PADDLE SCOTLAND

Delivery Centre Sanctions Policy

November 2025

Purpose of policy: Paddle Scotland is recognised by Paddle UK Awarding Body as a Delivery Centre and has a responsibility to ensure that the regulated qualifications it provides are delivered to a consistent standard, in line with all Paddle UK Awarding Body regulatory requirements. Fulfilling this responsibility contributes towards maintaining our recognition as a Delivery Centre and a high level of public confidence in the qualifications.

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

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Monitoring Activities

Paddle Scotland carries out a range of standardisation, quality assurance and other monitoring activities to ensure that Tutors, Assessors, Providers and our staff follow regulatory requirements with respect to course administration, qualification delivery and Learner assessment. These activities include but are not limited to:

- Standardisation visits to Assessors
- Moderation activity on course and learner assessment paperwork
- Payment monitoring
- Financial and due diligence checks

- Identifying issues arising through the course of normal business
- Safety and Welfare checks

Through the course of these monitoring activities, it may be identified that a Tutor, Assessor, Provider or member of our staff is not meeting certain the Awarding Body or regulatory requirements. If so, we will assign actions and agreed target dates for completion with a view to ensuring Paddle Scotland maintains compliance.

These actions are assigned to give the Tutor, Assessor, Provider or member of our staff an initial opportunity to resolve the situation with respect to compliance, without any further action being taken. Paddle Scotland has an enabling approach to compliance and provides support and guidance to the Tutor, Assessor, Provider or member of our staff on how to resolve compliance issues at this stage.

In cases where compliance issues have been identified which suggest either malpractice or maladministration has taken place, Paddle Scotland may launch an investigation to establish the impact and severity of the scenario.

Trainers/Assessors/IQAs

Trainers/Assessors/IQA's Responsibilities

When a Tutor, Assessor, Provider or member of our Staff is approved by Paddle Scotland, they are required to deliver training, assess Learners and/or carry out internal quality assurance in line with the requirements outlined in the following Paddle Scotland documents, which can be found on the Paddle Scotland website.

- Artificial Intelligence Policy
- Accredited Prior Learning (APL) & Recognised Prior Learning (RPL) Policy & Guidance
- Appeals Policy
- Certification Guidance
- Child Wellbeing and Protection Policy
- Code of Conduct for Coaching Workforce
- Complaints Policy

- Conflict of Interest Policy
- Course Authorisation Advertising and Results Submission
- Data Collection Guide
- Data Retention Policy
- Delivery Centre Course Authorisation Terms & Conditions
- Delivery Centre Fees
- Equality and Diversity Policy
- Health and Safety Policy
- Malpractice and Maladministration Policy
- Provider Service Agreement
- Quality Assurance and Standardisation Procedures
- Registration Guidance
- Special Consideration and Reasonable Adjustments Policy
- Whistleblowing Policy

Tutors, Assessors, Providers and members of our Staff have a responsibility to ensure that they are fully aware of and understand the content of these documents. They are also required to be aware of the contents of this policy document and the possible implications for them as an approved Tutor, Assessor, Provider or member of Staff if they do not meet Paddle Scotland requirements relating to qualification delivery, Learner assessment and standardisation.

Tutors, Providers and Assessors also have responsibility for ensuring that Learners are aware of all relevant information prior to any course commencing. Paddle Scotland monitors Tutors, Providers and Assessors and Staff performance through our Quality Assurance and Standardisation activities.

When compliance issues are identified through these activities, the Tutors, Providers, Assessors or Staff in question may be assigned actions with a view to resolving the issues.

In cases when these actions have not been carried out by the agreed timescales and compliance remains an issue, Paddle Scotland may impose sanctions on the Tutors, Providers, Assessors or Staff members. Paddle Scotland also reserves the right to impose sanctions on Tutors, Providers, Assessors or Staff members when initiating or after concluding a compliance investigation.

Paddle Scotland may also impose sanctions on those who fail to meet our requirements and/or those of the Awarding Body. This policy provides Tutors, Assessors, Providers, members of our staff and Learners with information on:

- The standardisation and other activities carried out by Paddle Scotland through which sanctions could be imposed.
- The range and levels of sanctions available that may be imposed.
- The impact that these sanctions will have on status or approval.
- What to do when sanctions have been imposed to ensure (where possible) their removal.

The type and level of sanctions that Paddle Scotland may impose on any Tutor, Assessor, Provider, member of our staff or Learner will be dependent on numerous factors, including the risk to or level of impact upon:

- the interests of Learners,
- the security and integrity of regulated qualifications,
- compliance with the Awarding Body requirements,
- Paddle Scotland's reputation,
- Paddle Scotland's ability to maintain regulatory compliance,
- Tutor, Assessor, Provider, member of our Staff or Learners previous record of maintaining compliance,
- Tutor, Assessor, Provider, member of our Staff willingness to cooperate with Paddle Scotland to resolve compliance issues.

Tutors, Providers, Assessors and Staff Sanctions

To provide some examples, sanctions may be imposed on Tutors, Providers, Assessors or Staff members as an outcome of standard monitoring activity when:

- Assessing Learners who are known to them, close family, friends or employees.
- Concerns have been raised over course delivery or Learner assessment.
- Tutors/ Providers/ Assessors have not maintained the integrity and security of the assessment process by failing to ensure the correct environmental requirements have been met for the assessment.

Tutor, Provider, Assessor or Staff member Sanction Levels

Appendix 1 (Tutor, Provider, Assessor or Staff Sanctions) details the full range of sanctions and associated levels that Paddle Scotland may impose if deemed necessary.

