PADDLE SCOTLAND

Course Authorisation, Advertising & Results Submission

2025

Purpose: Paddle Scotland courses are managed through the Paddle Scotland Just Go Membership system. This allows us to instantly check prerequisites and to advertise and certify courses from the moment they have been submitted and authorised. This document gives an outline of when and how to request a course authorisation and how to submit your results / outcomes onto the course once completed.

Course Authorisation 3
When to request a course authorisation number 3
Getting Started **5**
Course Dashboard **6**
New Course Authorisation 6
Course Staff **7**
Adding other Staff Members **7**
Ability to turn off course location **8**
Ability to Adjust Advertising **8**
Other National Association Providers **8**
Declaration **8**
States and Categories Explained **9**
Categories 9
States 9
Course Cancellations and Mistakes **9**
Submitting Learner Results **10**
Prefilling in course Learners' details 10
Adding Learners 10
Adding Notes 11
Payment **12**
To pay by Debit Card: 12
To pay by Go Cardless 12
Course Authorisation and Submission Tips **13**
Policy Review Arrangements **14**

*Where referring to Paddle UK Awarding Body this document will use the terminology of "Awarding Body".

Course Authorisation

When to request a course authorisation number

For many Awarding Body courses, you are required to submit a course authorisation request in advance of the course. Requesting the course authorisation in advance allows us to carry out checks that you have everything up to date to run the course. We are also able to select courses for quality assurance and therefore be able to give you support before the course begins. The recommended time frame varies between each course. The list for the required notice periods is as follows:

Course Type	Course authorisation: minimum request time before start.
Coaching Assessments (see List 1)	4 weeks
Coaching Training (see List 2)	2 weeks
Leadership and Raft Guide / Trip Leader Assessments (see List 3)	4 weeks
Leadership and Raft Guide / Trip Leader Training (see List 4)	2 weeks
Safety & Navigation Courses (see List 5)	2 weeks
Personal Performance Awards	Authorisation is not needed in advance unless you wish the course to be advertised
Paddle Awards (Safer, Start, Discover, Explore)	Authorisation is not needed in advance unless you wish the course to be advertised

List 1: Coaching Assessments	List 2: Coaching Training	List 3: Leadership Assessments
Paddlesport Instructor (PSI) Assessments	Instructor Award Training (PSI / SUPI)	Paddlesport Leader (PSL) Assessments
SUP Instructor (SUPI) Assessments	Core Coach Training (in person or online)	Moderate Water Leader Assessments
Coach Award Assessments	Coach Award Discipline Specific Training	Advanced Water Leader Assessments
Performance Coach Assessments		Raft Guide / Trip Leader Assessments

List 4: Leadership Training	List 5: Safety & Navigation Courses
Paddlesport Leader (PSL) Training Moderate Water Leader Training Advanced Water Leader Training Raft Guide / Trip Leader Training Guide Modules Introduction to PaddleAbility	Paddle Safer SUP Safer Paddlesport Safety & Rescue (PSRC) Intro to White Water Safety (Intro to WWS) White Water Safety (WWS) Advanced White Water Safety (Adv. WWS) Sea Kayak Safety & Rescue Surf Safety & Rescue Inland Open Water Safety & Rescue Swimmer Safety & Rescue Navigation for Paddlers Module Open Crossings Module Surf & Swell Module Tides Module Weather Module
List 6: Paddle and Personal Performance Awards	
Paddle Start Paddle Discover Paddle Explore All Personal Performance Discipline Specific Awards	

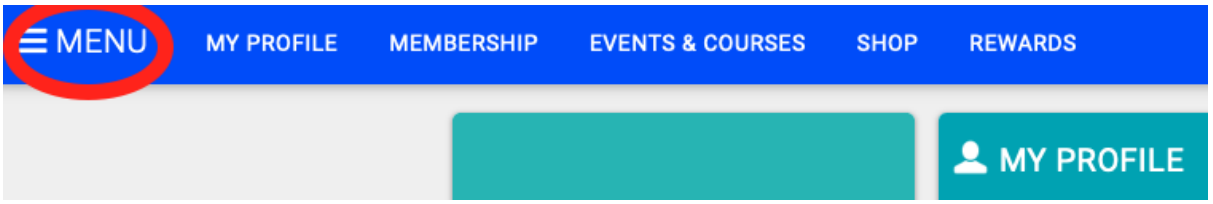
We understand that a range of courses, such as those in advanced conditions, may have dates that need to be changed or course dates agreed with shorter notice. If this is the case, please contact Paddle Scotland for approval.

