



BADMINTON
SCOTLAND

COACH EDUCATION POLICIES AND PROCEDURES

Updated May 2018

BADMINTON SCOTLAND, 40 BOGMOOR PLACE, GLASGOW, G51 4TQ

Contents

| | |
|---|----|
| Section 1: Introduction | 2 |
| Section 2: Badminton Scotland contact details | 2 |
| Section 3: Maximum candidate/learners per licensed tutor: | 2 |
| Section 4: UKCC Subsidies | 2 |
| Section 5: Course administration | 2 |
| Section 6: Cancellation Policy | 3 |
| Section 7: Assessments | 3 |
| Section 8: Reasonable adjustments policy (RAP) | 5 |
| Section 9: Issuing results | 9 |
| Section 10: Reassessment Policy | 10 |
| Section 11: UKCC Appeals Procedure | 14 |
| Section 12: Internal Verification Policy | 15 |
| Section 13: External verification | 17 |
| Section 14: Equal opportunities | 17 |
| Section 15: Malpractice Policy | 17 |
| Section 16: Qualification guidance | 21 |
| Section 17: Tutor/Assessor guidance | 25 |
| Section 18: Tutor/Assessor Recruitment | 27 |
| Section 19: Candidate/Learner Responsibilities | 27 |
| Section 20: Overseas Qualifications Comparison | 27 |
| Section 21: Recognition of Prior Learning (RPL) | 28 |
| Section 22: Recognition of Prior Learning (RPL) | 29 |
| Section 23: Badminton Scotland Education Fees 2018-19 | 29 |
| Section 24 Data Protection | 30 |
| Section 25 Complaints | 30 |
| Appendix 1: Education Photography & Filming Consent Form | 33 |

Section 1: Introduction

As an Approved Delivery Centre (ADC), Badminton Scotland operates within the criteria laid down by Scottish Qualifications Authority (SQA). Anyone wishing to organise a Badminton Scotland course should follow the guidance contained in this document.

Section 2: Badminton Scotland contact details

Address:

Badminton Scotland
40 Bogmoor Place
Glasgow
G51 4TQ

Telephone: 0141 445 1218

Email: coachadmin@badmintonscotland.org.uk

Section 3: Maximum candidate/learners per licensed tutor:

Badminton Basics – A Maximum of 20 candidate/learners per tutor.

UKCC Level 1 – A maximum of 10 candidate/learners per tutor.

Level 1+ - A Maximum of 8 candidate/learners per tutor.

UKCC Level 2 – A maximum of 6 candidate/learners per tutor.

UKCC Level 3 – A maximum of 6 candidate/learners per tutor.

Section 4: UKCC Subsidies

Candidate/learners may apply for a Sportscotland subsidy to assist with the cost of a UKCC course (Level 1, 2 and 3). Subsidy rates and application process can be found on the Sportscotland website <https://sportscotland.org.uk/funding/ukcc-subsidy-for-coaches/> . Badminton Scotland will receive confirmation, by email, of successful subsidy applications for candidates/learners.

Section 5: Course administration

All candidate/learner details and fees must be received by Badminton Scotland no later than 14 days prior to the proposed start date. Payment can be made by cheque, credit card or BACS. On receipt of the fees and candidate/learner details, Badminton Scotland will send all resources, assessment packs, exams and documentation to the organiser/course tutor or where OneFile/Moodle is being used the candidate/learners will receive login details from Badminton Scotland to access their resources online.

Course fees can be found on the Badminton Scotland website

<http://www.badmintonscotland.org.uk/coaching/coaching-courses/>

For paper-based courses, the tutor/assessor must return all unused resources, assessment packs and documentation to Badminton Scotland with the completed course documentation and assessment packs. Return mail should be sent by

recorded or personal delivery to the Badminton Scotland office (during office hours only – Mon- Thurs 9.00am – 5.00pm and Fri 9.00am – 4.00pm). Proof of postage or a Badminton Scotland receipt (in the case of personal delivery) must be retained by the organiser. Under no circumstances must this documentation be passed to a third party for delivery.

Section 6: Cancellation Policy

Please find below Badminton Scotland candidate cancellation policy for Coach Education Courses.

- Cancelled 4 weeks prior to the course: 100% refund plus £5 administration fee payable
- Cancelled 2 weeks prior to the course: 50% refund plus £5 administration fee payable.
- Cancelled less than 2 weeks prior to the course: No refund

Once the course has started, fees are non-refundable and non-transferrable. Failure to turn up to your assessment day will be classed as Not Yet Competent and you will be required to attend a re-assessment day at the costs stated in section 9. This fee will be waived if there are extenuating circumstances preventing you from attending. A full explanation in writing must be provided and if you cannot attend any of the course due to illness we require to see a doctor's note.

Section 7: Assessments

7.1 General Assessment Policy

All candidates/learners should be made aware of:

- The timing of assessment to allow preparation to meet deadlines
- The criteria against which they will be assessed, to ensure that they are adequately prepared
- The standards to be applied to measure success
- The method/s by which they will be assessed - to ensure that these are fair
- The outcome of assessment and the reasons for that outcome - to allow candidates/learners to judge their own performance for future reference
- Candidates may not find out on the assessment day whether they have passed or not – candidates should wait for official confirmation from Badminton Scotland via results letter.
- The cost of any formal reassessment opportunities

This is underpinned by the following principles:

- All assessments will be carried out in a fair and equitable way, without prejudice or favour.
- Any deviation from this policy in favour of one candidate/learner must be fair to all other candidates/learners
- Where a candidate/learner requires an alternative form of assessment it must be clear that, although the form of assessment may change, the knowledge or skill being assessed must not change and the standard to be achieved must not change
- It is the responsibility of the candidate/learner to ensure understanding of the assessment criteria and standards before presenting for assessment

- A candidate/learner has the right of appeal against any outcome

Badminton Scotland will appoint course tutors and assessors for each organised course.

For pre-course assessment, these will be hosted and completed on Moodle or Onefile. Passwords and usernames will be sent out to candidates prior to the start of the course. Course organisers and tutors must use Badminton Scotland assessment documentation which is provided as part of the course resources.

7.2 Internally assessed work will conform to the standards and outcomes set by SQA and Badminton Scotland.

- Assessment dates and deadlines may be altered by Badminton Scotland for reasons such as venue availability/assessor availability for example. Candidates will be notified in a timely manner
- The assessment criteria and how these will be applied should be made known to candidates/learners to enable them to familiarise themselves with the assessment criteria prior to the submission of their work for assessment. This will be detailed in learner portfolios and tutors will reinforce during taught course.
- If a candidate/learner fails to meet a deadline and has made no attempt to negotiate an extension, this should be clearly noted in all records and the candidate/learner should be made aware that it has been recorded. This could lead to the candidate/learner not being able to achieve the qualification within the agreed timescale
- Where the tutor feels that an exceptional number of extensions to deadlines have been granted, this should be discussed with the candidate/learner concerned. If the outcome of the discussion is that no further extensions are to be granted then Badminton Scotland should be notified of this
- Badminton Scotland does not enter into discussion with candidate/learners or tutors regarding their individual performance. If a candidate/learner or tutor has concerns that the candidate/learner's results were not an accurate reflection of the candidate/learner, the decision can be appealed under the process stated in section 10.

