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Overview

The following policies document has been written to support the delivery of courses from Chris Brain Coaching. Chris Brain Coaching delivers a range of bespoke coaching and training courses as well as British Canoeing Awarding Body training and assessments

The terms and conditions are to ensure effective engagement with the client and Chris Brain Coaching. Where this document refers to "the client(s)" it means whoever is making the booking with Chris Brain Coaching.

This document has been written with the intention to be as clear as possible. If you have any trouble understanding the document or have any questions or queries regarding its content please get in touch.



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Typical Work Delivered

Work delivered by Chris Brain Coaching includes (but is not limited to)

British Canoeing Awarding Body Coaching Courses
British Canoeing Awarding Body Leadership Courses
British Canoeing Awarding Body Safety Courses
Bespoke Coaching and Leadership Courses
Bespoke Safety Courses
Bespoke Guiding and Training
Paddlesport based bespoke staff training
Technical Advisor Work
First Aid Training
Bespoke First Aid Training



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Learner Recruitment Policy

When recruiting participants for any course that I deliver I will ensure that they are suitable for the training/assessment. This will be completed using a range of methods which may include

- Verbal conversation confirming their understanding of the training/assessment
- Email conversation confirming their understanding of the training/assessment
- Discussion of the physical and emotional demands of the training/assessment
- Discussion regarding the skills and experience required for the training/assessment
- Signposting to appropriate documentation (eg BCAB Course guides)
- Questioning of their understanding of the award
- Pre course/assessment meeting online
- Pre course/assessment meeting face to face

In the event of the learner appearing not to be suitable for the course they have selected I will discuss this with them at the earliest opportunity. If appropriate an alternative course will be suggested/offered. If this cannot be offered their place on the course/assessment will be cancelled or postponed until a more appropriate time

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British Canoeing Award Body Assessment Process

During a British Canoeing Awarding Body Assessment, my typical process for conducting the assessment would be (but is not limited to)

- Receive interest from a student
- Clarify if they are suitable for the award
- Agreed dates and location/area for the assessment
- Register the course with BC
- Send information directly regarding the administration process and send assessment day pack
- Meet online 4 weeks before (2 weeks minimum) to give overview of the assessment and to agree specifics
- Typically conduct the assessment discussion task during the pre assessment meet
- Receive any docs required prior - eg assessment check in
- Conduct the assessment on the day
- Process course results with BC
- Send post course feedback/development planning to the candidate and assessment day pack
- Offer follow up/development meeting if required
- Potentially stay in touch with candidate if they have further needs/quals required in future

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British Canoeing Awarding Body Candidate Ownership

During a British Canoeing Awarding Body Assessment, my typical approach to giving a candidate ownership of the assessment would be (but is not limited to)

- Booked bespoke rather than open dates
- Base the assessment booking around their private request
- Typically run assessments only one on one or for two people that know/work together
- Build relationship with the client and encourage them to decide on venue/students/date/time/logistics
- Encourage them to keep me informed of any planning etc
- Where possible encourage them to decide the structure of the day
- Offer flexibility in how they deliver their coaching
- Do a pre assessment meet beforehand so that the assessment day feels more "real"
- Encourage individual reflection rather than waiting for coach/assessor feedback

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British Canoeing Awarding Body Assessment Evidence Gathering

During a British Canoeing Awarding Body Assessment, my approach to gathering evidence would be holistic and is typically using the following methods (but is not limited to)

- In the planning and preparation phase
- Assessment discussion task (written/verbal) follow up questions on the day if required
- Observations (specific during tasks and holistically throughout the day - including off task)
- Questioning during
- Questioning straight after
- Self reflection from the candidates
- Some questioning of their students (although I don't ask the students to rate their coaches performance)
- Summative assessment tasks such as rescues etc

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Course delivery with Under 18s in the UK

It is uncommon that I work independently with participants under the age of 18 within the UK

As I do not hold an AALA licence I would not allow participants onto any activity I am delivering unless some of the specific exemptions outlined by AALA course be met

These may include

- Parent or legal guardian present on the course
- Activity non licensable
- Activity taking place in non licensable water

