PADDLE SCOTLAND

Quality Assurance & Standardisation Procedures

September 2026

This document outlines Paddle Scotland's Quality Assurance and Standardisation processes in relation to delivery of all Paddle UK Awarding Body (Awarding Body) qualifications and awards 1st July 2026 - 30th June 2027.

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This policy will be revised as and when necessary, or when needed in response to updates from Awarding Body, customer and learner feedback or its effectiveness when used in practice. It is also scheduled for review annually.

Aim and Purpose

Our Quality Assurance and Standardisation procedures aims to ensure that:

- Candidates receive an appropriate standard of training and assessment;
- Providers make accurate and effective assessment decisions;
- Providers delivery aligns with the Awarding Body Educational Philosophy;
- Providers operate within Awarding Body and Paddle Scotland requirements;
- Assessment is fair and consistent, using Awarding Body standards;
- Internal Verification sampling is robust and effectively implemented;
- Internal systems and processes are reviewed to support continuous improvement;
- We meet the Awarding Body requirements.

To achieve this, we:

1. Deliver high quality Provider training;
2. Utilise Internal Verification to ensure assessment standards are being met;
3. Verify providers competence;
4. Utilise Quality Assurance to support best practice in provider delivery;
5. Have effective policies and procedures that underpin delivery and administration;
6. Use suitably qualified, trained and experienced staff to deliver provider training, internal verification and quality assurance.

Definitions

The key roles referred to in this document are defined below:

Candidate	A person undertaking an Awarding Body training or assessment course.
Provider	A person who is delivering an Awarding Body training or assessment course. Includes both Tutors and Assessors.
Tutor	A person who is delivering a Awarding Body *training* course.
Assessor	A person who is *assessing* a Awarding Body qualification.
Internal Verifier	A person appointed by Paddle Scotland to ensure that assessment decisions made by Assessors are consistent, fair, accurate, and meet national standards for qualifications. They also support providers in the quality of training and assessment course delivery.
National Trainer	A person appointed by Paddle Scotland to deliver provider training, moderation and/or orientation. They may be involved in the observation of new providers and making recommendations for new roles to be granted.

Part 1: Provider Training

We support our team of Providers who deliver Awarding Body Qualifications and Awards through a range of suitable training. This includes for example;

1. Online moderation events, webinars or hot topic events;
2. Face-to-face training, standardisation and community events;
3. New Provider Induction and orientation activities;
4. Role sign-off for aspirant Providers moving to a full role;
5. Online specific eLearning standardisation activities;
6. 1:1 activities to support individual needs;
7. Direct Provider correspondence.

The core content of these training activities will typically include:

- Elements of mock (or real) assessment to support understanding of the assessment requirements and promote standardisation across the workforce;
- Activities that support Providers with the delivery of Awarding Body courses, ensuring that these courses meet the needs of candidates and Paddle Scotland.

All Providers are required to attend moderation in order to maintain their role. Paddle Scotland Tutor, Assessor, Provider Moderation Requirements provides full details of the specific role requirements.

New Provider Induction, orientation and moderation activities include training in delivery and assessment practice alongside coverage of administrative requirements (e.g. results submission timescales, candidate registration, course notes).

Good practice identified through Internal Verification and Quality Assurance activity is captured and shared with the wider Provider workforce, for example through moderation events, hot topics or direct correspondence.

Part 2: Internal Verification of Assessment Decisions

Internal Verification is the process of checking that a candidate's performance meets the award requirements and that Assessors are making accurate assessment decisions. Paddle Scotland assigns an Internal Verifier to review candidate evidence and ensure Assessors consistently meet award standards.

The following mechanisms may be used:

- Desk-based sampling of candidates assessment work, venue use and administration;
- Verification of assessment decisions through Internal Verification field visits;
- Verification of assessment decisions utilising video footage obtained during assessment.

Sampling Strategy

The sampling strategy outlines the process for selecting candidate performances and Assessors for verification; the volume and style of sampling.