7.3 Guidance for Video Assessment

In most circumstances, all assessments are observed in a live setting. However, in some circumstances, recorded assessment can be agreed by Badminton Scotland and course organiser. The assessment should conform to the following guidelines:

1. The assessment must be presented in digital format
2. The recording must be accompanied by details of the learner's full name, date of birth, date of assessment, Scottish Candidate Number (SCN), and clearly marked stating the qualification title

3. The recording must contain footage of the assessment only, which must commence at the beginning of the recording
4. The assessment must be shot in one take. Assessors should refer the assessment if the recording contains edits
5. The learner and participant(s) must be in camera shot throughout the entire recording
6. The learner must be clearly heard at all times throughout the recording. If it is difficult to hear the learner's instructions, they should be referred
7. Any comments made by the participant(s) should be clearly audible at all times
8. The assessment must be conducted in a suitable environment e.g. a badminton court setting. If the venue is deemed to be unsatisfactory, the learner will be referred on their assessment
9. A copy of the lesson plans and video recording consent forms for all of the participants being filmed must accompany video assessment submissions
10. The video produced must cover the assessment range required in the unit/qualification assessment guidelines (please refer to the appropriate observation checklist)
11. Use of Skype or equivalent: Skype may be used to conduct oral Professional Discussions or Vivas. A written record and/ or electronic recorded audio/ video file of the discussion must also be made and kept for quality assurance purposes, and retained in accordance with SQA's assessment evidence retention guidance. **(NB Skype cannot be used for the purposes of assessment of practical skills)**

Example of Video Consent form can be found in appendix 1.

Section 8: Reasonable adjustments policy (RAP)

Badminton Scotland's reasonable adjustments policy is designed to assist candidate/learners who, because of a permanent, long term or temporary disposition, have special assessment needs in examinations and/or other aspects of the assessment process. The paper is for guidance only and cannot cover every circumstance where some form of reasonable adjustment may be required. Organisers or tutors whose candidate/learners' particular needs have not been addressed in this document should contact, in the first instance, Badminton Scotland for guidance.

8.1 General principles for reasonable adjustments:

- Reasonable adjustments are arrangements which are approved before the examination/assessment to enable candidate/learners who might not

otherwise be able to do so, to demonstrate their level of understanding and/or competence

- Reasonable adjustments are available for candidate/learners who have a range of difficulties including; speech impairment, physical impairment, visual impairment, hearing impairment, learning difficulties and/or disabilities. Reasonable adjustments are also available for those candidate/learners whose first language is not English
- The overall permission for granting reasonable adjustments rests with Badminton Scotland. However, in many situations decisions related to the application of this policy can be made by the tutor who should be the first point of contact and who must then inform Badminton Scotland of the reasonable adjustment and reason for it
- The candidate/learner's individual needs will determine the nature of the adjustment decision
- Reasonable adjustments must not give the candidate/learner an unfair advantage over other candidate/learners
- Reasonable adjustments must not compromise the quality, integrity and validity of the qualification
- Failure to comply with the regulations contained in this guidance paper may lead to a candidate/learner's results being invalidated and certification withheld
- The candidate/learner has a responsibility to raise issues related to reasonable adjustments before a course commences or as soon in the course as the need for such adjustments are identified. Organisers should ensure that pre-course candidate/learner information encourages candidate/learners to identify any known difficulties that may fall within the scope of this policy

8.2 Reasonable adjustments to written examinations

- It is the candidate/learner's responsibility to discuss their requirements with their tutor and provide evidence of their needs.
- Written examinations should not be considered to be a test of speed but as a means of ascertaining the candidate/learners' level of underpinning knowledge. Therefore, the decision regarding the allocation of additional time for written examinations can be made based upon the following;
 - Level 1 certificate – the maximum additional time allowed is 25% of the stated examination time.
 - Level 2 certificate - the maximum additional time allowed is 25% of the stated examination time.
 - Level 3 certificate – the maximum additional time allowed is 25% of the standard examination time
- An allowance greater than that stated above may be permitted only in exceptional circumstances following discussion between the tutor and Badminton Scotland

- Requests for additional time must be made to the course organiser at the point of candidate/learner booking and be supported by evidence which must be presented to Badminton Scotland and will be saved on file.
- If it is impractical to identify the candidate/learner's special arrangements requirement in advance of the scheduled examination date, the tutor and course organiser should make alternative arrangements for the candidate/learner to undertake the examination and liaise directly with Badminton Scotland.
- In many circumstances a candidate/learner receiving some adjustment to the written examination process will not necessitate changes to the normal organisation of the written examination/test other than the provision of extra time. Whilst it is unreasonable to expect all candidate/learners to remain in the examination room for the extra period of time care needs to be taken to ensure that the departure of other candidate/learners does not adversely affect the candidate/learner(s) who remain.
- If the requirement is for the use of a reader or a scribe then an alternative room will be required. In this situation a second invigilator must also be in attendance. In the case of a deaf candidate/learner the reader and/or scribe should be an experienced sign language interpreter.

8.3 Examinations in a language other than English

It is not practicable for Badminton Scotland to offer candidate/learners a choice of languages in which to take the examination.

8.4 Bilingual dictionaries

Bilingual dictionaries may be used by candidate/learners whose first language is not English. Additional time may also be granted if writing in English presents candidate/learners with a difficulty.

8.5 Reader

A reader will be a responsible adult who does not have specific technical knowledge of the subject matter; his/her function is to read, but must not explain questions to the candidate/learner. The reader must not add to or explain any of the words or phrases used in the question and must provide no additional guidance. The question may be repeated as many times as required by the candidate/learner.

The answers must be the candidate/learner's own and the candidate/learner will be required to provide written answers. Extra time will be allowed in accordance with that detailed in 8.2 above.

8.6 Scribe

A scribe will be a responsible adult who does not have specific technical knowledge of the subject area. His/her role is to read the question to the candidate/learner and then write down the answers provided by the candidate/learner. He/she may not add to or explain any of the words or phrases used in the question and must provide no additional guidance. The question may be repeated as many times as required by the candidate/learner. The answers must be the candidate/learner's own. The scribe may read back the answer if requested by the candidate/learner and make any

changes requested by the candidate/learner. Extra time will be allowed in accordance with that detailed in 8.2 above.

8.7 Reasonable adjustments for on course assessments

On course assessment refers to the practical teaching/coaching and other tasks required to show that the stated outcomes for the qualification have been met. Organisers may make reasonable adjustments to the on-course assessment of candidate/learners in the following circumstances:

- Candidate/learners who have dyslexia
- Candidate/learners who require help with reading
- Candidate/learners whose first language is not English
- Candidate/learners who have a physical, visual, speech or hearing impairment
- Candidate/learners who have a learning disability or difficulty

However, tutor/assessor must ensure that they have clearly identified and recorded their reasons for granting any adjustments and that internal verifiers have access to this evidence. This must be discussed with Badminton Scotland in advance. The tutor/assessor must keep securely and confidentially all records of adjustments and return them to Badminton Scotland with the course documentation and assessment materials.

Tutors must abide by Badminton Scotland's general principles and inform them at the start of the course, in writing, of the adjustments made or to be made to the assessment process.

The over-riding consideration in granting adjustments must be the safety of the candidate/learners and the participants in their charge and this must not be compromised. In addition, all candidate/learners will be required to meet the criteria identified on the assessment sheets but may do so in a manner suited to their particular needs.

The type of support provided under the reasonable adjustment policy for on course assessments includes:

An enabler may be allowed in certain circumstances to assist the candidate/learners to carry out some of the tasks, which might reasonably be expected of a teacher or coach. Candidate/learners must neither endanger the participants in their charge or themselves and must, with the assistance of the enabler, be able to meet and achieve all aspects of the assessment criteria. The tutor will have to assess candidate/learners carefully to ascertain whether the use of an enabler is appropriate and to seek confirmation from Badminton Scotland that this is acceptable.

Sign language may be used to enable candidate/learners who are deaf or who have a hearing impairment to communicate effectively with the tutor/assessor and the players.

