

Data Collection Guide

VAT

All prices include VAT where the National Association Delivery Centre is VAT registered. VAT is not added in addition.

Membership Discounts

To be eligible for members discounts the learner must hold one of the following memberships at the time of the course taking place:

British Canoeing	-	On the Water Membership
Canoe Wales	-	On the Water Membership
Scottish Canoe Association	-	Full / Junior Membership
Canoe Association of Northern Ireland	-	Full / Youth Membership

Evidence of membership must be shown to be valid during the course

When advertising courses providers must ensure that course fees are fully inclusive of course fees and not listed separately, providers must 'pass-on' membership discounts and advertise both member and non member fees where appropriate.

Note: where courses are open to International learners appropriate fees should be advertised.

Note: failure to advertise fees in line with this guidance could constitute a breach of trading standards.

Data Protection

Please ensure that data processing information is shared with learners, this can easily be achieved using the candidate record sheet (page 2).

Frequently Asked Questions

Q - My local club wants to employ me on a daily rate to deliver a course. How do I represent this in my invoice appropriately?

A - We recommend that you split out your daily rate and any expenses as separate lines on your invoice, Course fees being listed separately to these and clearly identified as course fees. membership discounts should still be passed to individual members where relevant.

Q - How do i ensure i am collecting the right data for course submissions?

A - We recommend that you consider matching your booking system questions to the course schedule to ensure that you collect all of the information you need, you will probably be collecting all

the information you need on your booking forms but it is important to clearly state how that data will be used and for what purpose.

Q - What do I record if I have unsuccessful learners on a course?

A - It is important to include all learners on the course results and pay the appropriate fees as this ensures that course records are accurate and a true representation of the course that took place. Failure to list a learners attendance is a breach of the provider service agreement.

Q - I have a learner booked on my course who does not want certification, how do i record this?

A - You must record all learners on the course results and submit them normally. Failure to list a learners attendance is a breach of the provider service agreement.

Q - I have missed a learner off the course results and submitted, what should I do?

A - don't panic! please contact your coaching team. learners can be added and payment taken but this must be done by us.

Course Authorisation and Submission Tips

To ensure your course does not enter the 'awaiting approval' state please make sure your records are up to date and that it has up to date membership, first aid, safeguarding and CPD on it. Please also check if you are due a moderation.

At each stage of the authorisation process providers will receive emails notifying them of the state and status of approval applications. Please ensure the email address on your membership record is correct as this is used by the system and not the one supplied on the course for booking enquiries. When adding candidates anyone who has a number on your National Association's database should be added as a member, even if their membership has expired.

Non-members who have done another course in the past may have a record number. This will not allow you to set a new record. The system will ask if you want to use the existing record if it then comes up with an error message, please email your National Association or call them during office hours. You will need to provide their name, date of birth and email or postal address in order for them to confirm a record number. This will then need to be added as a member.

If a candidate fails a prerequisite check, it will not stop you from completing the course it will just mean it has to be manually checked by a member of the team before it can be certificated.

Any candidates added using the add other Home Nation member will automatically pass the prerequisite checks but will then be checked manually by a member of the National Associations Coaching Team.

Ensure you see evidence of valid membership otherwise the non-member fee will be charged. All Members will have an electronic membership card issued at the time of membership purchase.

If you feel any of the fees listed in your cart are incorrect (e.g. someone who you think is a member being charged non member rate or someone in the UK being charged the non-UK rate), DO NOT proceed with the payment. Contact the National Association to check (this issue may happen if someone has multiple records, or their address format is incorrect).

Data collection

The following data must be collected from candidates in order to enter course results online.

- Required for those who are members/former members/Club Associates:
 - Membership / Reference Number
- Required for All Candidates
 - Candidate Name
 - Date of Birth
 - Recommended/ Not Recommended (please write discipline here if applicable)
- Only Required for non members
 - Email Address
 - Address Line 1
 - Address Line 2

- Town
- Local Authority
- Postcode
- Gender (Male/Female/I Identify in another way/I prefer not to say)

Example Privacy Statement to display to candidates:

Privacy Statement

British Canoeing Awarding Body, British Canoeing, Scottish Canoe Association, Canoe Association of Northern Ireland and Canoe Wales take your privacy seriously. We will only use your data to administer your training or qualification.

How your information will be used: By participating in a British Canoeing Awarding Body course, you agree to the use of your personal data for administering your course participation and results. It is an expectation of Employers, Government Agencies and members of the public that Delivery Centres should retain a permanent core record of candidate name, the training and qualifications taken and their outcomes, this allows the delivery centre to support the candidates right to lifelong learning and to meet legislative requirements, such as confirming the validity of qualifications.

Qualification Processing: We will administer your qualification and training on your or your child's behalf. We will only use personal data relevant for administering the qualification or training with the course provider, the course providers national association and the awarding body.

- **British Canoeing:** National Water Sports Centre, Adbolton Lane, Holme Pierrepont, Nottingham, NG12 2LU coaching@britishcanoeing.org.uk
- **Canoe Wales:** Canolfan Tryweryn, Frongoch, Bala, Gwynedd, LL23 7NU admin@canoewales.com
- **Canoe Association of Northern Ireland:** Belfast Boat Club, 12 Lockview Road, Belfast, BT9 5FJ: office@cani.org.uk
- **Scottish Canoe Association:** Grandtully Station Park, Grandtully, Pitlochry, PH9 0PL hello@canoescotland.org

Sharing with British Canoeing Awarding Body: For Coaching Qualifications we will share your details with British Canoeing Awarding Body to process your qualification and claim certification. If you have any questions about the continuing privacy of your personal data when it is shared with British Canoeing Awarding Body, please contact [your National Association Coaching Department](#).

Communications: Occasionally we may want to send you communications not associated with your qualification or training. If you wish to receive communications, please log in to your account and review the communication options.

For more information on how we process your information please read our full privacy notice on your National Association Website.