Getting Started

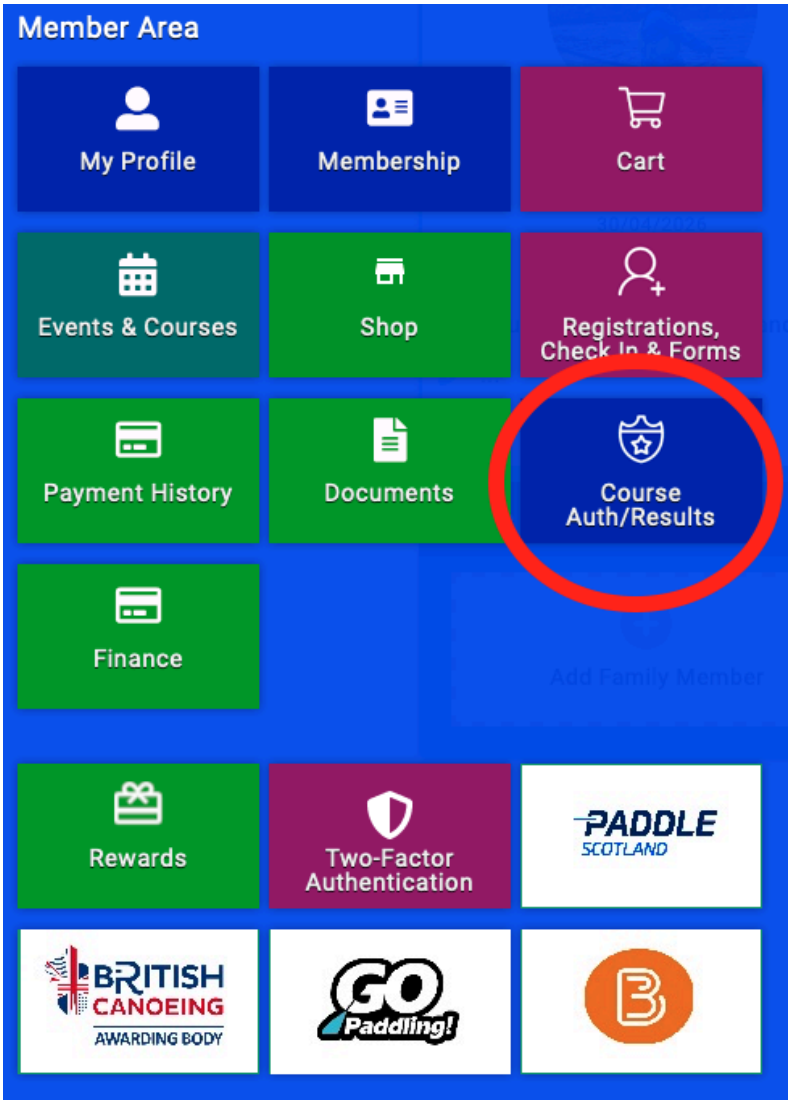
Sign into your Just Go Membership record https://sca.justgo.com/

(Your username is usually your membership number or email address).

When you are logged in, click the 'Menu' tab at the top left side of the screen.



Within the Menu, select 'Course Auth/Results'. This will take you to the course dashboard.



Course Dashboard

On this screen you will see any previous courses you have requested, started and submitted.

New Course Authorisation

To start a new Course Authorisation:

- Click the 'New Course Authorisation' button.
- Select the Category of the Course you wish to organise, by selecting the first drop-down menu and selecting the category. The categories are: Coaching, Leadership, Safety, and Personal Performance Awards, you can refer to the above Lists to confirm which category your course will be under.
- In the course menu, select the magnifying glass and open the events window, you can then select the course you want to organise by clicking the green tick symbol. Some event lists are quite long. You can navigate by using the search bar, arrow buttons or reorganise the event titles alphabetically by clicking the grey 'Event Name' box.
- Once you have selected the course you wish to organise you can confirm the logistics. All fields are mandatory.
    - Start date and end date must be entered. For 1-day courses please use the same date in each field. For modular courses, please list the first module as the start date and the last module as the end date.
    - The course location should be fully completed, in the case of a course venue with a short address the word NULL should be entered. Lat/Long is generated automatically, however, if you need to, you can override the Lat/Long by entering your own.
    - Phone numbers and email addresses entered on this page will be shown on the Paddle Scotland and Paddle UK website (if selected), this can be your own or a third party. Any provider matters will be sent to your membership email address, not the one entered here.
    - Courses will only appear on the Paddle Scotland and Paddle UK Event Finders if the advertised course box is selected and the course has been authorised. However, it is important to note that courses will not be advertised without a Lat/Long.

- It is also important to **consider updating the autogenerated 'Additional Information to display on the event listing:' box**, as this is the information provided on the public event listings.
- If you do not plan to have your course advertised, you can type NULL into the phone, email, and website sections.

- Once you're happy with your course details, you can click 'Next' to move to the staff screen.