Additional time may be allocated for candidate/learners to present any written assessment work in accordance with the general principles outlined in 8.2.

Alternative forms of evidence for assessment; candidate/learners may present work for assessment through other mediums e.g. audio, video etc.

Interpreters; effective communication is an essential requirement for a badminton coach. Although communication used during the course will be in English, interpreters may be used to assist candidate/learners whose first language is not English during the theory sessions or as a reader for the written examination/test (see 8.5). It is likely that the latter will be in conjunction with the provision of additional time.

8.8 Special considerations related to on course and written examination assessments

In certain circumstances Badminton Scotland will grant special consideration to candidate/learners who have not been able to complete the course for the following reasons:

- A candidate/learner who has suffered a very recent bereavement or trauma, or who has had to deal with matters relating to the bereavement/trauma
- A candidate/learner who is suffering or recovering, from an illness or injury
- A candidate/learner who has been affected by a disruption to the examination or assessment e.g. a fire alert resulting in evacuation of the building, other specific environmental occurrences

Requests for special considerations related, or similar, to those outlined above should, in the first instance, be discussed with Badminton Scotland.

The request for special consideration must be made by the tutor/assessor or candidate on behalf of the candidate/learner. The request should be made no later than when the examination papers are sent to Badminton Scotland at the end of the course.

8.9 The decision-making process

The following guidance is provided for the organiser and tutor when considering issues relating to the application of this reasonable adjustments policy (RAP);

Stage 1: Issue related to the possible application of the RAP identified

Stage 2: Organiser/Tutor discusses issue with the candidate/learner and the tutor and obtains evidence

Stage 3: Tutor agrees/disagrees that an application for reasonable adjustment should be made and sends evidence to Badminton Scotland

Stage 4: Tutor or organiser contacts Badminton Scotland for further discussion

Stage 5: Badminton Scotland agrees/disagrees with the recommendation made by the tutor

Appeals: If the tutor is not satisfied with the outcome of any of stages three to five an appeal can be made in accordance with the Badminton Scotland's appeals procedure in section 11.

Section 9: Issuing results

- Badminton Scotland will endeavour to issue results to candidate/learners after receipt of the examination and all course documentation within six weeks.
- In order for Badminton Scotland to do so, all course fees must have been paid and all assessment materials and other required documentation returned to

Badminton Scotland. Any delays to the receipt of this documentation will delay the issuing of results.

- Examination results will be issued to candidate/learners by post/e-mail/Onefile
- Examination results will also be disclosed to the tutor of the course. Badminton Scotland will not discuss examination results prior to their issue.
- Results will not be issued to candidate/learners for whom Badminton Scotland has not received the candidate/learner fee or completed paperwork and/or assessment materials.
- For practical assessment, candidates/learners may not always find out on the day if they have been deemed Competent or Not Yet Competent. The official results letter will detail whether candidate/learner has been assessed as Competent/Not Yet Competent
- Once official results have been issued, candidates can appeal the decision if there is sufficient cause. All Appeals will be subject to fees as detailed in Section 10.

Section 10: Reassessment Policy

10.1 Overview

All Badminton Scotland Coach Education courses are a learning process whereby coaches and tutors transfer information to enable the coach to progress and develop, with the outcome of achieving the desired qualification. With that in mind, the re-assessment policy has been created to allow for learning, feedback, development and progression

If a candidate/learner does not achieve the required pass mark for the written or practical assessment component of their qualification, they will be required to complete a reassessment in order to achieve the qualification.

Reassessments do incur a charge; please refer to course information below for course reassessment fee information.

Reassessment examinations should be arranged by the candidate/learner directly with Badminton Scotland by completing and submitting a reassessment application form together with the appropriate fee to Badminton Scotland who will arrange a reassessment. Opportunities to be reassessed will be held regionally and details of dates and locations will be advised to the candidate/learner.

The reassessment application form is available upon request and is also available on the Badminton Scotland Website. The reassessment fee should be submitted with the reassessment application form. Payment can be made by bank transfer or cheque; cheques should be made payable to Badminton Scotland.

Badminton Scotland will organise reassessment only after receipt of the appropriate reassessment fee.

The conduct of reassessments should follow the same process and pattern as that outlined in the conduct of assessments in section 7 of this document.

Candidate/learners will be granted one official on course assessment of any assessed element. If an element is deemed as not yet competent, candidates/learners are granted one post course reassessment. A third and final assessment is permitted if there is only one assessed element outstanding overall. If, following the third assessment the candidate/learner has not been deemed competent on all course elements the candidate/learner will be required to attend another full course.

10.2 Level 1

- If a candidate fails any part of the practical assessment, they will have 2 further attempts for reassessment (at costings below).
- If a candidate fails the online modules, they will have 2 further attempts (Free of charge from Moodle).
- Candidates must re-sit any areas of the assessment within 2 years from the start date of the original taught course. If candidates are out with this time frame, then the full course will need to be attended, and paid for in full, again

For practical re-assessment costs, see below.

| Re-sit Area | Cost |
|----------------------------------|------|
| Feeding section only | £15 |
| Any part of Technical assessment | £15 |
| Delivery of warm up/cool down | £15 |
| Re-sit any 2 parts of assessment | £25 |
| Resit full assessment | £40 |

10.3 Level 1+

- If a candidate fails the practical assessment during Level 1+, they will have a further 2 attempts for re-assessment.
- Re-assessments are required to take place within 2 years from the date of the initial course, otherwise the course will need to be taken, and paid for in full, again.

| Re-sit Area | Cost |
|----------------------|------|
| Practical Assessment | £30 |

10.4 LEVEL 2

The options for re-assessment for UKCC Level 2 are below.

- A)** If candidate fails any part of the course, there will be the opportunity for 2 re-assessments within 2 years from the start date of the course at the costs below.
- B)** If any of tasks 3, 4, 6, 7 or 8 are deemed NYC, then the recommendation is to resit tasks after a 3-month period of working with a more experienced coach.

- C) If candidates do not submit the workbook at the practical assessment, there will be an additional charge to candidates for assessing out with the course period. Candidates have up to 2 years to complete the workbook.
- D) If both workbook and task 8 are competent – UKCC Level 2 Certificate Awarded

The charge for re-assessments and workbook assessment out with taught course period will be:

| Re-sit Area | Cost |
|--|------|
| Task 8 Resit (Individual and Group) | £60 |
| Either group or individual re-assessment | £40 |
| Workbook Re-assessment | £20 |
| Full workbook marking out with the course period | £40 |

*If there is more than one hour of re-assessment marking required for the workbook then candidates will be charged an hourly rate for assessor at £20 per hour. This will be decided depending on how many workbook tasks have been failed.

