



PADDLE
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Delivery Centre
Internal Quality
Assurance Policy

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Delivery Centre Quality Assurance Policy

Paddle Cymru Delivery Centre is committed to the delivery of high-quality training and assessment courses and ensures the integrity of BCAB awards and qualifications it provides by implementing a rigorous standardisation regime. Paddle Cymru Internal Quality Assurance Teams undergo a thorough induction process and receive ongoing update training tailored to individual needs.

Internal Quality Assurance Team

Paddle Cymru Delivery Centre is by necessity a small team, and consequently the **Coaching Manager** holds several key roles and responsibilities in the standardisation of Assessment:

- **Coaching Advisor and Lead Trainer**
 - i. Supports Learners from the start of their journey and in their choice of qualifications and awards.
 - ii. Advises and supports Tutors, Assessors, Trainers and other staff.
 - iii. Managing standardisation activity and assessment decisions within Paddle Cymru Delivery Centre.

- **Lead Standards Officer**
 - i. Oversees the standardisation of assessment decisions
 - ii. Line manager for the Standards Officer Team, supports plans for their work, standardisation activities and chairs meetings of the Standards Officers team.

- **Lead Internal Quality Assurer**
 - i. Attends BCAB training and update programmes
 - ii. Facilitates annual standardisation activities
 - iii. Managing sample assessment across all qualifications, ensuring correct quantity and appropriate samples of assessed and internally standardised candidate work are available for sampling by BCAB

In addition Paddle Cymru Delivery Centre supports the following Quality Assurance roles:

Trainers

Paddle Cymru Delivery Centre Trainers are selected from occupationally competent providers of Leadership, Safety, Coaching, Paddlesport Instructor and Stand-up Paddlesport Instructor Awards as outlined in the [Paddle Cymru Delivery Centre Recruitment, Selection & Training Policy](#). Our team of Trainers are involved in both

standardisation of assessment and quality assurance through the initial training of new Assessors, Tutors and Providers. Trainers are also involved in the assessment of new providers through the final recommendation process.

Standards Officers

Paddle Cymru Delivery Centre Standards officers must be or on a pathway to becoming IQA L4. Standards Officers are key in ensuring the validity and reliability of assessment decisions and internal verification is vital in ensuring the requirements of the BCAB have been reliably met. The role of the Standards Officer includes:

- Plan, operate and evaluate internal standardisation and quality assurance systems
- Support and develop Tutors and/or Assessors
- Monitor and improve the quality of assessment practice
- Apply policies, procedures and legislation to meet internal, external and regulatory requirements.

Standards Officers are required to be occupationally competent, take part in annual standardisation and Continuous Professional Development. They must both hold the Tutor and /or Assessor role of the qualification/ environment they are involved in the standardisation of and meet the update requirements for that role.

Responsible Officer

Paddle Cymru CEO is the Responsible Officer for Paddle Cymru Delivery Centre and for provision of BCAB qualifications. The Responsible Officer is the main point of contact for BCAB Standardisation activity at Delivery Centre Forums and attending BCAB meetings and training sessions when required.

Conflicts of Interest

On appointment the team members are required to complete a declaration of interest, this ensures conflicts of interest are managed. If they become aware of a conflict of interest, they must bring it to the attention of the Responsible Officer at the earliest opportunity.

Please see [Paddle Cymru Conflict of Interest Policy](#)

Paddle Cymru Delivery Centre Internal Sampling Procedures

CW undertakes sampling of candidates work for BCAB regulated qualifications in order to monitor validity and consistency of assessment decisions, ensuring that BCAB qualifications retain their value and credibility. Samples are made available to BCAB in line with their Sampling Process for Regulated Qualifications document and Delivery Centre Quality Assurance and Standardisation document.

Types of Sampling

Assessment Decision Sampling - field and desk-based Standardisation checks ensure consistency and validity of assessment decisions across the assessment team.

Interim Sampling is an ongoing process that ensures quality control across course delivery and content.

Random, unannounced sampling forms part of a Standardisation Officers annual visit plan and can be seen as a way to safeguard against malpractice and maladministration.

Candidates are made aware that, before certification, their evidence may be sampled as part of the internal standardisation process. If an assessor disagrees with a decision made by the Internal Quality Assurance Team, they may follow the procedures laid down the [Paddle Cymru Delivery Centre Appeals Policy & Procedure](#).

Please also refer to the [Paddle Cymru Delivery Centre Quality Assurance & Standardisation Policy](#).

Internal Quality Assurance and Standardisation Planning

Standardisation System

Paddle Cymru has an adaptive system for recording, reporting and managing processes using a Google Forms system for both field visits, Desktop and coinciding Standards officer reports.

Internal Sampling schedule

The schedule of courses selected for sampling is a working document updated at least monthly, of Authorised courses. Courses are selected for standardisation depending on a provider's risk rating and the current sampling needs set by BCAB.

Sampling Review.

Our Sampling system and standardisation officer sampling verification decisions are overseen by the Lead Standards Officer. These are reviewed annually and any findings are shared with the standardisation team in training, and BCAB when necessary or in annual team meets.

Standardisation visits and Desktop marking are sampled by the Lead Standards Officer to ensure correct decisions are maintained.