



**Quality Assurance and Safety Standards
for**

Course Providers & Facilitators

2018

**Canoeing Ireland
Irish Sport HQ, National Sports Campus
Blanchardstown
Dublin 15**

Contents

1. Canoeing Ireland Introduction
2. Registration Process
3. Obligations
4. Q.A.S.S Agreement
5. Moderation Process
6. Complaints and Appeals Procedures
7. Termination of Registration

1. Canoeing Ireland, an Introduction.

Canoeing Ireland was formed in 1964 and is recognised by Sport Ireland and the Olympic Council of Ireland (OCI) as the governing body of the sport and recreation of Paddle-Sports in Ireland. Canoeing Ireland is affiliated to the International and European Canoe Federations.

Canoeing Ireland develops, promotes and governs recreational and competitive Canoeing in Ireland for all, through a network of clubs, commercial course facilitators and members with whom it delivers high performance and participation training programmes and events.

Canoeing Ireland aims to be relevant to and representative of canoeing in Ireland, increasing participation and performance in partnership with a thriving network of clubs, social, community, educational and commercial organisations and to continually enhance our international success.

Canoeing Irelands primary objectives are:

- To be relevant to and representative of our membership.
- To nurture, develop and support pathways in recreational and high performance canoeing.
- To facilitate and support a network of relationships that benefit canoeing in Ireland.
- To build on and further Canoeing Irelands international success.
- To implement best practice in corporate governance.

Canoeing Ireland will achieve these objectives by:

- Inspiring people to go paddling.
- Encouraging and facilitating life-long participation in paddling activity.
- Providing exceptional voluntary and professional services.
- Facilitating delivery of world class activity programmes and events.
- Continually enhancing a world class awards and qualifications scheme.
- Identifying and developing facilities nationally.
- Promoting a positive, relevant and modern image of Canoeing through all media platforms.
- Developing, publishing and reviewing initiatives and policies to support the advancement of Paddle-sports in Ireland.

Canoeing Ireland is registered as a limited company in order to provide liability protection for its members

2. Registration Process

Canoeing Ireland now offers official National Governing Body registration and recognition to commercial and club course facilitators who operate within the Canoeing Ireland Quality Assurance and Safety Standards framework. Course facilitators are defined as individuals, clubs, businesses, schools, ETB's, OEC's and social, community, educational or commercial organisations who offer canoeing and kayaking activities including courses in a commercial framework.

This registration process will help to ensure a consistent brand and quality across all Paddle-sports activities around Ireland.

Canoeing Ireland will support course facilitators with advertising, marketing, branding and promotion through the Canoeing Ireland Website, Social Media and print outlets where applicable. Canoeing Ireland will represent the course facilitators to other national stakeholders such as Sport Ireland, Capital Sports Grants, Department of Transport Tourism and Sport, Waterways Ireland, local development companies, LEADER, County Councils, Scouting Ireland, youth groups and schools to help facilitate activity and grant applications. **Only** registered Canoeing Ireland course facilitators will be permitted to use the Canoeing Ireland logo, its syllabi, any trademarks and branding in a commercial context e.g. on their websites and marketing communications. Note that registered clubs can continue to use the Canoeing Ireland logo and branding in a non-commercial context.

Canoeing Ireland Quality Assurance and Safety Standards registration is a voluntary registration system. Canoeing Ireland is not a statutory body and as such any facilitator can continue to run canoeing courses without registration. Signing up for facilitator registration will help to consolidate the standard of course delivery nationally and help to build a strong brand and continuity of product for Canoeing in Ireland. Unregistered facilitators will **not** be permitted to use the Canoeing Ireland logo, any of the CI Syllabi, trademarks or branding in their marketing communications. Unregistered Facilitators will not have access to the Canoeing Ireland database. Qualifications and certification of same will only be accessible to registered facilitators.

Canoeing Ireland has developed a map of facilitators for all Canoeing activities in Ireland. Currently the map displays all known Canoe activity facilitators however in October 2018 the map will only display registered course facilitators. Furthermore the Canoeing Ireland training courses calendar will be made available to all registered course facilitators via the Canoeing Ireland database to advertise their courses through a direct input process.