REQUIRED PAPERWORK

FOR COMPLETE REASSESSMENT –

Candidate should be furnished with –

- Information sheet
- Task 8 paperwork (session plan templates)

Assessor should be furnished with –

- Task Completion Summary Sheet
- Group & Individual assessment sheets for completion on the day

FOR PARTIAL REASSESSMENT

Candidate should be furnished with –

- Information sheet
- Individual (Group/Individual) Task 8 paperwork (session plan templates)

Assessor should be furnished with –

- Task Completion Summary Sheet from old course.
- Group & Individual assessment sheets for completion on the day

FOR WORKBOOK ASSESSMENT – FULL OR PARTIAL

Candidate should be furnished with –

- Appropriate sections/tasks **or** the complete handbook if necessary

BREAKDOWN OF TASK AND RE-ASSESSMENT POLICY

| Task NYC | Task Title | Re-assessment |
|----------|------------|---------------|
|----------|------------|---------------|

| | | |
|---------------|--|--|
| Task 1 | Questions | Within 2-year period of course start date |
| Task 2 | Preparing for Individual Coaching Session | Within 2-year period of course start date |
| Task 3 | Pre-delivery planning for Individual Coaching session | Recommended after 3 months working with a more experienced coach |
| Task 4 | Delivery of Individual Coaching Session | Recommended after 3 months working with a more experienced coach |
| Task 5 | Preparing for Group Coaching Session | Within 2-year period of course start date |
| Task 6 | Pre-Deliver Planning for Group Coaching Session | Recommended after 3 months working with a more experienced coach |
| Task 7 | Delivery of Group Coaching | Recommended after 3 months working with a more experienced coach |
| Task 8 | Assessment Day Delivery of Group and Individual Coaching | Recommended after 3 months working with a more experienced coach |

10.5 UKCC Level 3

Candidates must attend all taught days of UKCC Level 3. If any days are missed due to absence, the candidate will need to attend another course date covering the topic that they missed.

Candidates have 2 years to complete UKCC Level 3. All portfolio work must be submitted within 18 months of the start date of the course.

Candidates will only be permitted to sit the final individual assessment if they have completed and attended all taught parts of the course and passed group and portfolio assessments.

Candidates will have 3 attempts to resit portfolio work, group assessment and individual assessment. If candidates fail after 3 attempts, the full course will need to be taken again.

The charge for re-assessments and portfolio re-assessment will be:

| Re-sit Area | Cost |
|-----------------------------|------|
| Group Assessment Resit | £40 |
| Individual Assessment Resit | £50 |
| Portfolio Re-assessment | £25 |
| | |
| | |

- If there is more than 1 hour of marking involved in the portfolio re-assessment then candidates will pay an hourly rate of £25 thereafter.

Section 11: UKCC Appeals Procedure

Tutors and Assessors, as a matter of good practice, will ask the candidate to initial and date the feedback they give them to ensure that it is accepted at the time by the candidate should an issue arise at a later date.

Result letters will be issues within 6 weeks of the assessment date. If you are not satisfied with the result, you must wait until the Competent/Not yet competent result letter is received, then you may wish to make an appeal, the procedure for which is shown below. **There will be a charge of £25 for any appeal made.** *BADMINTONscotland will not enter into any correspondence before the results and feedback letter has been issued and received by the candidate.*

1. In the first instance **candidates** with an issue regarding their assessment should address this, in writing, to the Course Tutor/Assessor and address the appeal to **BADMINTONscotland** within 14 days of the date of the course results letter sent to the candidate by **BADMINTONscotland**, along with the appeals fee of £25.
2. If the issue is put in writing the Tutor/Assessor will respond within 28 days of receipt of the appeal. The tutor/assessor(s) may:
 - a. Confirm the original assessment
 - b. Revise the original assessment with explanation/justification.
3. In light of 2a, the candidate/learner may:
 - a. Accept the assessment.
 - b. Appeal to the Internal Verifier, c/o **BADMINTONscotland** no later than 14 days after the date of receipt of response to point number 2.
4. The IV will reassess the candidate's paperwork/work and make a final decision which is binding and will be returned to the candidate as a written statement within 28 days of the appeal being conveyed to them. The IV may:
 - a. Confirm the original assessment made
 - b. Support the appeal on the basis of the evidence produced and reach an agreement with the tutor/assessor and candidate/learner. In the event of a disagreement between the tutor/assessor and IV regarding the assessment of a candidate/learner the decision of the IV will prevail.
 - c. Be unable to make a decision on the basis of the evidence provided.
5. Under 4.C, the outcome of the appeal may require the candidate/learner to be re-assessed on a specific area or against the overall assessment criteria. In this instance Badminton Scotland's decision is final. **NB. In the event of this**

scenario, the Badminton Scotland reassessment fee will be charged (section 9). This will only be refunded if the appeal is upheld.

Section 12: Internal Verification Policy

Internal verification is a crucial element of SQA's quality assurance. It ensures that all candidates/learners entered for the same qualification are assessed fairly and consistently to the specified standard. Internal verification also ensures that all courses/programmes are delivered in a consistent and standard manner.

Badminton Scotland is responsible for operating an effective and documented internal quality assurance system; this is a requirement of being an SQA-approved centre. To ensure effective assessment and internal verification, centres must regularly review the effectiveness of their procedures and make any necessary improvements and ensure that changes made by SQA are adopted. This policy acts as a guide for the internal verification and system verification carried out by Badminton Scotland in relation to SQA approved and accredited courses and programmes.

The internal verification procedure gives the structure to assessment checking, provision of evidence and maintaining of standards.

- Internal verification may take place both during and after a course and all courses may be subject to internal verification.
- An internal verifier (IV) may attend at any point during a course and prior notice does not need to be provided.
- The course organiser and Tutor/Assessor are required to co-operate fully with the IV during this process.
- A standardisation workshop will be run annually and assessors and IV's will be required to attend.

The IV is appointed by Badminton Scotland to undertake the internal quality assurance of the programmes/courses offered. The role of the IV will therefore be to ensure that Tutor/Assessors apply consistent assessment practices in line with SQA and Badminton Scotland criteria. IVs should hold a recognised internal verifier qualification – V1 Verifier Award or equivalent and are appointed by Badminton Scotland. Any new Assessors will be subject to IV within the first year of operation.

Roles of Internal Verifiers

Internal Verifiers will be selected from the list of licenced qualified Badminton Scotland Tutor/Assessors and are required to hold or be working towards the Verifier qualification.

IVs are responsible for:

- ensuring that assessments and assessment decisions are valid, reliable, practicable, fair and equitable.
- They must ensure that records of verifications are accurate, secure and complete and passed on to Badminton Scotland.

- They are also responsible for responding to Tutors/Assessors and candidates/learners wherever necessary regarding the process of internal verification.
- A Tutor/Assessor cannot internally verify their own work or the work of anyone they have a personal relationship with.
- Ensuring the consistent application of criteria and standards
- Providing support to Tutor/Assessors including identification of their development and training needs where appropriate
- Ensuring that appropriate requirements in relation to appeals, complaints and equal opportunities are in place and are operational
- Liaising fully with the External Verifier (EV) appointed by the SQA, as required
- Providing the EV with any information required
- Identifying their own training and development needs
- Attending appropriate training events or workshops
- Producing a verification plan for each course as necessary
- Completing all programme/course documentation supplied by Badminton Scotland including assessment decisions and action plans
- Attending Badminton Scotland standardisation meetings
- Ensuring that Badminton Scotland is operating in accordance with the Awarding Body requirements and regulations relating to assessment standards

Lead Internal Verifier: Roles and Responsibilities

- To assist Assessors in the standardisation of assessment evidence and sharing of best practice
- To sample assessment evidence according to the Internal Verification Policy
- To countersign evidence as confirmation of verification
- To complete internal verification reports and summary sheets
- To measure feedback and ensure internal audit compliance and quality control is met
- To undertake training observations at least once per year
- To facilitate and attend quarterly reviews with all staff to seek feedback for development and implementation of material to support learners
- For regulated qualifications only, to maintain a CPD record and make this available to SQA's external Quality Assurance staff on request
- To contribute to the Centre's review of policies, procedures, learning and assessment material and resources
- To participate in any assessment appeal as indicated in the Centre Appeals Procedure
- To participate in any complaint as indicated in the Centre Complaints Procedure
- To attend and participate in any visits by SQA Quality Assurance staff, as required
- To be aware of the risk of malpractice and act according to the Centre procedure.
- The assessment of candidates with identified additional assessment requirements shall be monitored to ensure this meets the candidate's needs and complies with SQA requirements

Section 13: External verification

External verification is the process by which the Awarding Body (SQA) ensures that all its courses/programmes are delivered by the Approved Delivery Centre in a consistent and standard manner and that the ADC policies and procedures are appropriate and upheld.