Sampling may involve both announced and unannounced field visits or desk-based activity, with planned and random selection of assessment decisions. Assessment tasks may be sampled in full or in discrete elements.

At the start of each annual cycle, sampling priorities are identified to inform the verification schedule. This considers higher risk scenarios and aims to provide balanced coverage of assessment activities.

See Appendix 1 for the current Sampling Plan.

The Sampling Plan will identify:

- The estimated number of candidates' work to be sampled;
- The ratio of field/video to desk-based verification;
- Specific tasks or activities to be sampled.

Through the Sampling Plan we consider areas of higher risk, for example;

- Disciplines and environments not sampled within the previous 3-year cycle;
- Any new disciplines, environments or qualifications;
- Assessment tasks not sampled within the previous 3-year cycle;
- Assessment tasks that have been recently updated;
- Areas of the syllabus where inconsistencies are known;
- Individual Assessors based on risk rating (see Appendix 2)

In addition we aim to:

- Sample work from candidates of varying age, gender, ethnicity and disability;
- Review and monitor complaints, appeals, fail/success patterns, malpractice, matters of Provider non-compliance, and outcomes of previous Internal Verification or sampling to inform future sampling;
- Avoid verifying the same Assessor repeatedly if assessment decisions are accurate and they are deemed low risk.

In some cases it may be necessary for the Delivery Centre Manager to insist that an Assessor has a field visit on their next course, or to increase the amount of sampling applied to a specific Assessor. This is likely if they have not had a field visit and haven't attended required standardisation activity; or where a specific concern has been identified.

See Appendix 1: Paddle Scotland Sampling Plan and Appendix 2 further information regarding specific risk ratings.

Internal Verification Field Visits

Internal Verification field visits are undertaken by an Internal Verification Officer with occupational competence based on the sample identified for verification.

It is important that the Internal Verifier is introduced to all staff, candidates and others involved in the assessment. Field visits should be seen as supportive aiming to aid the development of Assessors. Internal Verifiers will, at all times, remain mindful of their effect on the candidates and do their utmost to avoid any negative impact.

Assessors are normally given at least two weeks' notice prior to a field visit. This communication will identify the focus of the visit and share a copy of the report form to be used. All Assessors should be aware that unannounced visits may also occur, these will be notified 24-48 hours ahead.

Field visits provide an opportunity for;

1. Internal Verification of assessment decisions;
2. Standardisation training;
3. Support;
4. Capture of video, audio and/or written evidence;
5. Quality Assurance.

Internal Verification of Assessment Decisions: During a field visit it is normal for the Internal Verifier to select a sample of candidates' assessment activity. Typically, dual assessments, observation of Assessor questioning/discussion with the candidate, and discussion with candidates is used to support the Internal Verification process.

Standardisation Training: Standardisation is inherent in the process of the Internal Verification of assessment decisions. Field visits usually provide an excellent opportunity for the Assessor and Internal Verifier to discuss assessment standards and the qualification requirements.

Support: The visit is an opportunity for the Assessor to identify any aspects of assessment that they would like support with, and to influence the focus of the visit.

Capture of video, audio and/or written evidence: During the Internal Verification process, Internal Verifiers and/or Assessors may be required to capture candidate evidence. This is normally for;

1. The purposes of standardisation - Candidate evidence may be used for the purpose of verification and standardisation. In these instances it will be viewed by Paddle Scotland and/or Awarding Body Verifiers. Candidates will be named.
2. The purpose of Assessor training - Candidate evidence may be used for Assessor training and standardisation. In these instances it will be viewed by Assessors during Paddle Scotland delivered training. Candidates will not be named.

Candidates give consent for this at the point of registration. For candidates under 18, the young person's parent/guardian will also have granted their consent.

Assessors may be asked to collect video, audio or written evidence of candidate's performance to submit for Internal Verification purposes. A clear brief will be provided regarding expectations. Internal Verifiers should be mindful that requesting video evidence for standardisation purposes can, in some cases, compromise the natural focus of assessment; the need for footage should therefore be balanced against this risk before it is requested.