Removing Sanctions

When Paddle Scotland imposes sanctions, the individual in question will be informed of the actions which must be carried out in order for compliance to be restored and sanctions removed.

Should a Tutor, Provider, Assessor or member of Staff be unable or unwilling to carry out the necessary actions to facilitate the removal of sanction Levels 1 to 4, then the Level 5 sanction of cancellation may be imposed.

Sanctions will only be removed once the relevant actions have been taken and Paddle Scotland is satisfied that the identified compliance issues have been fully resolved.

Learners

Learner responsibilities

Paddle Scotland expects that a Learner undertaking any Awarding Body qualification will:

- Provide all necessary evidence to confirm they meet the entry requirements (where applicable)
- Declare any illnesses or conditions that they may have prior to course commencement (for the purposes of Reasonable Adjustments being made)
- Behave in a professional and courteous manner at all times towards Tutors, Providers, Assessors, Staff and other Learners
- Prepare for and take part in any training activities and Learner assessments as instructed by their Tutors, Providers, Assessors delivering their course
- Complete all registration and assessment paperwork in a clear and legible fashion
- Maintain the integrity and security of the Learner assessment process Declare any illnesses or conditions that they may have on the day of training or assessment (for the purposes of Special Consideration being given)
- Cooperate fully with Paddle Scotland and/or the Awarding Body through the course of any compliance investigation (if required)

Paddle Scotland monitors Learner assessments through our Quality Assurance and Standardisation activities (e.g. standardisation). Through the course of these activities, evidence may be obtained that Learner plagiarism, cheating or collusion may have occurred.

When such issues are identified, Paddle Scotland will launch an investigation. The Responsible Person for Paddle Scotland and the Tutors, Providers, Assessors involved in Learner assessment and quality assurance will be informed and asked to provide further information and evidence to support the investigation activities.

The Learner (or Learners) will also be informed of the investigation and asked to provide information in support of their case against the suspected plagiarism, cheating or collusion.

At this stage, Paddle Scotland may suspend the Learner (or Learners) while the investigation is carried out. Depending on the circumstances, Paddle Scotland may also suspend any Tutors, Providers, Assessors or members of staff if this is deemed necessary. At the end of the investigation, if the available evidence confirms that Learner plagiarism, cheating or collusion has occurred, then Paddle Scotland may impose sanctions on the Learner. Again, dependent on the circumstances, Paddle Scotland may also impose sanctions on the Tutors, Providers, Assessors or members of staff involved.

Learner Sanctions

To provide examples, sanctions may be imposed on Learners, as an outcome of standard monitoring activity when:

- A cohort of Learners have submitted workbook assessments which contain text that is highly similar to the others (Paddle Scotland may initially suspend a Learner or Learners pending investigation of possible plagiarism or collusion)
- A Learner has submitted a workbook assessment that contains text which is exactly the same as that contained in the Assessment Guidance or sample/ examples provided to support learners.

Learner Sanction Levels

Appendix 2 (Learner Sanctions) details the full range of sanctions and associated levels that Paddle Scotland may impose on Learners if deemed necessary.

Removing Sanctions

When Paddle Scotland imposes Level 3 sanctions on any Learner, the sanction will be considered lifted once the identified action has been taken (i.e. an assessment or course has been retaken).

With respect to Learner suspension and after any compliance investigation has been concluded, Paddle Scotland will inform Learners if the suspension has been lifted and whether or not any further sanctions have been applied (e.g. an indefinite ban may be imposed if plagiarism, cheating or collusion has been confirmed).

In cases where a Learner has been issued with a certificate for a qualification and they have subsequently been found guilty of plagiarism, cheating or collusion in relation to the qualification assessment(s), Paddle Scotland will inform the Awarding Body who may revoke the certificate issued.

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.

Appendix 1. Tutor, Provider, Assessor and Staff Sanctions

Level	The following sanctions may be assigned by Paddle Scotland
1	Enforcement of Desk Based Standardisation and/or Quality Assurance Activity: (50% of learners or 2 per course whichever is greater) 1.1 specific qualification 1.2 suite of qualifications 1.3 all qualifications they are involved with
2	Enforcement of Desk Based Standardisation and/or Quality Assurance Activity: (100% of learners per course) 2.1 specific qualification 2.2 suite of qualifications 2.3 all qualifications they are involved with
3	Enforcement of Field Based Standardisation and/or Quality Assurance Activity: (50% of learners or 2 per course whichever is greater) 3.1 specific qualification 3.2 suite of qualifications 3.3 all qualifications they are involved with
4	Suspension of approved status in relation to: 4.1 specific qualification 4.2 suite of qualifications 4.3 all qualifications they are involved with

	Revocation of Customer Portal access in relation to: 4.4 specific qualification 4.5 suite of qualifications 4.6 all qualifications they are involved with
5	Cancellation of approved status in relation to: 5.1 all qualifications they are involved with

Appendix 2 Learner Sanctions

Level	The following sanctions may be assigned by Paddle Scotland
1	n/a
2	n/a
3	Requirement for the Learner to: 3.1 retake a specific assessment(s) 3.2 retake a specific course(s)
4	Imposition of a Learner Suspension in relation to: 4.1 the investigation of possible plagiarism, cheating or collusion Withholding of Learner Certificates in relation to: 4.2 the investigation of possible plagiarism, cheating or collusion Imposition of a ban on the Learner: 4.3 for a specified period of time Revocation of Learner certificate in relation to: 4.4 confirmed plagiarism or collusion
5	Imposition of a ban on the Learner: 5.1 for an indefinite period