The SQA appoints external verifiers to ensure that its standards and criteria are met. External verification visits occur on a regular basis. External verification focuses upon the policies and procedures implemented by Badminton Scotland. This includes the administration and internal verification system, ensuring that the standardisation of assessment and delivery provided by the IVs is appropriate.

External Verifier: Roles and Responsibilities

External Verifiers are appointed by Badminton Scotland

- Participate in central verification events, carry out external verification visits and/or participate in postal verification visits as required
- Participate in prior verification of centres' internally devised instruments of assessment
- Participate in approval, post approval and development visits to centres
- Assist Internal Assessment Delivery and Quality Assurance staff with policy and subject specific enquiries from centres and SQA officers
- Deliver and participate in external verifier training events
- Submit CPD record within agreed timescales where appropriate
- Submit a current Personal Development Plan (PDP) within the agreed timescales where appropriate

Section 14: Equal opportunities

The Badminton Scotland Equal Opportunities Policy can be found online <http://www.badmintonscotland.org.uk/ethics-rules/equality-policy/>

Section 15: Malpractice Policy

Malpractice consists of those acts which undermine the integrity and validity of an assessment or examination, the certification of qualifications and/or damage the authority of those responsible for conducting the assessment, examination and certification.

The malpractice policy provides Badminton Scotland, its course organisers and tutor/assessors with the procedures for dealing with malpractice on the part of learners, members and any others involved in providing Badminton Scotland courses.

Introduction

Course organisers and tutor/assessors must be vigilant regarding examination malpractice and where malpractice occurs it must be dealt with in an open and fair manner.

In the interests of learners, course organisers and tutor/assessors need to respond effectively and openly to all requests for an investigation into an incident or a suspected incident of malpractice. Course organisers and/or tutor/assessors are required to inform learners suspected of malpractice of their responsibilities and rights and inform Badminton Scotland immediately of the alleged incident for investigation.

Badminton Scotland reserves the right, in suspected cases of malpractice, to withhold the issuing of results or certificates while an investigation is in progress. Depending on the outcome of the investigation, results or certificates may be released or withheld. The following guidelines are for suspected incidences of malpractice or maladministration by learners, tutor/assessors and course organisers.

15.1 Learner Malpractice

Attempting or actually carrying out any malpractice activity is not permitted by Badminton Scotland. The following are examples of malpractice by learners; this list is not exhaustive and other instances of malpractice may be considered by Badminton Scotland at its discretion:

- Plagiarism — failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own. It is expected that any work which is forwarded by the candidate, for assessment purposes, has been undertaken and completed by the candidate alone. The ownership of thoughts and ideas must be acknowledged by the candidate, should you wish to borrow useful information.
- Collusion with others when an assessment must be completed by individual candidates
- Copying from another candidate manually or electronically (including using ICT to do so)
- Impersonation — pretending to be someone else.
- Fabrication of results – e.g. The alteration of any results document including certificates
- Failing to abide by the instructions of an invigilator, or Badminton Scotland conditions in relation to examination rules, regulations and security
- Inappropriate behaviour during an internal assessment that causes disruption to others. This includes shouting and/or aggressive behaviour or language.
- Behaving in such a way as to undermine the integrity of the assessment or examination
- Misuse of examination material
- Introduction of unauthorised material
- Cheating to gain an unfair advantage
- Attempting to influence the decision of an assessor

Where a learner is suspected of malpractice during an assessment or an examination, the course organiser or tutor/assessor must immediately inform Badminton Scotland. A detailed report of the malpractice must then be submitted to Badminton Scotland.

The work or examination paper must be assessed or marked in the usual way. Badminton Scotland will consider the evidence and the learner's results will be withheld until a decision is made.

15.2 Course Organiser and Tutor/Assessor Malpractice

The following are examples of malpractice by Course organisers and/or Tutor/assessors. This list is not exhaustive and other instances of malpractice may be considered by Badminton Scotland at its discretion:

- Failing to keep any Badminton Scotland examination papers and learner assessment documentation secure
- Alteration of any Badminton Scotland examination papers
- Facilitating and allowing impersonation
- Misusing the conditions for learners with reasonable adjustment requests
- Falsifying records or certificates
- Obtaining unauthorised access to examination papers or material prior to an examination or practical assessment

Where there are grounds to suspect that a course organiser or tutor/assessor has acted inappropriately in the conduct of course delivery, assessments or examinations or where there are grounds to doubt the integrity of assessments or of assessment procedures, Badminton Scotland will investigate and will suspend the issue of results during the investigation.

15.3 Centre Malpractice

The following are examples of centre malpractice, but the awarding body, SQA, reserves the right to consider other instances of suspected centre malpractice which may undermine the integrity of our qualifications. The examples include:

- Misuse of assessments, including repeated re-assessment contrary to requirements, or inappropriate adjustments to assessment decisions.
- Insecure storage of assessment instruments and marking guidance.
- Failure to comply with requirements for accurate and safe retention of candidate evidence, assessment and internal verification records.
- Failure to comply with SQA's procedures for managing and transferring accurate candidate data.
- Excessive direction from assessors to candidates on how to meet national standards.
- Deliberate falsification of records in order to claim certificates.

15.4 Investigating Alleged Malpractice

When dealing with alleged malpractice, Badminton Scotland will deal with the course organiser and tutor/assessor. Badminton Scotland will require full access to all course paperwork and records for investigation purposes. As part of the investigation, Badminton Scotland retains the right to involve and deal with the learner and others in the investigation process. During the investigation period, Badminton Scotland may, pending the outcome of the investigation:

- Withhold the release of results or certificates

- Withhold examination papers if the security of the examination is considered at risk

If malpractice is discovered by Badminton Scotland or has been reported directly to Badminton Scotland by a third party, Badminton Scotland will conduct an investigation in a form commensurate with the nature of the alleged malpractice. Such an investigation will require the full involvement of the all personnel linked to the allegation. In suspected cases of malpractice that involve Badminton Scotland, representatives (e.g. Internal Verifier), Badminton Scotland will conduct an investigation appropriate to the nature of the allegation.

15.5 Dealing with Malpractice

It is the responsibility of Badminton Scotland to carry out an investigation into allegations of malpractice. The alleged incident must be reported to Badminton Scotland at the earliest opportunity. Badminton Scotland reserves the right to carry out an independent investigation in full under any circumstances of alleged malpractice relating to a Badminton Scotland course and the full co-operation of all involved personnel will be expected.

If a course organiser or tutor/assessor discovers or suspects anyone of malpractice, they must inform Badminton Scotland in writing at the earliest opportunity to allow Badminton Scotland to investigate. Badminton Scotland will inform the learner in writing and make the individual fully aware of the nature of the alleged malpractice. Badminton Scotland will inform the learner of the possible consequences should malpractice be proven.

If a course organiser or tutor/assessor is alleging an individual may have been involved in an act of malpractice, the individual will be given the opportunity to respond in writing to the allegations made. Badminton Scotland will also inform such individuals of the avenues for appealing should a judgement be made against them.