Quality Assurance: Ensuring that the assessment is delivered in accordance with candidate needs and Paddle Scotland requirements. This provides an opportunity to learn from assessors utilising best practice, adding to the knowledge bank and being able to share this more widely across the workforce. It also provides the opportunity to support and develop practice in the field.

General Guidance for Internal Verifiers

Internal Verification practice should follow these general principles;

- All actions should be in keeping with Awarding Body Educational Philosophy;
- The candidate is the focus of our Internal Verification. Any actions taken should not adversely affect the candidate, unless essential to safeguard the integrity of the assessment or the safety of those involved;
- If the Internal Verifier needs to 'step in' to support the Assessor or candidate, this should be done sensitively and they should 'step out' at the earliest opportunity;

- The Internal Verifier needs to be prepared (and competent) to go where the assessment goes, being in a position to observe and interact with the Assessor throughout the visit;
- The assessment must be cancelled if the Internal Verifier feels the integrity of the assessment is at risk and they are not in a position to complete the assessment safely or without disadvantage to the candidate.

Reporting and Recording Processes

The Internal Verifier must record their written feedback to the Assessor on the relevant Internal Verification report form and return this to the Assessor within 7 working days of the Assessor's submission of candidate results (or within 7-days of the conclusion of external verification if completed). The Assessor should be given the opportunity to comment on the report; any comments are then recorded or amendments made if appropriate. Records of Internal Verification are stored securely by Paddle Scotland and are kept for no more than 4-years.

If the course has been identified for external verification, certification will be delayed until this has been completed. In these cases it is imperative that the Assessor and Paddle Scotland Internal Verification are prompt in completing the end of course administration in order to minimise delays to candidate certification.

External Verification

The Awarding Body samples candidates' work for all regulated qualifications. The main purpose of this is to ensure national standards are being adhered, as well as identifying good practice whilst supporting Delivery Centres and their Assessors in making valid, reliable and accurate assessment decisions.

Awarding Body will sample a proportion of the assessment decisions that Paddle Scotland have internally verified. This will normally be in the form of field visits or samples of candidate evidence (audio, video and/or written);

- Samples of evidence requested by Paddle Scotland and collected by the Assessor;
- Evidence collected by an Internal Verifier during an Internal Verification visit;
- Awarding Body during a visit to a course being run by a Paddle Scotland Assessor.

Awarding Body may also attend Paddle Scotland Orientation or Moderation events for purposes of Quality Assurance and/or standardisation.

Part 3: Quality Assurance of Training Course Delivery

Quality assurance of training course delivery is in place to ensure courses are delivered in accordance with candidate needs and Paddle Scotland requirements. This provides an opportunity to learn from tutors utilising best practice, adding to the knowledge bank and being able to share this more widely across the workforce. It also provides the opportunity to support and develop practice in the field.

Quality Assurance of training course delivery will include delivery of regulated or non-regulated Awarding Body qualifications or awards (e.g. Coach Training, Performance Coach Training, Safety Training, Personal Performance Awards, Leadership Training and Support Modules).

See Appendix 1 for the current Sampling Plan.

Part 4: Policies and Procedures

The following Paddle Scotland policies and guidance documents underpin the delivery and administration of Awarding Body qualifications and awards:

- Accredited Prior Learning & Recognised Prior Learning Guidance
- Appeals Policy
- Child Wellbeing and Protection Policy
- Complaints
- Conflicts of Interest Policy
- Conflict of Interest Policy (in relation to Awarding Body Qualifications and Awards)
- Data Retention Policy
- Equality and Diversity
- Generative Artificial Intelligence Policy in relation to Qualification Assessment
- Malpractice and Maladministration
- HR Handbook (inc. Health and Safety Policy)
- Provider Service Agreement
- Provider Terms and Conditions
- Quality Assurance and Standardisation Procedures
- Quality Improvement Plan
- Recruitment and Training of Workforce
- Registration and Certification Guidance for Candidates
- Safeguarding Adults Policy
- Sanctions Policy
- Special Consideration and Reasonable Adjustment Policy
- Tutor, Assessor, Provider Moderation Requirements

Policies and procedures are regularly reviewed as part of ongoing improvement efforts and updated as needed in response to feedback from customers, learners, and staff, policy or process changes, any issues or allegations, or their effectiveness when used in practice. Key policies also undergo a formal review and Equality Impact Assessment every three years.

