be able to comply with future legal obligations, including but not limited to compliance with tax requirements and exemptions, and the establishment exercise or defence of legal claims.

Your rights

You have rights under UK and EU data protection law, including

- to access your personal data
- to be provided with information about how your personal data is processed
- to have your personal data corrected
- to have your personal data erased in certain circumstances
- to object to or restrict how your personal data is processed
- to have your personal data transferred to yourself or to another business in certain circumstances.

If you wish for us to erase your data as outlined above or if you have any concerns about how we process your personal data please contact us.

You also have the right to take any complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>
0303 123 1113.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Disclosure of medical issues

Any medical condition (and/or medication being currently taken) which affects your daily health and may impact on your involvement in the activity must be disclosed to the lead member of staff on the course, either prior to the activity or at the start of the course/training/coaching/expedition.

Should medical information have changed since filling in the booking form the staff must be updated as soon as possible. These conditions include (but are not limited to) heart conditions, breathing issues, joint problems, vision issues, allergies, asthma, spine/back pain, dizziness and any pre-existing or recent injuries/conditions.

Refusal to engage

In the interest of your own and the group's enjoyment and safety, Sea Kayak Ulster reserves the right to refuse to engage with a client where their behaviour, medical condition and/or physical ability may make it unsafe or inappropriate to continue with an activity.

In the interest of safety we also reserve the right to refuse to engage with a client where the kit and equipment that they present with on a course/session/activity is not at the appropriate standard.

Where possible an alternative activity/solution will be offered to the problem if it is reasonable to do so.

Venues

We will always aim to choose the best possible venue to operate in, considering your needs, the aims of the training and where appropriate the environmental requirement of the award being undertaken.

Sometimes these venues may not be safe to operate in (e.g. too high/low water levels) and we may need to change to alternative venues which may require additional transport and journey time. We will do our best to ensure that this has a minimal impact on the course. The situation may also arise where an alternative venue may not be available, in which case the course may be cut short or cancelled in the interest of safety.

Where a course/session is cancelled due to a suitable venue not being available the course staff will discuss with the client the best course of action which may involve delivering the course on an alternative date or a refund being given for any training which could not take place.

Payment of Additional fees/costs

Unless expressly included as part of your course cost Sea Kayak Ulster is not responsible for paying any car park (or parking fine) charges incurred, water access fees, venue fees or meals.

For some courses, there are certification/registration fees which will be charged in addition to your course cost (usually payable on the day) unless they are expressly included in the original quotation of your course cost.

Replacement staff

In some instances, it may be necessary to use other staff to provide the training/course/expedition. This may be at the request of the client or due to the need to bring in a specialist holding technical expertise in a specific field.

Where it is known at the point of booking that alternative staff will be required to deliver a course/training you will be made aware of this immediately. If there are unforeseen changes to the staffing on a course/training/expedition you will be made aware of this change at the earliest possible opportunity.

Reserving places on activities

Unless agreed prior to your booking, once you have completed a booking/registration form you need to arrange payment for your activity.

A non-refundable deposit of 25% of the activity cost is required at the time of booking, with 50% being payable a minimum of 4 weeks before and 100% being payable a minimum of 2 weeks before the activity date. If these payment terms are an issue (or a barrier to your participation) please get in touch prior to making your booking.

Cancellation of courses

Due to unforeseen circumstances, it may be necessary to cancel a course/training/session/expedition. We will always aim to give you as much notice for this as possible.

Where appropriate we may be able to bring in an alternative member of staff to deliver the activity, rearrange dates or offer a refund.

Any additional costs or losses incurred as part of a cancellation (e.g. transport/accommodation) will not be reimbursed by Sea Kayak Ulster. You are advised to hold your own insurance for losses due to cancellation.

Cancelation due to Environmental issues/concerns

For some training and assessment courses there is a minimum environmental requirement set by the awarding body.

Should the required environmental remit not be present, it may be required to cancel/postpone the course if an alternative venue cannot be found within the required time constraints.