Badminton Scotland reserves the right to access any documents held by the course organiser or tutor/assessor in relation to alleged malpractice. It may be necessary during the process to notify SQA, and other regulatory and funding authorities and for Badminton Scotland to share information with other bodies. |

15.6 Guidance to candidates/learners (including guidance on exemptions)

Detailed and realistic guidance should be given to candidates/learners who wish to undertake Badminton Scotland qualifications. Successful achievement by candidates/learners is dependent upon realistic guidance. Candidate/learners' pre-requisites/entry requirements should be carefully checked as well as their prior experience. Candidates should ensure they have provided suitable evidence to Badminton Scotland of pre-requisites prior to the start of the course. For UKCC Level 3, applications will be taken and candidates/learners will be selected by the Coaching and Development Committee based on previous experience, pre-requisites and impact of completing the course.

15.7 Candidate/learner registration

All candidates/learners undertaking a qualification above UKCC Level 1, must be a current member of Badminton Scotland coaches register. Further information can be found on the Badminton Scotland website:

<http://www.badmintonscotland.org.uk/coaching/coach-membership/>

Section 16: Qualification guidance

Please also see syllabus details at

<http://www.badmintonscotland.org.uk/coaching/coaching-courses/>

16.1 Badminton Scotland UKCC Level 1 Certificate in Coaching

The UKCC Level 1 is the entry point into the coaching world and qualifies the assistant coach to support the Level 2 coach or Level 1+ coach during a coaching session. This support role might include observation of practice, feeding and group management, to allow the effective delivery of the planned coaching programme.

By the end of the - UKCC Level 1 Award for Assistant Coaches in Badminton learners will be able to:

- Understand the role and responsibilities of the coaching assistant
- Understand the principles of hitting technique and provide an accurate demonstration
- Understand the mechanical principles of movement and provide an accurate demonstration
- Understand basic singles and doubles tactics and be able to communicate to their players
- Understand the principles of warm up and cool down and be able to plan and deliver them appropriately related to a coaching scenario
- Understand and apply the basic underpinning knowledge related to the physical demands of badminton and the mechanics of movement
- Understand and apply the main laws of badminton in support of the competitive situation
- Assist with the delivery of badminton coaching sessions
- Assist with the review of badminton coaching sessions

The course normally takes place on Saturdays and Sundays. There are two taught days, 9.30-4.30, and one assessment day, 10.00-4.00. The assessment is normally 2-3 weeks after the teaching days.

Pre-requisites

Candidates are required to complete the Badminton Basics Course and Safeguarding and Protecting Children workshop before UKCC Level 1.

The minimum age for UKCC Level 1 is 16.

- All UKCC Level 1 courses will involve pre-course e-learning modules that are assessed. These e-learning modules include:

- An introduction into the how to coach skills of badminton
- An introduction to the rules of the game
- The underpinning knowledge related to the physical demands of badminton and the mechanics of movement

Assessment

Unit one is assessed by online assessment and course tutor

Unit two is assessed by online assessment, the tutor and the assessor (during the practical assessment)

All units will be subject to internal verification by a Badminton Scotland IV

All programmes will be subject to external verification by the SQA

Certificates

Certificates are issued by Badminton Scotland after successful payment and completion of all elements of the course. If payment is still outstanding, candidates will not be resulted through SQA until full payment has been received.

SQA certificates and are sent directly to each candidate/learner. If a candidate/learner loses their original Badminton Scotland Certificate, there will be a £5 charge for Producing a new one.

Badminton Scotland is unable to authorise or issue certificates for candidate/learners whose fees, assessment packs and/or associated documentation has not been submitted.

Progression

Achievement of this qualification will enable the candidate/learner to seek employment to act as an assistant/support to a more senior qualified/licensed coach at any level, in the delivery of a pre-prepared session. The Level 1 coach will be expected to have an understanding of the sport and a basic understanding of appropriate corrections to common faults. Candidate/learners, after gaining experience, may progress to either Level 1+ (recommended) or UKCC Level 2 Certificate in Coaching qualification.

16.2 Level 1+

It has been recognised that progressing from UKCC Level 1 to UKCC Level 2 can be difficult due to the intensity, content and expectations at Level 2. This course has been developed to assist in the transition between UKCC Level 1 and UKCC Level 2 and to allow coaches who want to coach beginners and intermediate level players, the opportunity to become an independent coach. Our Level 1+ course has been developed by the Badminton Scotland steering group, consisting of a tutor representative, a coaching representative and a performance representative. The Level 1+ qualifies individuals to be coaches who can independently plan, lead and review sessions for beginners and intermediate players.

By the end of the Level 1+ Certificate, coaches will:

- Understand the role and responsibilities of the coach and how to structure a session
- Develop appropriate progressive practices

- Understand tactical play and include in progressive sessions
- Accurately fault correct with specific feedback for improvement
- Plan, Deliver & Review a badminton coaching session

The Level 1+ is a one day course, including assessment, 9.00-5.00 normally on a weekend day.

Candidates will be required to complete the UKCC Level 1 before attending Level 1+.

Candidates need to be aged over 18.

Prior to the course, learners are expected to read over UKCC level 1 booklet to refresh 'How to Coach' Skills.

It is mandatory for Level 1+ and above qualified coaches to join the coach membership system. Coach Membership costs £32 per year. For details of the all benefits of joining the Coach Membership system please see here:

<http://www.badmintonscotland.org.uk/coaching/coach-membership/>

Assessment

Level 1+ sits outside the UKCC and SQA requirements as it has been specifically developed by Badminton Scotland but will still sit within the Badminton Scotland assessment guidelines as outlined in section 7. Assessment takes place on the same day as the taught course. Feedback will be given on the day and results and certificates will be posted out to candidates within 6 weeks of the course completion date. If any payments are outstanding, Badminton Scotland will be unable to result courses.

16.3 Badminton Scotland Level 2 Certificate in Coaching

The UKCC Level 2 qualifies individuals to be coaches who can independently plan, lead and review coaching programmes to support the development of players.

By the end of the UKCC Level 2 Certificate for Coaches in Badminton learners will be able to:

- Understand the role and responsibilities of the coach
- Apply the correct biomechanical principles of hitting technique and provide an accurate demonstration of defined badminton strokes
- Apply the correct biomechanical principles of movement to a wide range of movements performed in badminton
- Understand and apply key singles and doubles tactics, develop sets of progressive tactical practices to develop discipline-specific hitting and movement skills and effectively communicate with players tactically
- Recognise and interpret the significance of hydration and nutrition in badminton performance
- Apply knowledge of anatomy, physiology and kinesiology to badminton
- Recognise the mental processes required to cope with stresses in badminton
- Understand substance misuse in sport and badminton
- Plan, Deliver & Review a series of badminton coaching sessions

The UKCC Level 2 Certificate for Coaches in Badminton is three days taught, 9.00-5.00, followed by an assessment day, 9.30-5.30, usually delivered over a 2-3 month period. The course normally takes place over weekends.

Candidates will be required to complete the UKCC Level 1 and/or Level 1+ before attending Level 2.

Candidates need to be aged over 18.

Away from the course, learners are expected to develop and deliver two sets of linked progressive sessions, one for an individual and one for a group of players.

Certificates

Certificates are issued by Badminton Scotland within 6 weeks of course completion dates. SQA also send certificates which are sent directly to each candidate/learner. If a candidate/learner requires an additional Badminton Scotland certificate, this is available for a £5 administration fee. Badminton Scotland is unable to authorise or issue certificates for candidate/learners whose fees, assessment packs and/or associated documentation has not been submitted.

Progression

Achievement of this qualification will enable the candidate/learner to seek employment (paid or voluntary) as a coach.

Candidates/learners, after gaining experience, may progress to the UKCC Level 3 Certificate in Coaching qualification

16.4 UKCC Level 3

The UKCC Level 3 qualifies the coach to take up a Head Coach role and lead the development of high-level badminton players through effective badminton coaching and the application of sports science principles.