Course Staff

Once you are in the Staff page you will find that your details have been automatically added to the course and your membership record checked to ensure you meet the criteria to run the course. (This is displayed as verified). If you fail the prerequisite check, this doesn't stop you being able to submit your request, it just means your course will be manually checked by our Staff.

If you are the only staff member, you are able at this stage to click next and move to the final screen.

Adding other Staff Members

The process of adding other staff to the course is the same for both British Canoeing Members and members of Paddle UK, Paddle Cymru and Paddle Northern Ireland.

- Select add 'British Canoeing Member' or 'Add Other Home Nation Provider'. Complete the personal details of the staff member. Selecting their role from the drop-down menu. It is very important to note, that 'Staff' are those authorised to and will be delivering the course, as per the Delivery Centre Course Authorisation Terms & Conditions.
  - **Staff 1** is the course lead and must be in attendance and present for the entirety of the course.
  - **Staff 2** & **3** are supporting and / or additional staff roles, e.g. Second Assessor, Tutor – the system checks that they are eligible to fulfil that role.
  - **Observer** – an aspirant Provider.

- **Administrator** - if using a Delivery Partner Account, then this is the role you will need to select for yourself.

- Once this has been completed. Click ‘Save’.

Ability to turn off course location

For some of our courses, we have made the decision to allow blended or online delivery and in these cases, a postcode or location can be misleading. Your courses can now be advertised without a location. This function will only be active for certain courses such as Core Coach Training, Guide Modules and Foundation Modules.

Ability to Adjust Advertising

We understand that advertising, following up on leads and maintaining a full course can be time consuming. We have made it possible for courses to be advertised, withdrawn from advertising and advertised without the need to contact us. This can be done by going into the course information and clicking (or unclicking) the advertise click box.

Other National Association Providers

Other National Association Providers will always fail prerequisite checks as we are not able to access other National Association databases. However, the course request can be completed and the Provider's details will be checked manually within three working days.

Click ‘next’ to complete your course request.

Declaration

To complete the course authorisation request you need to read and agree to the Terms and Conditions, the Data Processing Agreement, the GDPR Briefing for Course Providers, and the Conflict of Interest (in relation to Awarding Body Qualification Assessment, Verification and Administration, then click ‘submit’.

You will now return to the Course Dashboard and you will be able to check the status of your authorisation. You will also be sent an automatic email stating the course details and next steps (if required).

States and Categories Explained

Categories

- **Authorisation** = This state is a course authorisation. This shows that a course has not yet had results attached to it, the course shows this state whether it is authorised or not.
- **Result** = This is a course that has Learner results attached to it.

States

- **Awaiting Approval** = This is a course authorisation that you have submitted that could not be automatically approved. This could be for a variety of reasons:
    - A staff member is not a Paddle Scotland Member, this means a check has to be made with their National Association.
    - Your own record is not passing the authorisation checks, e.g. First Aid Expired.
- **Authorised** = This course has been authorised and is awaiting results.
- **Awaiting Certification** = The course is now awaiting certification. If it stays at this state, it may be that a prerequisite is missing from one or all of your Learners.
- **Complete** = This course is complete, payment has been made and the Provider has provided all of the required information for certification to be made.

Course Cancellations and Mistakes

You can update staffing, adjust if a course is advertised, and cancel a course. For any other changes, please contact us, coaching@paddlescotland.org.uk, detailing the course authorisation number and the issue to be resolved.

Issues must be resolved prior to Learner's result submission and payment being made.

Submitting Learner Results

Course and learners' results should be submitted and paid for within 3 working days of the completion of the course.

Prefilling in course Learners' details

We recognise that a process allowing you to add Learner details, and then confirm attendance and outcome after a course would be beneficial. We've enhanced this capability with our 'pending' state and prerequisite check.

This new function lets you pre-populate a course and select the 'pending' option. At this stage, the system verifies the course prerequisites. This early check helps ensure Learners can resolve any issues before the course starts.

Note: The system can currently only validate Learners who have Paddle Scotland membership. If you opt to collect information during or at the time of the course, you must gather and check the appropriate Learner. Paper-based course schedules or the Provider's own booking system are suitable for this purpose. When a Learner registers for a course they receive a 'Registration Certificate' (see Appendix 1 for example), this can be a good way to check Learner's details including that prerequisites have been verified.

Adding Learners

Once the course is complete and you are ready to submit the course results, you should log in to the membership portal and again access the course dashboard. Once you have located the course you wish to submit Learners against, click on the blue 'Edit/ Submit' Circle. This will open the course at the Learner's page.

TIP: It is essential at this stage to go back to the staff page and add any additional staff or observers. Failure to do so at this stage will create issues for observers when their logbooks are audited. It also may cause you issues, as you will only be able to submit the appropriate number of Learners per staff member.

