

British Canoeing Quality Mark 2018



What is the British Canoeing Quality Mark?

This is a national quality mark which can be awarded to organisations providing paddlesport activities within British Canoeing guidelines. The aim is to support providers in developing their activities and to give practical help in promoting their business. This package has been designed to support: -

- Outdoor Activity Centres
- Hire companies for all paddlesport activities
- Activity Holiday Companies
- Local Education Authority Centres
- Specialist paddlesport providers/companies

Accreditation is achieved through the submission of information about your business and activities. All can be secured with a single assessment visit from one of our Quality Mark Officers. There is a charge for this accreditation which reflects our costs in providing the service. The system has been designed to minimise paperwork, inspections, time and costs in gaining industry accreditation and recognition. This accreditation runs from 1st January to 31st December each year.

During the visit a trained Quality Mark Officer will look at the following key areas relevant to the focus of your organisation/delivery:

- Management (Safety Management and Incident Procedures)
- Activities and Venues
- Inclusive Activities and Child Protection
- Staffing and Qualifications
- Paddlesport Technical Advisor
- Effectiveness of Communications
- Paddlesport Craft and Equipment
- Paddlesport Delivery
- Programme

For more in depth information regarding the criteria and visit structure please see our supporting document **Quality Mark Guidance** available at www.britishcanoeing.org.uk under Guidance & Resources.

Why should I obtain the British Canoeing Quality Mark?

- Quality assured services to the public
- Expert assessment of safety, operating procedures and customer service on your waters
- Reassurance to the public, schools, local authorities, Navigation Authorities etc of quality and safety
- Support on technical, training and user management issues
- External assessment and endorsement
- British Canoeing staff support who will work with you to develop and support activities

You will also get: -

- Web site feature promoting your business/centre (within Canoe near you map)
- Use of the British Canoeing Quality Mark logo on your promotional material
- British Canoeing certificate and Quality Mark flag (issued after first visit)
- 10% Discounts on Paddlepower resources
- Discounts on Waterways Licenses for your boats
- Access to Go Canoeing team support, which includes: Promotion of Starter Sessions and Guided tours, access to Starter Session resource packs, promotion of any activities and events you are running during National Go Canoeing Week and seasonal campaigns, use of Go Canoeing logo
- Free use of the basic British Canoeing Event Promotion service
- Staff qualification checks (where coaches are required)
- Bespoke British Canoeing Centre Forum

In addition to the British Canoeing Quality Mark, there is the opportunity to add on further accreditation. These are Adventuremark, Learning Outside the Classroom and Paddle-Ability, for more information please see pages 3 and 4.

Quality Mark 2018 Fees

British Canoeing Quality Mark = £300 + VAT (£60.00) = £360.00
(Now includes Go Canoeing benefits)

In addition to the Quality Mark you can also add any of the following optional extras:

Option 1 – Adventuremark AND Learning Outside the Classroom = £120.00 + VAT (£24.00) = £144.00
(If you were successfully inspected for LOTC & Adventuremark in 2017 then you do not need to pay this fee again until 2019, as this option runs on a 2 year cycle. Please be aware that there is an additional annual charge of £165.00 + VAT paid directly to Adventure Activity Associates (AAA). The AAA will invoice you for this once they have received confirmation from BC that you have had your inspection and are at the required standard)

Option 2 - Paddle-Ability = FREE

How Do I Apply?

To apply for the Quality Mark 2018, please complete the application form attached along with payment (for payment options please see page 4). These can be sent via email to amelia.sentance@britishcanoeing.org.uk. If you had a successful inspection in 2017 we can, on receipt of the payment and application form, forward you your certificate dated 1st January to 31st December 2018 and begin to arrange your inspection for 2018. If you are new to the Quality Mark or were unsuccessful with your inspection in 2017 or have a gap in your Quality Mark, then we will endeavour to arrange a visit as soon as possible and then issue your certificate upon successful completion of your inspection. The certificate will still be dated 1st January to 31st December 2017.

British Canoeing Quality Mark Contacts

Amelia Sentance (nee Browett) is your contact for Quality Mark queries. Amelia's contact details are amelia.sentance@britishcanoeing.org.uk or direct line 01158 968 813.

Option 1 – Adventuremark & Learning Outside the Classroom

If you offer activities other than canoeing, you may want to consider this option.

British Canoeing is an Adventure Activity Industry Advisory Committee (AAIAC) approved provider who can offer Adventuremark and Learning Outside the Classroom accreditation. This is undertaken as an additional service to recognise other activities as well as canoeing. Learning Outside the Classroom accredits the learning experience and the Adventuremark accredits all activities offered not solely canoeing.