This will create a single place for interested paddlers to consult for upcoming courses nationally which can be easily embedded to their own websites. Course facilitators will be able to isolate their own calendar to embed to their own website. Canoeing Ireland will also be developing an instructor checking system on its website allowing members of the public and the paddling community to search for current instructors who have CI standard requirements in place and approval to operate under the Canoeing Ireland banner.

Registration Criteria

Registration of Canoeing Ireland course facilitators is open to all individuals, clubs, businesses and social, community, educational or commercial organisations offering canoeing or kayaking activity in a commercial context and who meet the Canoeing Ireland Quality Assurance and Safety Standards.

For each facilitator registration application Canoeing Ireland will carry out a desk based quality assurance assessment of staff qualifications, insurance, standard operating procedures and risk assessments, equipment and tax compliance as detailed below.

1. Staff Qualifications

Registered course facilitators must maintain a list of their primary/core Canoeing Ireland qualified staff, both full time and freelance and have same available on request from Canoeing Ireland. Canoeing Ireland instructor qualifications are only valid when Garda vetting has been completed successfully, Safeguarding courses have been attended and an up-to-date Canoeing Ireland recognised first aid qualification has been obtained.

Registered course facilitators should only use staff who hold the qualifications relevant to the environment and courses they are delivering. Course facilitators will be registered to run courses and operate in environments for which their staff hold the appropriate qualifications.

All qualified staff must be registered members of Canoeing Ireland. It is the responsibility of the registered course facilitator to ensure their staff have in-date Canoeing Ireland membership and relevant instructor qualifications and requirements.

Registered facilitators must maintain and provide copies of up to date first aid and Safeguarding certificates for all activity staff which will be recorded on the CI database.

2. Insurance

Registered course facilitators must maintain and provided if requested, a copy of their insurance certificate and details of their conditions of cover and operating environment. Facilitators must ensure that they maintain an appropriate level of insurance for the business that they are engaged in.

Note that Instructors & Coaches operating voluntarily are covered for liability through the Canoeing Ireland insurance policy.

3. Standard Operating Procedures and Risk Assessments

Registered course facilitators must maintain copies of their standard operating procedures and risk assessments and have same available on request from Canoeing Ireland.

4. Tax Clearance

Registered course facilitators must provide a copy of their tax clearance certificates for the previous year **if** they wish to process payments through the Canoeing Ireland database.

Duration

Registration will be valid for 12 months. Approved course facilitators will receive a certificate of compliance with Canoeing Ireland QASS on registration each year. Each certificate will list the courses and environments in which the facilitator is registered to operate.

Canoeing Ireland registered facilitator stickers will be made available to all registered facilitators. Canoeing Ireland flags and banners are also available at cost price.

Course Delivery

The Course facilitator is solely responsible for ensuring that the courses are run safely and in accordance with Canoeing Ireland's operating procedures and safety guidelines relevant to staff instructor qualifications, ratios and weather conditions.

The course facilitator is also responsible for meeting Canoeing Ireland reporting requirements, including where necessary sending notification and confirmation of any courses to the Canoeing Ireland office and course participants, submission of course reports and assessment results, and maintaining records in case of any follow-up queries by Canoeing Ireland. The Course facilitator must be clearly identified in the promotion and advertising of any courses through Canoeing Ireland media platforms. Canoeing Ireland must be clearly identified in any award scheme courses.

As a rule, all Canoeing Ireland instructor training and assessment courses **must** be registered with the Canoeing Ireland office at a minimum of four weeks before commencement. All logbooks once checked and cleared by the course facilitator must then be submitted to the Canoeing Ireland office. The logbook will be returned to the owner along with certification.

All proficiency skills assessments from Level 4 up must also be registered with the Canoeing Ireland office via email at a minimum of 2 weeks before commencement. With the nature of courses at this level this date can be changed to allow for water level fluctuations. Any change in original date must be communicated to the Canoeing Ireland office by email for recording.

Course Facilitator Application Process

Once the pre-requirements are complete the following steps explain the process to become a Canoeing Ireland registered course facilitator.