Should I engage with U18s on a licensable activity and/or on licensable water this would typically be conducted through the employment of an organisation that holds an AALA licence or is exempt from holding one



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Led and Coached Student Information

Led Students will be made aware of the skills and experience required to perform this role during a training or assessment. They will be sent a document which outlines the following

By agreeing to be a led/coached student during an assessment you agree to the following

- You are available for the full duration of the course/assessment (If you can only attend one day of a two day assessment please let me know)
- You have read the personal performance expectations below and can paddle at the required standard. (If you are unsure if you meet the expectations required please get in touch)
- You have your own craft (as required by the nature of the award), paddle and personal equipment
- You have your own transport to use during the course
- You will be arranging your own accommodation for the course if required
- You will be arranging your own food and drink for the duration of the course.
- You understand that no money will be paid to you for attending the course as a led student and any fees incurred such as water usage and car park fees will be covered by yourself.

Personal performance expectations

Paddlesport Leader and Sheltered Water Coach Award

- You have some experience of a paddlesport discipline and have been on the water before

Paddlesport Touring Leader

- You have some experience on open water in force 3 and 4 wind and on grade 1 and 2 moving water in your chosen craft

SUP Open Water Leader

- You have experience on open water in force 3 and 4 wind and on moving water

Whitewater leader and Whitewater Coach Award

- You have some experience paddling on grade 2(3) water.

Advanced Whitewater leader and Advanced Whitewater Coach Award

- You have the personal skills and experience to paddle confidently on grade 3 and have some experience of grade 4 water.

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Risk Management

All activities delivered by Chris Brain Coaching will have a generic risk assessment completed before the activity will take place

These risk assessments include

- Paddlesports Generic
- Safety and Rescue
- Paddlesports Moving Water
- Paddlesports Open Water
- Paddlesports Leading and Coaching
- Paddlesports Journeying and Overnight
- Paddlesports Sheltered, Moderate and Advanced Conditions
- First Aid Training
- Covid 19
- Lone Working

With these risk assessments combined a comprehensive risk management strategy will be present

These risk assessments will be used alongside an ongoing dynamic risk assessment which will take into account

- The situation and the environment
- The knowledge and experience of the group
- The knowledge and experience of the leader

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Lone/Independent Working

It is the norm that Chris Brain Coaching will operate independently and be the sole leader during an activity/course/assessment

A lone working risk assessment has been written to safeguard the course provider and the participants should the leader become incapacitated, which can be viewed upon request



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Equipment Checks

It is the norm that participants will use their own equipment during courses, however Chris Brain Coaching may supply some equipment to be used during the course

Any equipment provided by a participant will be checked with the participant to ensure its suitability for the intended use. Where there is a problem with this kit and equipment an alternative option will be offered if that is possible. If an alternative is not available it may not be possible to use this equipment and potentially not possible to continue with the course

Any equipment provided by Chris Brain Coaching will be checked to ensure its suitability for the intended use. Where there is a problem with this kit and equipment an alternative option will be offered if that is possible. If an alternative is not available it may not be possible to use this equipment and potentially not possible to continue with the course

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Usage and losses of own kit on courses

You are responsible for your own kit and equipment during your course/training, any personal losses to kit and equipment will not be reimbursed by Chris Brain Coaching. You are advised to hold your own insurance for equipment loss/damage.



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Usage of kit and equipment provided

Please look after any kit and equipment you are given to use as part of your course/training. Should any damages/losses occur out of negligence or lack of care we may seek to recover the cost from either yourself or your group.



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GDPR

We value your privacy as much as we value our own. Any information requested from Chris Brain Coaching is only in the interest of providing you with the highest quality coaching and training. We will never sell your personal data to anyone, will only collect the information we need and will only keep it for as long as we need to. The information is held securely and you have the right to see this information and the right to have the information deleted at your request.