By the end of the UKCC Level 3 Certificate for Head Coaches in Badminton learners will be able to:

- Apply advanced coaching principles to all aspects of coaching
- Analyse the needs of the individual player and provide a technically sound coaching solution based on player analysis
- Analyse the needs of the doubles pair and provide a technically sound coaching solution based on player analysis
- Apply coaching theory in the delivery of an effective group session for performance players
- Understand how to support participants physical conditioning within sport specific annual programmes
- Understand how to provide participants with nutritional advice within sport specific annual coaching programmes
- Understand how to develop participants mental skills within sport-specific annual coaching programmes
- Understand how to provide participants with lifestyle support within sport-specific annual coaching programmes

The UKCC Level 3 Certificate for Head Coaches in Badminton is eight days taught learning followed by an informative and summative assessment day usually ran over a year.

The UKCC Level 3 course involves a significant amount of work away from the course to be completed. The course involves several pre-course e-learning modules that are assessed. These e-learning modules include:

- Understand how to support participants physical conditioning within sport specific annual programmes
- Understand how to provide participants with nutritional advice within sport specific annual coaching programmes
- Understand how to develop participants mental skills within sport-specific annual coaching programmes
- Understand how to provide participants with lifestyle support within sport-specific annual coaching programmes

Away from the course, learners are expected to develop and deliver two annual coach programmes, as well as completion of the UKCC Level 3 portfolio.

16.5 All UKCC Courses

Badminton Scotland Coaching Qualifications have been developed by a source group formed of members from a variety of backgrounds, including:

- Our Performance Team
- Our Tutor Workforce
- Members of the UK Source Group (Representatives from Badminton Scotland, Badminton Wales & Badminton England)
- SportsCoach UK

This source group has ensured that our Coaching Qualifications form a clear and defined coaching pathway that will shape and support coaches along their coaching journey giving them the relevant skills and experience at the right time.

The Coaching Qualifications Badminton Scotland currently deliver as part of the coach education programme are endorsed by UKCC and sit on the Qualifications & Credit Framework. Across the three levels of the UKCC Qualifications they aim to introduce and progress learner's knowledge of technical and tactical elements of the game as well as the "art" and the "science" of coaching by introducing coaches to the "How to" skills of coaching.

Holders of all other qualifications:

Application for exemption submitted to Badminton Scotland 28 days prior to enrolment on the learning programme – details of exemptions/overseas comparison and recognition of prior learning (RPL) are available on the Badminton Scotland website.

Section 17: Tutor/Assessor guidance

Tutors/assessors are trained by Badminton Scotland to deliver Badminton Scotland education courses. Only qualified tutors can deliver UKCC courses and will be subject to Moderation and Internal Verification visits.

Tutors are responsible for ensuring that: -

- They are qualified to deliver the course (see tutor/assessor recruitment)
- They are current members of the Badminton Scotland Coach Membership System.
- They are familiar with the syllabus and have the knowledge and understanding to deliver the course
- They maintain a current knowledge of their subject and regularly review their delivery and resources
- They have prepared adequately to deliver the course
- They plan the delivery of the course to meet the needs of the candidates//learners and the syllabus outcomes
- Candidates/learners have been given appropriate guidance and are fully informed about the details and requirements of the qualification and course being taken
- Attend annual standardisation days
- They liaise with Badminton Scotland and the organiser to use appropriate resources to deliver the course

Assessors are responsible for ensuring that:

- Candidates/learners are assessed in accordance with the assessment procedures and that the appropriate standards are applied as required by Badminton Scotland and the SQA
- The learning programme provided is appropriate to the qualification, the needs of the candidate/learner and the requirements of Badminton Scotland
- They liaise with the organiser to ensure that all candidates/learners fulfil the course pre-requisites
- They liaise with the organiser to ensure the smooth running of the course.
- Candidate/learners' work is assessed consistently, accurately and fairly
- They have read and understood all Badminton Scotland guidelines and policies and procedures and operate within them
- They liaise with the organiser to ensure that all the course documentation (including attendance sheet), assessment documents are completed and sent to Badminton Scotland in accordance with published guidelines
- They liaise with Moderators and IVs as required to ensure candidate/learners' assessments meet the requirements of Badminton Scotland

Section 18: Tutor/Assessor Recruitment

Tutor/Assessor Training Pathway

Tutors and assessors are vital to coach development. It is essential that tutors and assessors have the correct training and development opportunities to deliver high quality coaching courses around the country and educate the coaches of the future.

Below is the training pathway for tutors and assessors.

- Experience of coaching at level above that being tutored/assessed (Badminton Basics – UKCC Level 2). UKCC Level 3 tutors/assessors must be UKCC Level 3 or equivalent.
- Attend tutor training day
- Attend SportsScotland Sport Educator Course (by end of season 2018/19)
- Shadow Course
- Co-tutor
- Deliver

Section 19: Candidate/Learner Responsibilities

- To ensure all pre-requisites are completed
- To ensure full payment of course has been made at least 2 weeks in advance of the course start date
- To attend planned meetings with Assessor and to bring updated Portfolio
- To ensure all contact information is kept up-to-date and to notify your Assessor of any changes
- To notify the Assessor in advance if unable to meet agreed timescales or to attend meetings
- To commit to training and studying
- To respond positively to advice and support from your Assessor
- To ensure that all evidence provided to the Assessor is your own work

Section 20: Overseas Qualifications Comparison

Candidates/learners who may hold an overseas qualification may apply to Badminton Scotland to ascertain whether their qualification is appropriate for teaching and coaching in Scotland. There is an administrative fee for this process of £25.00, which is non-refundable.

Applications will be considered and the applicants will be informed in writing of the decision within 28 days of the application being received.

It is recommended that the candidate/learner should, in the first instance, apply to the National Recognition Information Centre for the UK (NARIC) for an academic comparison of their teaching qualification*.

Candidates/learners must apply in writing to Badminton Scotland and include the following details:

- Letter from NARIC identifying the qualification comparison*
- Copies of relevant certificates
- Detailed account of the qualification
- Translation of the qualification/s by an official translator
- Written detail of teaching / coaching experience countersigned from employer / Head Coach
- Payment of £25 – payable by bank transfer or cheque made payable to Badminton Scotland

Badminton Scotland will inform the candidate/learner in writing of the outcome of their application.

* NARIC compares academic qualifications gained outside the United Kingdom from school leaving certificates to post graduate qualifications. To contact NARIC please visit their website www.naric.org.uk and follow their guidance.

Section 21: Recognition of Prior Learning (RPL)

SQA's policy is to recognise prior learning as a method of assessing whether a learner's experience and achievements meet the evidence requirements (ie the standard) of a SQA Unit or Units and which may or may not have been developed through a course of learning.

Badminton Scotland recognises that there are many avenues, outside of the United Kingdom Coaching Certificate pathway, by which individuals may have developed their teaching/coaching skills. Badminton Scotland values these skills and welcomes coaches from different backgrounds into our sport in Scotland.

RPL is open to anyone who wishes to map their current skills and experience to the UKCC pathway for Scotland. E.g. PE teachers who may have extensive experience in the 'how to coach' techniques may only need to complete certain units to achieve UKCC Level 2.

Candidates/learners must apply in writing to Badminton Scotland and include the following details:

- Complete the RPL application form (found on the Badminton Scotland website)
- Copies of any relevant certificates

- Payment of £25 (non-refundable) – payable by bank transfer or cheque made payable to Badminton Scotland

Applications should be sent to Badminton Scotland for consideration no later than 28 days before the course start date and the applicants will be informed in writing of the decision.