- You need to select the appropriate button for each Learner. For a Paddle Scotland member (or someone with a Paddle Scotland account), select 'Add Existing Person' and a new window will open:
    - Add the personal details of the Learner including date of birth in the DD/MM/YYYY format.

- Complete the drop-down status as passed or failed, for some courses you will also need to select the discipline (applies to Paddlesport Instructor, Paddlesport Leader, Paddlesport Touring Leader, and Sheltered Water Coach Assessment).
- Click 'Save'
- You will return to the Learner's screen and see that the Learner has been added and they have been checked against the prerequisites for the course.

TIP: Paddle Scotland members must be added as members even if their membership is expired.

TIP: Failure to pass prerequisites will not prevent you submitting a course but will mean a manual check will need to take place.

- For other National Association Members, select 'Add Other Home Nation Member'.
  - The number of questions asked increases and it is imperative that you select the National Association from the drop down e.g British Canoe (PUK), Canoe Wales (Paddle Cymru), or Association of Northern Ireland (Paddle Northern Ireland).
- For Non-Members, click' Add Non Member', and please complete all sections. Please note that a **Full** Membership is a prerequisite for Coach and Leadership Award courses, see Summary of Prerequisites for BCAB Qualifications and Awards.

TIP: Non-members may have done courses in the past and therefore may have a record number they're not aware of. This number is sent to them in confirmation emails when they attend courses. If the system indicates that someone has a record, you must contact us to confirm the non-active record, we will require Name, DOB, email address or residential address to confirm a record number. This can be via email to coaching@paddlescotland.org.uk or by contacting us during business hours over the phone.

TIP: Consider asking your Learner to sign up for a free Digital British Canoeing Membership – this allows you to treat them as a member (they will not get a member discount but will save you time submitting results).

Adding Notes

Once you have added your Learners the final section to complete is the notes section. For quality and assurance purposes this is a mandatory requirement, and should include:

- Reasons a Learner was deferred or failed,
- Conflict of interest reference numbers,
- Special Consideration or Reasonable Adjustment reference numbers,
- Conditions on the day,
- Water venues used during the day,
- Summary of course content.

Once the course, learners and notes have been submitted, you can click ‘next’ and proceed to payment.

Payment

The payment screen gives you the option to pay by debit/ credit card or direct debit - in this circumstance, the Debit is a single transaction and doesn’t set up a recurring payment (only membership sets up a recurring payment).

To pay by Debit Card:

1. Check the invoice, ensure that all Learners are showing and that the fees are correct. The system checks that Learners are current members; member discounts are only applied if this check is successful.

2. Fees quoted in the body of the invoice are less VAT, VAT is added as part of the summary of the invoice.

3. If there are any issues with the payment totals, either get the Learners to renew membership or contact us at coaching@paddlescotland.org.uk. Do not process a payment that is not correct.

4. Click ‘pay with card’, enter your card details when prompted.

5. Whilst the payment is processed, do not click back or refresh.

6. You will automatically be sent a receipt by email. On the payment successful screen, you can also download a PDF receipt.

To pay by Go Cardless

1. Check the invoice, ensure that all Learners are showing and that the fees are correct. –The system checks that Learners are current members; member discounts are only applied if this check is successful.

2. Fees quoted in the body of the invoice are less VAT, VAT is added as part of the summary of the invoice.

3. If there are any issues with the payment totals, either get the Learners to renew membership or contact us at coaching@paddlesuptraining.com. Do not process a payment that is not correct.

4. Click pay via direct debit, enter your bank details when prompted.

5. Whilst the payment is processed, do not click back or refresh.

6. You will automatically be sent a receipt by email. On the payment successful screen, you can also download a PDF receipt.

Course Authorisation and Submission Tips

To ensure your course does not enter the 'awaiting approval' state please make sure your records are up to date and that it has up to date membership, first aid, safeguarding and CPD on it. Please also check if you are due a moderation.

- At each stage of the authorisation process, Providers will receive emails notifying them of the state and status of approval applications. Please ensure the email address on your membership record is correct as this is used by the system and not the one supplied on the course for booking enquiries.
- When adding candidates, anyone who has a membership number on your National Association's database should be added as a member, even if their membership has expired.
- Non-members who have done another course in the past may have a record number. This will not allow you to set a new record. The system will ask if you want to use the existing record. If it then comes up with an error message, please email your National Association or call them during office hours. You will need to provide their name, date of birth and email or postal address in order for them to confirm a record number. This will then need to be added as a member.

- If a candidate fails a prerequisite check, it will not stop you from completing the course, it will just mean it has to be manually checked by a member of the team before it can be certificated.
- Any candidates added using the 'add other Home Nation member' will be checked manually by a member of the National Associations Coaching Team.
- Ensure you see evidence of valid membership otherwise the non-member fee will be charged. All members will have an electronic membership card issued at the time of membership purchase.

Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations. In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.