All policies and procedures are reviewed and evaluated regularly by the Delivery Centre staff team and are approved by the Delivery Centre Responsible Officer.

Use of Artificial Intelligence

We follow Paddle Scotland's wider guidance on the use of generative artificial intelligence (AI) and are committed to ensuring AI is used appropriately, responsibly, and when it clearly adds value to our work.

What this looks like within our Quality Assurance and Standardisation activities:

- AI tools may support administrative tasks, such as drafting general correspondence, formatting or proofreading documents, summarising or reviewing non-candidate-specific material.
- AI tools may support the development of training materials (e.g. outlines, discussion prompts or guidance documents). All such content will be reviewed, checked for accuracy and approved by a suitably qualified member of staff before use, to ensure it meets Awarding Body and Paddle Scotland standards.
- AI tools will not be used to make or influence assessment decisions, Internal Verification judgements or Quality Assurance outcomes. These remain the responsibility of the named Assessor or Internal Verifier, using their own professional judgement.
- To protect confidentiality and meet data protection requirements, information that could identify a person (e.g. assessment evidence or video/audio footage) will not be uploaded to (or processed by) AI tools.
- Written feedback to candidates or Providers will reflect the genuine observations of the Internal Verifier, National Trainer or staff member concerned. AI-generated text will not be presented as their own judgement.

We recognise that the opportunities for the use of AI within our work are growing rapidly and Paddle Scotland are committed to evolving its practice as AI develops.

Evaluating Performance

The purpose of Quality Assurance and Standardisation is to support providers in delivering high-quality courses and ensuring assessment decisions are consistent and fair. As part of this providers may have their practice reviewed to confirm whether it meets the required standards, and may be given 'required actions'.

'Required actions' will be clearly defined and agreed by the Paddle Scotland Delivery Centre Team. They are intended to be reasonable and fair, aiming to support best practice. Internal processes ensure they are applied consistently across all providers.

Where an Internal Verifier or National Trainer finds that a provider has breached the Provider Service Agreement (or other relevant policies), this will be referred to the Delivery Centre Manager and dealt with separately.

Appeals

Providers have the right to appeal any *'required actions'* identified from internal verification, wider quality assurance or standardisation activities. Given the supportive intent of the process, it is anticipated that *'required actions'* are established through collaboration with the Provider and grounds for appeal are considered an unusual situation. If, however, agreement cannot be reached, a formal appeal can be made to the Delivery Centre Manager within 14-days from when the actions were communicated in writing.

The Delivery Centre Manager is the designated person to deal with an appeal, although may appoint another suitable party to handle the appeal to avoid conflicts of interest. If the Provider still disagrees with the outcome they can appeal to the Awarding Body.

Appeals are dealt with in line with the principles and timelines outlined in the Provider Service Agreement Appeal Process.

Equality and Diversity

All Paddle Scotland employees, Internal Verifiers, National Trainers, Providers and other associates are required to adhere to the principle that no candidate must, at any time, be discriminated against on the grounds of their race, ethnic or national origin, gender, sexual orientation, disability, age, marital status, social class, political or religious beliefs and affiliations or any other factors which are irrelevant to assessment.

In conducting internal verification and assessments, Internal Verifiers and Assessors will have to ensure that it is only the candidates' (or providers') skills, knowledge, understanding and competence that have a bearing on their assessment results. Assessment should not be influenced by any other factors. No candidate (or provider) must be either discriminated against or given an unfair advantage.

Safeguarding

Paddle Scotland Internal Verifiers and National Trainers are required to have completed the **sport**scotland Child Wellbeing and Protection in Sport Training (CWPS) as a minimum.

Internal Verifiers and National Trainers are not considered to be in a regulated work role, contact with children and vulnerable adults is incidental, therefore they are not required to be members of the PVG scheme.