- Complete the relevant Course facilitator application form available on the Canoeing Ireland website
Post or email any relevant supporting paper work to Canoeing Ireland;
email:info@canoe.ie,
post: Canoeing Ireland, Irish Sport HQ, National Sports Campus, Blanchardstown, Dublin 15.
- If the registration is successful and approved by Canoeing Ireland the course facilitator will receive a registered and approved course facilitator certificate and approved course facilitator stickers.
- If registration is unsuccessful the course facilitator will be provided with written feedback which must be addressed in full before the registration process can be completed.
- Course Facilitator applications will be processed by the Canoeing Ireland office.

This agreement sets out in detail what Canoeing Ireland requires from registered course facilitators and what registered course facilitators can expect from Canoeing Ireland.

Obligations of Canoeing Ireland

Development

- To conduct a review of the Canoeing Ireland Award Scheme to take place every four years.
- To develop a unique junior paddle-sports syllabus and create recognisable national branding around same.
- To consistently enhance and maintain Quality Assurance and Safety Standards registration procedures for course facilitators.
- To review developments in training and seek to disseminate all relevant information to registered course facilitators.
- To participate, where possible, in Irish, European and International forums for the continuous review of the awards to maintain best international standard.
- To develop a functional online certification system making it easier for course facilitators to supply and issue certification to students/participants.
- To work towards developing a completely paperless logbook system between instructor and student.

Marketing

- To ensure the online course facilitator directory, map, course calendar and event calendar are up to date.
- To assist and represent facilitators in tenders and grant applications with letters of support.
- To provide Canoeing Ireland registered centres with quality branding and visuals.

Quality Assurance

- To complete a thorough desk based analysis of all facilitator registration submissions.
- To offer CPD workshops annually and monitor currency of qualified members.
- To ensure that the service to each training or assessment candidate, award holder and course facilitator is of the highest quality.
- To monitor the service offered and systems operated by course facilitators in order to ensure that all of its schemes and training and assessment courses are run in accordance with the guidance set out in the award scheme syllabi. To moderate/audit courses when necessary.

Administration

- To register candidates and provide a logbook or other associated materials within ten working days of receipt of relevant and appropriately lodged applications.
- To issue certification within ten working days of receipt of relevant and appropriately lodged assessment results.
- To maintain an accurate database of the training and assessment record of all registered candidates in the CI office.

Appeals and Complaints

- To provide facilities and personnel for dealing with any complaints and appeals procedure for either Course Facilitators or candidates, whenever appropriate. Canoeing Ireland will ensure that all candidates and course facilitators' appeals are dealt with in a fair and open manner as set out in the Canoeing Ireland Complaints and Appeals Procedures.

Obligations of the Course Facilitator

Registering with the Canoeing Ireland as a Canoeing Ireland course facilitator binds the course facilitator to the below requirements.

Marketing

- To identify any courses on the Canoeing Ireland events/training calendar or website with the facilitator name and contact details and logo where possible.
- To identify Canoeing Ireland award scheme courses using Canoeing Ireland logos or text in any promotion, advertising or information.

Quality Assurance

- To have adequate liability insurance to cover students, themselves and any additional trainers. Instructors & Coaches operating voluntarily within their own club are covered for liability through the Canoeing Ireland insurance policy.
- To use appropriately qualified staff/members, ratios and equipment for the environment and groups with which they are operating.
- To ensure qualified staff/members are registered members of Canoeing Ireland.
- To ensure that the course providers and additional trainers have appropriate and up-to-date Canoeing Ireland Garda Vetting, Safeguarding and Canoeing Ireland recognised first aid qualifications.
- To run courses in suitable locations for the safety of students and for delivering the relevant syllabus.
- To ensure that any training and assessment courses offered are in accordance with the Canoeing Ireland Quality Assurance and Safety Standards and operating procedures.
- To allow moderation by an appointed Canoeing Ireland officer, of course delivery -including course services and equipment used, at any time.

Safeguarding

- To partake in the Canoeing Ireland Garda vetting process for all Canoeing Ireland members & staff.
- To have an appointed Children's Officer as a member of staff or committee (Safeguarding 2)
- To have an appointed Designated Liaison Person as a member of staff or committee (Safeguarding 3)
- To be familiar with the Sport Ireland Code of Ethics and Good Practice for Children in Sport covered under Safeguarding 1.