What personal information we may request to obtain

All information obtained by Chris Brain Coaching is only to provide us with the necessary information to assist us in delivering the best course for you. Due to the remoteness and risk potential of the training and courses that we deliver the information gathered is so that we can best look after you in the extremely unlikely situation of you being taken to hospital and not able to provide this information directly yourself. The information gathered is typical of the outdoor industry and includes

- First and Last Name
- Date of Birth
- Address
- Phone Number
- Alternative Phone Number
- Email Address
- Emergency Contact Name
- Emergency Contact Phone Number
- Medical Issues
- Medication currently taken

For some courses, we may ask for more information about you but this will be made totally clear on the registration forms. If you believe that at any point we are gathering too much information please let us know.

Marketing

We don't send spam or mass emails

However, we do occasionally have specific opportunities that may be of personal interest to you. We would like to be able to contact you about this if required, but you have the right to ask us not to do so if you would prefer we did not contact you like this

Who is my data shared with?

Data will only be shared as appropriate exclusively with the direct delivery staff at Chris Brain Coaching

- We will not share your data with third parties unless required to do so by law
- We will not sell your data to anyone else
- Payments managed by paypal are secure and their privacy policy can be viewed online
- For anyone taking part in a British Canoeing course, we are obligated to share your data with British Canoeing and/or Paddles Up training (further information on this can be found below)

How we protect your personal data

Your data is held securely under password protected documents and if paper copies have been obtained in a locked and secure environment

How long is it kept for?

We will keep your personal information for 7 years to comply with our legal requirements for insurance and tax (HMRC) purposes. After 7 years, this personal information will either be deleted (digital) or shredded (paper).

Your rights

- You have a right to request access to the personal information that we hold about you
- If you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information
- You have a right to request that we restrict the processing of your personal information for specific purposes
- If you wish us to delete your personal information, you may request that we do so.

Complaints procedure

You have a right to complain about how we process your data. Information can be found about how to do this in the complaints section of this document

Transparency

This policy has been written with the intention of being clear, understandable and totally transparent. If you do not understand any of this policy please do not hesitate to let us know and we can ensure everything is as clear as possible.

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Disclosure of medical

Any medical condition (and/or medication being currently taken) which affects your daily health and may impact on your involvement in the activity must be disclosed to the lead member of staff on the course, either prior to the activity or at the start of the course/training/coaching. Should medical information have changed since filling in the booking form the staff must be updated as soon as possible. These conditions include (but are not limited to) heart conditions, breathing issues, joint problems, vision issues, allergies, asthma, spine/back pain, dizziness and any pre-existing or recent injuries/conditions.

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Refusal to engage

In the interest of your own and the group's enjoyment and safety, Chris Brain Coaching reserves the right to refuse to engage with a client where their behaviour, medical condition and/or physical ability may make it unsafe or inappropriate to continue with an activity. In the interest of safety we also reserve the right to refuse to engage with a client where the kit and equipment that they present with on a course/session/activity is not at the appropriate standard. Where possible an alternative activity/solution will be offered to the problem if it is reasonable to do so.

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Venues used

We will always aim to choose the best possible venue to operate in, considering your needs, the aims of the training and where appropriate the environmental requirement of the award being undertaken. Sometimes these venues may not be safe to operate in (e.g. too high/low water levels) and we may need to change to alternative venues which may require additional transport and journey time. We will do our best to ensure that this has a minimal impact on the course. The situation may also arise where an alternative venue may not be available, in which case the course may be cut short or cancelled in the interest of safety. Where a course/session is cancelled due to a suitable venue not being available the course staff will discuss with the client the best course of action which may involve delivering the course on an alternative date or a refund being given for any training which could not take place.



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Payment of additional fees

Unless expressly included as part of your course cost Chris Brain Coaching is not responsible for paying any car park (or parking fine) charges incurred, water access fees, venue fees or meals. For some courses, there are certification/registration fees which will be charged in addition to your course cost (usually payable on the day) unless they are expressly included in the original quotation of your course cost.



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Replacement staff

In some instances, it may be necessary to use other staff to provide the training/course. This may be at the request of the client or due to the need to bring in a specialist holding technical expertise in a specific field. Where it is known at the point of booking that alternative staff will be required to deliver a course/training (e.g. Chris Brain unavailable) you will be made aware of this immediately. If there are unforeseen changes to the staffing on a course/training you will be made aware of this change at the earliest possible opportunity.



