PADDLE SCOTLAND

Quality Improvement Plan

V2 February 2025

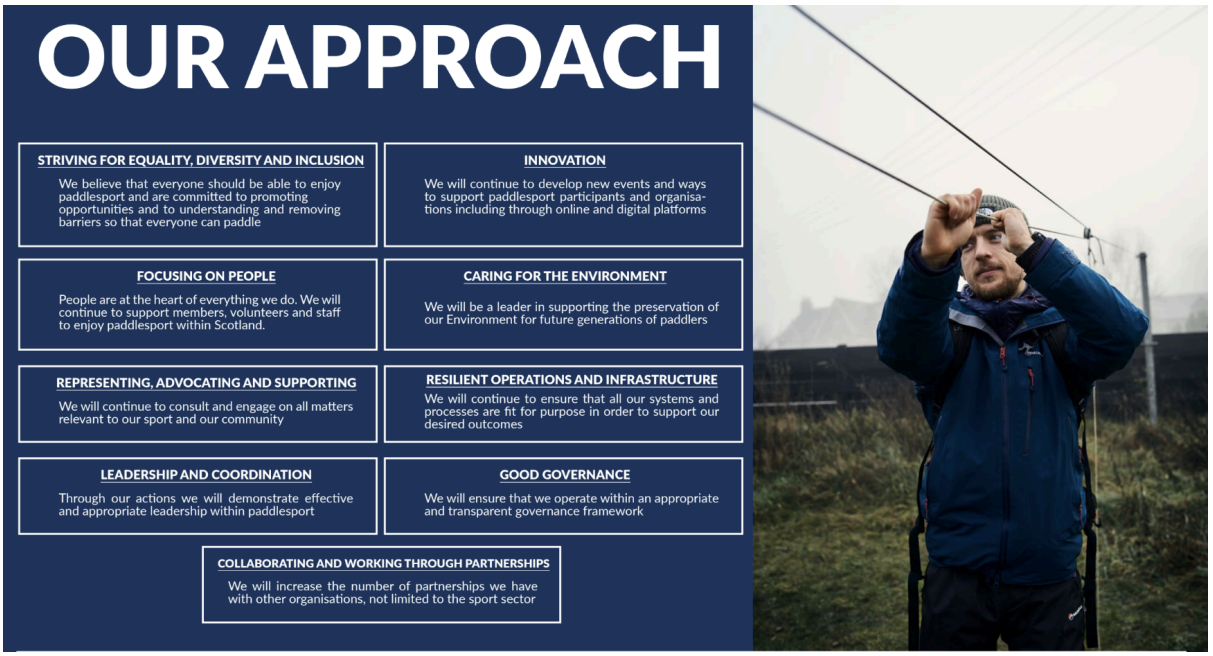
*Where referring to Paddle UK Awarding Body this document will use the terminology of “Awarding Body”.

Paddle Scotland Quality Improvement Plan

This document outlines the Paddle Scotland Delivery Centre approach to quality improvement, particularly in the relation to the responsibilities for delivery of Awarding Body regulated qualifications.

Overall Approach

An emphasis on quality is embedded throughout our organisation and is a key driver in all of our processes and procedures. Paddle Scotland is committed to provide an environment where all employees are supported (and given adequate time) to produce work that is of a high standard and to continue to grow throughout their employment. A commitment to high levels of customer satisfaction, sector leading working practices, resilient operations and infrastructure, good governance and innovation being core strands of our approach.



Paddlesport for All - Extract of SCA Strategic Plan 2022 - 2025

Ongoing quality improvement activities include:

Processes are embedded into operational activities to ensure high quality and ongoing improvement. These include;

- Up-to-date Issues log maintained to record complaints and malpractice.
- Fails and deferrals reviewed twice a year, all tracked/followed up annually with a record kept for review purposes.

- Cases of coaching admin non-compliance are acted upon, logged and reviewed regularly.
- Late Course Authorisation is checked on a quarterly basis, providers who are frequently applying for course authorisation outside of minimum requirements are followed up, supported and monitored more closely moving forward.
- All candidates completing Awarding Body courses are sent an evaluation feedback form following attendance on a course. Both response rate and candidate responses are reviewed quarterly.
- A more targeted feedback form is sent to all candidates who are on a course that has Internal Verification; responses are reviewed and passed on to assessors (where candidates have given permission) to support their own reflection and review.
- A feedback form is sent to all assessors who have Internal Verification on a course, responses are reviewed quarterly.
- Outcomes of QA and IV visits are recorded and reviewed quarterly to ensure consistency and to discuss outcomes.
- A feedback form is sent to all providers following any Paddle Scotland standardisation, moderation, community or orientation events. This is reviewed quarterly and responses passed on to Trainers to support their own reflection and review.
- Appropriate consideration, reflection and action is taken in response to the annual Awarding Body Audit.

The items above are all standing agenda items at our quarterly Delivery Centre Quality Assurance and Internal Verification meetings and sit alongside CASS requirements.

These review activities inform the completion of an Paddle Scotland Delivery Centre Annual Report published in January/February each year. The report summarising matters relating to regulated qualification delivery for the previous calendar year. In bringing the report together, the following areas are analysed and reported on:

- Candidate numbers and feedback
- Provider recruitment
- Internal verification
- Moderation and standardisation
- Provider administration
- Appeals and complaints

An annual in-depth analysis of provider workforce is undertaken at a similar time to ensure all providers meet the requirements to continue to deliver qualifications. This analysis is kept up-to-date through the year and is used as a risk register to identify providers for Internal Verification.

The Paddle Scotland Quality Assurance and Standardisation Procedures are reviewed and published in July each year, taking into account the review activities previously outlined.

In addition we work closely with the other Awarding Body Delivery Centres to share good practice, align decisions, and seek consistency of learner experience. This occurs formally

(and regularly) through the Education and Operations Group, and informally as and when required.

Closing Remarks

The procedures outlined above have evolved over several years and provide us with confidence and reassurances that quality is high across all areas of our delivery of Awarding Body qualifications.