Section 22: Recognition of Prior Learning (RPL)

SQA's policy is to recognise prior learning as a method of assessing whether a learner's experience and achievements meet the evidence requirements (ie the standard) of a SQA Unit or Units and which may or may not have been developed through a course of learning.

Badminton Scotland recognises that there are many avenues, outside of the United Kingdom Coaching Certificate pathway, by which individuals may have developed their teaching/coaching skills. Badminton Scotland values these skills and welcomes coaches from different backgrounds into our sport in Scotland.

RPL is open to anyone who wishes to map their current skills and experience to the UKCC pathway for badminton. E.g. PE teachers who may have extensive experience in the 'how to coach' techniques may only need to complete certain units to achieve UKCC Level 2 or may be able to skip certain levels in the Coach Education Pathway.

Candidates/learners must apply in writing to Badminton Scotland and include the following details:

- RPL application form (found on our website or by contacting Badminton Scotland)
- Copies of any relevant certificates
- Payment of £25 (non-refundable) – payable by bank transfer, card sale, or cheque made payable to Badminton Scotland

Applications should be sent to Badminton Scotland for consideration no later than 28 days before the course start date and the applicants will be informed in writing of the decision.

Section 23: Badminton Scotland Education Fees 2018-19

23.1 Candidate Fees

These fees apply with effect from 1st April 2017.

Candidate/learner fees (payable from candidate to Badminton Scotland)

- Badminton Scotland UKCC/ Level 1 Certificate in Coaching
 - Coaches not on the coach membership system or working within an affiliated club - £220
 - Coaches on the coach membership system or working within an affiliated club - £200

- Badminton Scotland Level 1+ Certificate for Coaching Badminton - £100 (must be on Badminton Scotland Coach Register)
- Badminton Scotland UKCC Level 2 Certificate in Coaching £365 (Coaches must be on the Badminton Scotland Coach Register)

23.2 Tutor Fees

Badminton Scotland will supply tutors with payment structure, this can be provided upon request.

23.3 Additional Fees

Additional Badminton Scotland UKCC certificates

A fee of £5.00 per printed certificate is payable.

Replacement of SQA National Progression Award certificates

A fee of £38.00 per SQA certificate is payable. Please visit www.sqa.org for information

Candidate/learner services

- Recognition of Prior Learning (RPL) - £25.00

SQA Fees (included in the cost of the course)

- SQA Level 1; £22.50.
- SQA Level 2 £15.00
- SQA Level 3; £30.00

Section 24 Data Protection

The full data protection policy can be found online.

Completions:

Once a candidate has completed a course the following process must be followed:

1. Coaching and Development Administrator contact the SQA via Scottish Swimming to confirm final candidate completion
2. The candidate is then resulted for award.
3. All paper-based records will stored in a locked cupboard for a period of 24 months following completion of the group award.
4. Candidates can collect workbooks after a 12 month period where courses are subject to internal and external verification.

To full data protection policy can be found on the Badminton Scotland website.

Section 25 Complaints

25.1 Overview - Procedure for Making a Complaint Against a Tutor

This procedure relates to aspects connected to the delivery of a course leading to a Badminton Scotland certificate. The procedure for an appeal against the assessment decision can be found in the appeals procedure.

Complaints dealt with under this procedure will relate to all aspects of delivery and will include areas such as:

- Ineffective delivery by the tutor
- Omission in respect of the syllabus to be covered
- Inappropriate activities by the tutor including any behaviour which may cause concern or offence
- Irregularities in the way in which the course is delivered or assessed.

Complaints may be made during a course or at the end. In the case of the latter this must be received by Badminton Scotland within 28 days of the completion of the course. Complaints received after this date will not be acknowledged.

Details of the complaint – i.e. its nature, persons involved and dates of discussion and meeting – will be recorded as evidence that a complaint has been processed. Records must be retained for a period of 3 years or 5 years. 5 years applies where any criminal proceedings are involved.

Introduction

The object of the complaints policy set out below is to provide a means for dealing promptly with any complaint which you may have in the course of dealing with the centre.

We are committed to providing a high-quality service to all. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, speak to Badminton Scotland Coaching and Development.

STAGE 1

Complaints should be addressed to the Coaching and Development Manager and should be made in writing stating clearly the nature of the complaint. The letter should be dated and signed.

STAGE 2

Badminton Scotland will respond to the complaint within 14 working days from receipt of the complaint.

STAGE 3

Badminton Scotland will then investigate your complaint.

STAGE 4

The Coaching and Development Manager will contact you to discuss and arrange a meeting if required to hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.

STAGE 5

Within 5 working days of the discussion/meeting, the Coaching and Development Manager will write to you to confirm what took place and any solutions that have been agreed.

STAGE 6

If the complainant is not satisfied with the outcome of the complaint to Badminton Scotland the correspondence will be forwarded to the Chief Executive Officer for consideration.

The Chief Executive Officer will be the final means of complaint within the Training Provider and will have 28 working days to consider the complaint.

The Chief Executive Officer will respond direct to the complainant in writing copying in the Education department.

STAGE 7

In the case of the matter in relation to Awarding body qualifications you will have the right to refer your complaint to them within 10 working days. SQA Accreditation or Ofqual

25.2 Procedure for a Complaint against the Training Provider (Badminton Scotland)

Complaints relating to the Training Provider functions are dealt with as follows:

Stage 1

Complaint received and acknowledged by the Coaching and Development Manager.

Stage 2

Coaching and Development Manager investigates complaint and provides the complainant with a formal written response within 14 days of receiving the complaint correspondence.

Stage 3

If the response is accepted by the complainant the correspondence is retained on file for a period of 5 years.

Stage 4

If complainant does not accept the response from the Badminton Scotland Coaching and Development Manager, the complaint will be forwarded to the Chief Executive Officer.

Stage 5

The Chief Executive Officer will investigate the complaint and provide a formal written response.

Stage 6

If the response is accepted by the complainant the correspondence is retained on file for a period of 5 years.

Stage 7

The Chief Executive Officer will be the final means of complaint within the Training Provider.

Appendix 1: Education Photography & Filming Consent Form

Please note: This consent form is for use of photography/ filming for UKCC/ SQA assessment purposes only.

Throughout this lesson/session the Coach will be filming court-based activity. The images/footage are intended solely for UKCC/SQA assessment purposes and as such will be stored securely and will not be shared with externals other than the Awarding Body (SQA) if requested.

All participants (and/or parent/carer of child participants where relevant) are required to acknowledge the above upon entering the facility and before the practical lesson/session begins.

Badminton Scotland will take all steps to ensure this footage/ images are used solely for the purposes they are intended. If you become aware that this footage/ images are being used inappropriately you should inform Badminton Scotland immediately

Filming/ Photography of Children:

In accordance with our child protection policy we will not permit photographs, video or other images of young people to be taken without the consent of the parents/carers and the child.

Consent information:

To be completed by participant:

- I _____ (*insert name*) consent to _____ (*Coach*) photographing or videoing my involvement in *the session*.
- I confirm that I have read and agree to all information as outlined on this form.

Participant Signature _____ **Date:** _____

Participant Print Name _____ **Date:** _____

To be completed by parent/carer (where relevant):

- I consent to _____ (*Coach*) photographing or videoing my child _____ (*insert child's name*)
- I confirm that I have read and agree to all information as outlined on this form.
- I can confirm that I have read or been made aware of how the organisation's will use these images or videos in future and how these images or videos will be stored within the organisation.

Child/young person Signature _____ **Date:** _____

Child/young person Print Name _____ **Date:** _____

Parent/carer Signature _____ **Date:** _____

Parent/carer Print Name _____ **Date:** _____