Learning Outside the Classroom

Learning Outside the Classroom (LOtC) is the first national accreditation for schools which recognises and supports the development of learning outside the classroom across all subject areas. Learning Outside the Classroom is intended not only to recognise existing exemplary provision but also to assist and support schools in developing their LOtC offer to enable all children to have access to meaningful learning outside the classroom experiences. You can find more information on the LOtC website www.adventurelotc.com



Adventuremark

The Adventuremark is a non-statutory safety scheme devised by the Adventure Activity Industry Advisory Committee (AAIAC) for providers of adventurous activities that are outside the scope of the Adventure Activity Licensing regulations. AAIAC, have appointed Adventure Activity Associates Ltd as the Supervising Body responsible for operating Adventuremark. Adventuremark allows providers to demonstrate to their customers of users that the provider's arrangements for managing the potential risks of adventure activities have been inspected and found to meet the necessary standards of good practice in the adventure activity industry. For more information please see the Adventuremark website www.adventuremark.co.uk



What do I get?

- An enhanced inspection that includes the British Canoeing Quality Mark and Learning Outside the Classroom and/or Adventuremark in one visit
- Advice against Adventuremark and LOtC Quality Badge criteria at a reduced cost
- Use of the LOtC and/or Adventuremark logos
- Listing on the LOtC and/or Adventuremark websites

Inspection is undertaken as part of the British Canoeing Quality Mark visit. You may choose to opt for the LOtC badge and the Adventuremark or just the Adventuremark on its own however the fees remain the same.

What are the Fees?

Payment to British Canoeing, for the LOtC and Adventuremark, is £120.00 plus VAT which is taken every two years. However, **Adventure Activity Associates (AAA) charge an annual fee of £165.00 plus VAT.**

Therefore, if you paid for a LOtC inspection last year and were awarded the badge, you would only pay the core Quality Mark offer for the second year.

The AAA will invoice yearly, directly for their fee, once they have received notification from us that the inspection has been successful.

It is possible to gain this accreditation directly with AAA however joining the LOtC/Adventuremark inspection with your BC Quality Mark visit could save you between £198-588.00 for the 2 year badge(s).

Option 2 – Paddle-Ability

This accreditation recognises activity providers who offer high quality opportunities and provide a positive experience for disabled people, their friends, family and carers.

There is no charge for this service.

Why Add the Paddle-Ability Accreditation?

Like all individuals disabled people want to be able to make an informed choice about where they can find the best opportunities and activities for them. To do this they want to have as much information as possible about a provider so they know they will feel comfortable and welcomed.

What are the criteria?

Many operators already fulfil the criteria for Paddle-Ability without knowing it.

These include:

- Provide an inclusive coaching/activity programme
- Having and maintaining a Paddle-Ability action plan
- Maintaining strong relationships with local disability groups and organisations
- Offers opportunities to take part in a range of activities and award schemes
- Uses appropriate equipment to allow for disabled paddlers needs

What's in it for us?

- Easily identifiable in providing high quality activity for disabled people
- Provide the opportunity to grow footfall.
- British Canoeing will identify your centre as a priority for support to develop your programme and will work with you to promote your activities to disabled people.
- Recognition in providing activities for disabled people will also help you in applying for funding for the provision of equipment and facilities

Payment Options

Cheques – Cheques are to be made payable to “British Canoeing” and posted to Amelia Sentance, British Canoeing, National Watersports Centre, Adbolton Lane, Holme Pierrepont, Nottingham, NG12 2LU. Please attach a cover note with the cheque so we can match the payment to your application.

BACS Transfer - Our bank details are as follows:

Bank: Barclays Bank Ltd, 2 High Street, Nottingham, NG1 2EN
Account Name: British Canoe Union
Account Number: 93316157
Sort Code: 20 63 25

Please put your centre name as the reference and email the amount and transaction date to amelia.sentance@britishcanoeing.org.uk so we are able to match your payment to your application.

Invoice - Please issue a Purchase Order showing the full amount to amelia.sentance@britishcanoeing.org.uk or via post marked for the attention of Amelia Sentance to receive an invoice. **As of 1st November 2016 we will no longer be able to issue an invoice without a purchase order.**

Credit/debit card - If you would like to pay by card over the phone please contact us on 0300 0119 500 between 9am-5pm, Monday to Friday and select the Quality Mark option.