Part 5: Team Roles

Team Structure

Provider training, Internal Verification and Quality Assurance activities are delivered by a suitably qualified, trained and experienced workforce.

Current roles are as follows;

- Noush Duffy, Delivery Centre Manager (Delivery Centre Responsible Officer);
- Lara Cooper, Lead Internal Verifier (Delivery Centre Lead Internal Quality Assurer);
- Adam Burns, Internal Verifier.

National Trainers

Provider training, orientation, moderation and new provider role recommendations may be outsourced to subject matter experts. A team of National Trainers is typically recruited and deployed for this purpose.

Staff Competence and Continuous Improvement

We are committed to maintaining a workforce for Internal Verification, Quality Assurance and Standardisation that is appropriately sized, suitably qualified, experienced, competent, and properly trained for their role.

New team members go through appropriate recruitment, induction and training. All team members engage in continuing professional development, training and review, and complete annual training in line with Awarding Body requirements. Internal standardisation meetings take place regularly to discuss protocol, reports, consistency of verification, Provider performance and quality improvement plans.

Internal Verifiers hold a (minimum) British Canoeing Level 3 Coach qualification (or equivalent), a recognised Internal Quality Assurance qualification, and occupational competence.

National Trainers are active Providers in the relevant craft(s) and environment(s) and hold nationally recognised tutoring and assessing qualifications. They bring substantial

experience, a proven track record of high-quality delivery, strong personal paddling competence and sound judgement in dynamic environments, underpinned by a firm commitment to professional practice.

Where Internal Verifiers or National Trainers are also active Providers of BCAB qualifications and awards, they must meet the same Quality Assurance and Standardisation requirements as all other Providers, and are specifically prioritised for Internal Verification through the Risk Rating (Appendix 2).

Conflicts of Interest

Given the close-knit nature of the paddlesport community in Scotland, professional and personal conflicts of interest are recognised as both possible and, at times, unavoidable. When such conflicts arise, they are declared and managed in accordance with the following two policies:

1. Paddle Scotland Conflict of Interest Policy: This policy applies to all Paddle Scotland staff, contractors, Directors, Committee members, National Trainers, Internal Verifiers, and Providers when working directly on behalf of Paddle Scotland. Key elements include an annual declaration of interests relevant to each individual's role and maintenance of an up-to-date register of declared interests.
2. Paddle Scotland Conflict of Interest Policy (In relation to Awarding Body Qualifications and Awards): This specific policy provides guidance for all Assessors, Internal Verifiers, and administrators of Awarding Body qualifications. It outlines the procedures to follow when a potential conflict arises—for example, when assessing or verifying an individual with whom the individual has a personal or professional connection.

Appendix 1: Sampling Plan

This plan sets out how we select candidate performances and Assessors for verification, and how much sampling we carry out, so that our processes stay consistent, proportionate, and fair to everyone involved. It also identifies focus for Quality Assurance.

How the sampling level is set: Following our annual Awarding Body audit (June 2026), Paddle Scotland holds an overall 'Low Risk' rating for the sampling year 1 July 2026 – 30 June 2027, so ‘standard control’ sampling applies across all qualifications.

The sampling plan (Appendix 1) and specific provider risk rating (see Appendix 2) are established at the start of the sampling year. Regular meetings with the Internal Verification team throughout the year are also used to identify actual assessments to sample, reviewing assessment courses that are coming up, any new emerging issues or patterns, and progress towards the required sampling numbers.

A note on Enhanced Control: an individual qualification can move to Enhanced Control mid-cycle if Awarding Body criteria are triggered — for example, first-time delivery, a sharp rise in registrations, insufficient internal standardisation, or a live malpractice investigation. If this happens, the Enhanced Control sample size applies to that qualification for the rest of the cycle.

Paddlesport Instructor

Sample size (1st July 2026 – 30th June 2027):

Total candidates	Candidates sampled	Assessment activities
100 or fewer	5	2
101 - 249	10	2
250+	20	2

Sampled tasks may be verified in full or in part. At least 50% of verification will be field- or video-based, with no more than 50% desk-based.