You will be made aware of the environmental requirements for your course at the time of booking

Bookings cancelled by clients

It may be necessary for you to cancel your booking/agreement with Sea Kayak Ulster. You must inform us as soon as possible so that alternative arrangements can be made. When the client cancels the booking the following timescale regarding payment for the booking will be used.

Cancellation more than 4 weeks before the course date - No cost incurred to the client
cancellation 2 – 4 weeks before the course date - 50% of cost charged to the client
cancellation less than 2 weeks before the course date - 100% of cost charged client

If you wish to discuss these cancellation terms please do this before completing your booking.

Invoices (payment terms)

If we have agreed to invoice you (or your organisation) following delivery of the course, the standard terms for an invoice is 30 days from when it is sent to you (unless an alternative timescale has been agreed prior). Be advised that if an invoice becomes overdue it may be necessary for us to charge a payment recovery fee and interest on the owed amount as set out by <https://www.gov.uk/late-commercial-payments-interest-debt-recovery/charging-interest-commercial-debt>

We will contact you in advance of applying these late payment charges to see if an agreement can be found as to when the invoice will be paid. If you will be unable to pay an invoice on time, please contact us as soon as possible to discuss the matter.

Complaints and Appeals

We will always do what is possible to ensure that you have the best experience during your activity with Sea Kayak Ulster. Should you have an issue regarding the level of service you have received or if your expectations are not met during your course/assessment, please contact us as soon as possible and we will do our best to resolve the issue.

During formal assessments, it is possible that you may wish to appeal a decision given. Should this be the case you will be directed to the relevant appeals procedure for the course or training you are involved with. If you do need to do this please contact us as soon as possible and we will do our best to resolve the issue.

Safeguarding

Sea Kayak Ulster believes in the highest quality of delivery and the safety of all involved in our sessions.

All of our staff have at least the minimum standards safeguarding qualifications as standard practice for all leaders and instructors of BCAB.

At present, Sea Kayak Ulster does not regularly engage with children or vulnerable adults, however staff are trained to work with those groups.

We are committed to investigate all reported safeguarding concerns or allegations. If you know of a safeguarding concern or allegation, whether it has been disclosed to you by someone else, something you have witnessed or something that has been worrying you, don't keep it to yourself – always report the concern.

Incidents, accidents and near misses

In the unlikely event of an incident the following procedure will be undertaken

- Appropriately manage the initial incident
- If required arrange for the injured party to be taken to hospital
- Complete standard Incident report form within 48 hours of the incident taking place
- Send the incident form to the injured participant to confirm the accuracy of the report
- If required complete a RIDDOR report
- If required complete an incident report with British Canoeing or other relevant parties
- Follow up with the participant if appropriate

In the unlikely event of a near miss taking place

- Appropriately manage any situation on the water if required
- Complete a standard near miss report
- Reflect on learning as to how this may be avoided in the future
- If required inform British Canoeing or other relevant parties

It may be appropriate for another participant to accompany the injured participant to hospital or for them to travel alone rather than be accompanied by a member of Sea Kayak Ulster Staff.

Assumption of risk

Taking part in any form of paddlesport and outdoor pursuits involves an element of assumed risk. By participating in this course/training/coaching/expedition you agree that you will follow all safety instructions given to you by the staff.

You also understand that you must take reasonable responsibility for your own safety where appropriate. All reasonable precautions will be undertaken by the staff on the course/training/coaching/expedition to keep you safe, but it must be understood that minor injuries can happen as part of these activities.

During the course training/coaching/expedition, it is your responsibility to look after your own kit, belongings and your vehicle. Sea Kayak Ulster cannot be held responsible for any loss to personal effects sustained during your booked activity.

Any medical conditions must be declared on the booking forms and any changes to this declaration must be passed onto the course staff prior to the course starting.

You are advised to hold your own insurance for personal injury and third-party liability to protect yourself in the event of injury – we especially advise this on expeditions.