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Reserving a place on a public/open course

Unless agreed prior to your booking, once you have completed a booking/registration form you need to arrange payment for your course. A non-refundable deposit of 25% of the course cost is required at the time of booking, with 50% being payable a minimum of 4 weeks before and 100% being payable a minimum of 2 weeks before the course date. If these payment terms are an issue (or a barrier to your participation) please get in touch prior to making your booking.



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Cancellation of Courses

Due to unforeseen circumstances, it may be necessary to cancel a course/training/session. We will always aim to give you as much notice for this as possible. Where appropriate we may be able to bring in an alternative member of staff to deliver the course, rearrange dates or offer a refund. Any additional costs or losses incurred as part of a cancellation (e.g. transport/accommodation) will not be reimbursed by Chris Brain Coaching. You are advised to hold your own insurance for losses due to cancellation.

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Cancellation of Courses Due to Environmental Conditions

For some training and assessment courses there is a minimum environmental requirement set by the awarding body. Should the required environmental remit not be present, it may be required to cancel/postpone the course if an alternative venue cannot be found within the required time constraints. You will be made aware of the environmental requirements for your course at the time of booking

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Client Cancelling a Booking

It may be necessary for you to cancel your booking/agreement with Chris Brain Coaching. You must inform us as soon as possible so that alternative arrangements can be made. When the client cancels the booking the following timescale regarding payment for the booking will be used.

Cancellation more than 4 weeks before the course date - No cost incurred to the client

cancellation 2 – 4 weeks before the course date - 50% of cost charged to the client

cancellation less than 2 weeks before the course date - 100% of cost charged client

If you wish to discuss these cancellation terms please do this before completing your booking.



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Payment of Invoices

If we have agreed to invoice you (or your organisation) following delivery of the course, the standard terms for an invoice is 30 days from when it is sent to you (unless an alternative timescale has been agreed prior). Be advised that if an invoice becomes overdue it may be necessary for us to charge a payment recovery fee and interest on the owed amount as set out by

<https://www.gov.uk/late-commercial-payments-interest-debt-recovery/charging-interest-commercial-debt>

We will contact you in advance of applying these late payment charges to see if an agreement can be found as to when the invoice will be paid. If you will be unable to pay an invoice on time, please contact us as soon as possible to discuss the matter.



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Complaints and Appeals

We will always do what is possible to ensure that you have the best experience during your course/training with Chris Brain Coaching. Should you have an issue regarding the level of service you have received or if your expectations are not met during your course/assessment, please contact us as soon as possible and we will do our best to resolve the issue.

During formal assessments, it is possible that you may wish to appeal a decision given. Should this be the case you will be directed to the relevant appeals procedure for the course or training you are involved with. If you do need to do this please contact us as soon as possible and we will do our best to resolve the issue.



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Safeguarding Policy

Chris Brain Coaching is committed to ensuring that all participants can participate in paddlesport in an environment free from poor practice, abuse and neglect

Chris Brain Coaching holds an updated enhanced DBS check which can be confirmed through a check code on request by an organisation

Chris Brain Coaching has completed current safeguarding training in line with the requirements set by British Canoeing Awarding Body

In line with the guidance given by Paddles Up Training, Chris Brain Coaching is committing to the following principles

- Check the minimum age requirement for any qualification prior to course delivery (please see the qualification specification for details)
- Obtain parental permission for children under the age of 18 before they are permitted to undertake any training course.
- Encourage learners to register when they are sure they will continue the qualification or award to assessment as National Association Registration process also obtains parental consent.
- Ensure another responsible adult is present at all times throughout course delivery and learner assessment
- Do not undertake one-to-one training or assessing (i.e. where the Trainer/Assessor is left alone with a child or vulnerable adult)
- Ensure that a Reasonable Adjustment Form has been submitted to PUT for approval prior to course commencement for any learner who requires to be accompanied by a support worker or other supporting adult.