For this cycle we'll be paying particular attention to:

Field-based Verification and Quality Assurance

Quality Assurance:

- Rescue assessment activities are efficient, timely and well organised
- Assessor briefings and set-up for the rescues covers the key points for success
- Assessors have an effective system for tracking candidates' completion of rescue tasks
- Assessors rescue demonstrations reflect best practice
- The required lesson plan content is covered appropriately
- Delivery style drives high candidate engagement through practical 'have a go' activities, peer delivery, guided discovery, problem solving and review, building on what candidates already know rather than relying on lengthy explanations or front-loaded briefings
- Candidate registration in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days.
- Learner Development Pack is used to support genuine personal development

Internal Verification:

- 3.4 Rescue an unconscious kayaker from an upturned, closed cockpit kayak
- 3.5 Rescue an entrapped paddler from a capsized canoe

Desk-based Verification and Quality Assurance

- Candidate registration in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days.
- Quality of Precourse Information
- Learner Development Pack is used to support genuine personal development
- Verification as above (via Video footage)

SUP Instructor

Sample size (1st July 2026 – 30th June 2027):

Total candidates	Candidates sampled	Assessment activities
100 or fewer	5	2
101 - 249	10	2
250+	20	2

Sampled tasks may be verified in full or in part. At least 50% of verification will be field- or video-based, with no more than 50% desk-based.

For this cycle we'll be paying particular attention to:

Field-based Verification and Quality Assurance

Quality Assurance:

- Participants personal skills at an appropriate level at the start of the course
- Candidates wearing appropriate footwear, Providers risk assessment includes footwear requirement
- Providers support candidates to develop Personal Skills and Rescue Skills throughout learning activities to support successful assessment performance
- Assessors rescue demonstrations reflect best practice
- The required lesson plan content is covered appropriately
- Delivery style drives high candidate engagement through practical 'have a go' activities, peer delivery, guided discovery, problem solving and review, building on what candidates already know rather than relying on lengthy explanations or front-loaded briefings
- Learner Development Pack is used to support genuine personal development
- Candidate registration in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days.

Verification:

- Personal Skills 2.1 - 2.6

Desk-based Verification and Quality Assurance

- Candidate registration in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days.
- Quality of Precourse Information
- Learner Development Pack is used to support genuine personal development
- Verification as above (via Video footage)

Coach Award

Sample size (1st July 2026 – 30th June 2027):

Total candidates	Candidates sampled	Assessment activities
100 or fewer	5	2
101 - 249	10	2
250+	20	2

Sampled tasks may be verified in full or in part. At least 50% of verification will be field- or video-based, with no more than 50% desk-based.

For this cycle we'll be paying particular attention to:

Field-based Verification and Quality Assurance

Quality Assurance:

- Quality of verbal feedback provided to candidates within the assessment;
- Quality of written feedback and development plan provided after the assessment that clearly identifies strengths, areas for development and advice on further development;
- How the assessor ensured the candidate understood what was required of them for the assessment (before the assessment day);
- Assessment Check-In in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days.

Verification:

- All awards: Practical coaching assessment - assessment criteria 1.5-1.12
- Sheltered Water Awards: 3.1. - The Coach can effectively and efficiently control their craft in a range of relevant conditions (with a particular focus on forwards paddling)

Desk-based Verification and Quality Assurance

- Environmental conditions used for the assessment;
- Verification of Assessment Discussion Task;
- Candidate registration in place before the course, Course Authorisation is requested at least 2-weeks in advance and results are submitted within 3-days;
- Quality of Precourse Information;
- Quality of written feedback and development plan provided after the assessment that clearly identifies strengths, areas for development and advice on further development.

Performance Coach

Sample size (1st July 2026 – 30th June 2027):

Total candidates	Candidates sampled	Assessment activities
3 or fewer	1	1
4-6	2	1
7-9	3	1
10-20	4	1
20+	5	1

Sampled tasks may be verified in full or in part. At least 50% of verification will be field- or video-based, with no more than 50% desk-based.