- To comply with sex, age and race discrimination legislation. (Equal Status Act and the Equality Act).

Administration

- To submit certification paper work within 10 working days of course or assessment.
- To keep records of clients and course information for all Canoeing Ireland courses.
- To notify the Canoeing Ireland office when required of upcoming courses by sending in the necessary Course Registrations (Instructor Courses and L4/5 skills assessments)
- To be tax compliant.

Waiver

- No failure of Canoeing Ireland to exercise any power given to it under the Quality Assurance and Safety Standards registration or to insist upon strict compliance by the course facilitator with any obligation or condition of the registration and no custom or practice of the parties at variance with the terms of this registration shall constitute a waiver of any of Canoeing Ireland's rights under the this registration.

Notices

- Each of the parties to the Quality Assurance and Safety Standards registration shall notify the other of any change of address, contact details and relevant circumstances within 48 hours of such change.

Applicable Law

- This registration and all rights and obligations of the parties of the facilitator registration shall be governed and construed in accordance with the laws of Ireland, and the parties of the facilitator registration submit to the jurisdiction of the Irish Courts.

5. Canoeing Ireland Moderation Process

Signing up to the Canoeing Ireland Quality Standards and Safety Regulation confirms that course directors and facilitators are prepared to accept a Canoeing Ireland moderator to visit any/all of the canoeing courses they run. Canoeing Ireland will carry out two lottery audits a year and may audit additional facilitators at any time.

Moderation/auditing can be any of the following:

- Moderation/audit on the course preparation and delivery including the Canoeing Ireland member status and qualifications of the participants involved
- Moderation/auditing of reports and other paperwork received at the office
- Communication between the office and course facilitator
- A visit by a Canoeing Ireland approved representative to a whole course or part of a course

The following principles will apply to a moderation visit by the Canoeing Ireland approved representative

- The Office will contact the course facilitator prior to a visit
- The role of the moderator will be explained to the candidates
- The moderator will not interfere with the course delivery
- All feedback to the course facilitator will be confidential to Canoeing Ireland. A written report will follow as soon as possible
- A copy of the moderation report will be submitted to Canoeing Ireland
- Details of moderation and a copy of the report will be retained by the Canoeing Ireland office.
- Appeals made in relation to moderation should follow the Canoeing Ireland complaints and appeals procedure

Moderation/auditing will examine any or all of the following

- Experience of the participants and any personal pre-course requirements should they exist
- Choice of venue in relation to proposed programme
- Compliance of staff with the Canoeing Ireland QASS
- Familiarity of staff with recent developments in training and best practice
- Fulfilment of the course preparation and syllabus delivery
- Methods of instruction and tuition
- Course facilitators must comply with any action points raised in the moderation report
- A second moderation may take place to monitor the implementation of action points.

6. Termination of the facilitator registration

The course facilitator may terminate their registration at any time by notifying Canoeing Ireland in writing.

After following the complaints and appeals procedure outlined on the Canoeing Ireland website, Canoeing Ireland may terminate facilitator registration at any time by notifying the course facilitator in writing.

Subsequently any Canoeing Ireland courses that are booked must then be handed to another course facilitator or cancelled.

When a notice of termination is served by Canoeing Ireland the course facilitator can appeal according to the procedures set out in the course facilitator's complaints and appeals procedure. The course facilitator accepts that after notice of termination by Canoeing Ireland has been received and until the date of the resolution of any appeal, the course facilitator's accreditation shall be deemed suspended and the course facilitator shall not operate any course during that period.

Upon termination or expiration of the Quality Standards and Safety Code registration for any reason the course facilitator shall immediately:

- Cease to use Canoeing Ireland official paperwork or documentation materials including the Canoeing Ireland logo.
- Return to the Canoeing Ireland or otherwise dispose of or destroy all documentation belonging to Canoeing Ireland, which the course facilitator was entitled to use whilst registered.
- Remove or permanently cover all signs or advertisements or anything else identifiable in any way with the Canoeing Ireland.

The course facilitator shall not represent him/herself as being an agent, partner, employee or representative of Canoeing Ireland.