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Incident, accident and near miss reporting policy

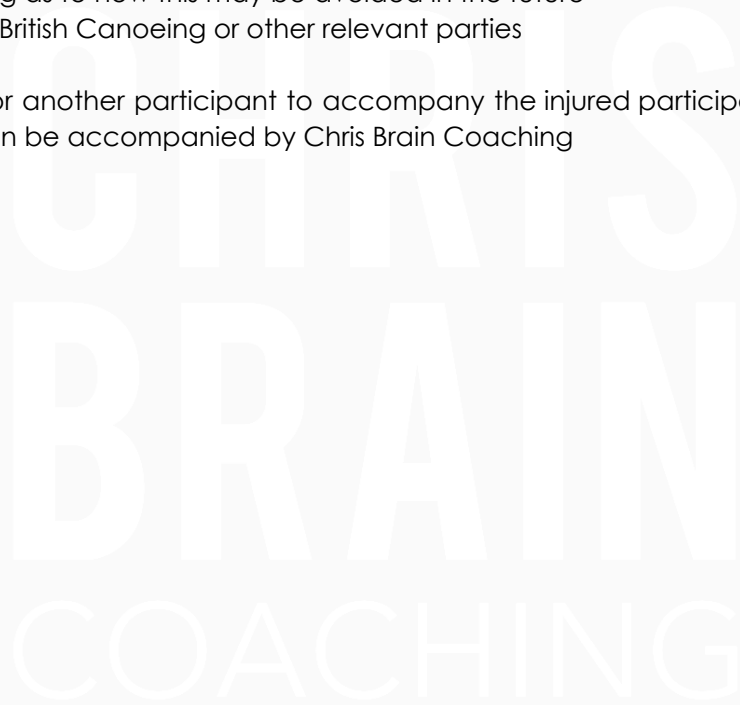
In the unlikely event of an incident the following procedure will be undertaken

- Appropriately manage the initial incident
- If required arrange for the injured party to be taken to hospital
- Complete standard Incident report form within 48 hours of the incident taking place
- Send the incident form to the injured participant to confirm the accuracy of the report
- If required complete a RIDDOR report
- If required complete an incident report with British Canoeing or other relevant parties
- Follow up with the participant if appropriate

In the unlikely event of a near miss taking place

- Appropriately manage any situation on the water if required
- Complete a standard near miss report
- Reflect on learning as to how this may be avoided in the future
- If required inform British Canoeing or other relevant parties

It may be appropriate for another participant to accompany the injured participant to hospital or for them to travel alone rather than be accompanied by Chris Brain Coaching



Emergency Action Plan

Late Back Procedure

- Attempt to make contact at agreed cut off time
- If contact cannot be made contact alternative person from the group using the candidate information spreadsheets in Google Drive
- Use location tracking (from Strava/Garmin or other tracker) or intended plan details to attempt to locate the group
- If no location tracking is available see Chris Brain Coaching Calendar for information on location details which may still be current
- Attempt to make contact again
- If contact cannot be made within **60 mins** of initial agreed contact time initiate emergency action plan

Emergency action plan

- Call 999 - ask for the Police then Mountain Rescue
- Explain current situation/details
- Give details of trip leader and course participants to the emergency services
- Give last known location/journey details to emergency services
- Remain available to take phone calls from trip leader or emergency services

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Assumption of risk

Taking part in any form of paddlesport, safety and rescue and outdoor pursuits involves an element of assumed risk. By participating in this course/training/coaching you agree that you will follow all safety instructions given to you by the staff on the course. You also understand that you must take reasonable responsibility for your own safety where appropriate. All reasonable precautions will be undertaken by the staff on the course to keep you safe, but it must be understood that minor injuries can happen as part of these activities. During the course training/coaching, it is your responsibility to look after your own personal belongings and your vehicle, Chris Brain Coaching cannot be held responsible for any loss to personal belongings sustained during the course. Any medical conditions must be declared on the booking form and any changes to this declaration must be passed onto the course staff prior to the course starting. You are advised to hold your own insurance for personal injury and third party liability.



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