Verification and Quality Assurance

We will quality assure the written feedback/development plans provided to candidates on all those sampled.

For assessors who *have not* had a recent Performance Coach IV we will take a holistic view over a range of coaching, personal skills, or rescue skills. This will most likely take the form of a field IV.

For assessors who *have* had a recent Performance Coach IV we will take a more targeted approach in selecting evidence to sample most pertinent to the situation and assessor. This could be field or desk-based.

Awarding Body External Verification

Awarding Body will externally verify 20% of our required sample size (e.g. if our required IV sample is 10 candidates, Awarding Body will externally verify 20% of that (i.e 2 candidates). This is increased to 100% for Performance Coach.

Leadership Award Assessment

Following an initial pilot in 2025/2026, Paddle Scotland is continuing Internal Verification of Leadership Award assessment. We aim to internally verify 3% of all candidates.

The selected assessment tasks may be internally verified in their entirety or partially.

Field verification visits will cover a range of leadership, personal skills, or rescue skills. No specific areas of focus have been identified. Quality Assurance of delivery will also take place.

Desk based verification will focus on admin matters, venues, environmental conditions utilised for the assessment. Submission of video evidence may be requested to verify candidate performance in assessment.

In both field and desk based verification the Assessors pre-course information will be reviewed to ensure that it covers all essential elements.

The process will be reviewed throughout the year to assess its effectiveness, and inform future practice.

Quality Assurance of Training Course Delivery

Through field visits we aim to focus on the quality of course delivery and the learning environment.

While there is no set sample size, we will prioritise:

Providers

- Providers who have never had a field QA or IV visit for any award
- National Trainers for the roles held
- Providers with a history of non-compliance or administrative problems
- Providers subject to malpractice or maladministration investigations, or to appeals, complaints or negative feedback
- Providers where concerns have been raised through recent IV, Quality Assurance, Moderation, course delivery or Awarding Body EQA

Courses

- Courses in the Sea/Coastal environment (Sea Kayak and SUP)
- Paddlesport Safety and Rescue courses
- Paddlesport Touring Leader Training courses
- Courses delivered in December, January and February to ensure delivery is adapted appropriately for winter conditions (particularly Sheltered Water and Safety courses)
- Qualifications recently changed by Awarding Body

Appendix 2: Specific Risk Rating 2026/2027

Risk Rating ensures that each individual Provider and each qualification has an appropriate amount of Internal Verification. The following principles are applied when reviewing an individual's Risk Rating at the start of the sampling year:

Very High Priority	The provider has never had a field IV for any award.
	National Trainer or Internal Verifier who has never had a IV field visit for this award.
High Priority	The provider has never had a field IV for this award.
	The provider assessed more than 10% of all candidates for this award in the last sampling year (and didn't have an IV field visit for this award in that year).
	Provider with skills verification or moderation overdue (if extension granted).
	National Trainer or Internal Verifier who has not had a successful IV field visit for this award within the last 3-years.
Medium Priority	The provider last had IV field visit (for this award) more than 3-years ago.
Low Priority	The provider had a IV field visit (for this award) in the last 3-years, with no significant actions.

In addition,

Paddlesport Instructor and SUP Instructor courses that are taking place in December, January and February will be rated as Very High Priority. Desk, or Field QA will be prioritised to ensure delivery is adapted appropriately for winter conditions.

Coach Award Disciplines that:

- have never had field IV are rated High Priority
- had field IV more that 3-years are rated Medium Priority
- had field IV less than 3-years are rated Low Priority

Any Provider will be categorised as high priority (or 'very high') if there are issues of non-compliance, a history of administrative problems, investigations relating to malpractice, maladministration, appeals or complaints initiated.

We will also consider outcomes from recent IV, Quality Assurance, Standardisation and/or Moderation activity, Conflict or Interests, course delivery, information from Awarding Body, and/or feedback received. These will be considered on a case-by-case basis and may increase the providers/qualification risk rating.