



NCC COASTEERING GUIDE AWARD ADMINISTRATION GUIDE

Version 9 April 2026

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1) Membership Obligations:

Before you can progress with providing a training and/or assessment course you must ensure that you have completed your provider contract, have registered as an individual member and paid your provider fees.

[You can join and pay for your relevant membership / status here](#)

The NCC Scheme Administrator keeps a master record of providers and it is your responsibility to ensure that your membership and contract status is in date

2) Provider Agreement

All providers are required to read and sign the provider agreement. This can be found in [Appendix \(i\)](#).

In addition, providers are required to provide the NCC with their personal information for listing courses and general administration as well as supplying insurance certificates.

3) Registering a Training and/or Assessment Course

A course must be registered ahead of the commencement date (ideally at least 7 days) so that the Scheme Administrator can update the relevant files and when necessary, advertise the course on the [Course Calendar](#)

[To register a course please click here](#)

You have the option to tick for closed courses so that they will not appear on the public (live) course calendar.

For courses that run over multiple sessions (e.g. not 2 consecutive days) the calendar input will just show the first date (additional info will be included in the description for candidates to get in touch with the provider for full information)

A reference number will be added to the course and link shared with you via Google Calendar so you can see the details of the course and information to be shared



NOTE: You will be asked to confirm a range of statements. This will include - Evidence of Pre Requisites, Participants under the age of 18, Compliance with NCC Safety Management Documents and other areas of compliance. Courses will NOT be listed without this being completed and agreed.

4) Completion of Course Reports

Following a training or assessment course a course report must be uploaded within 14 days of the course being completed. You will need to enter basic information about the course as well as a candidate detail sheet which you upload.

4.1 Training Courses:

Step 1) log your candidates details on the TCCD and save a copy for your records. This can be saved as an excel, sheets, pdf format. **You will be required to upload this document when you complete step 2**

[To access a training course candidate info template \(please make a copy\) click here](#) (TCCD)

As part of the candidate sheet TCCD you are asked to enter some feedback on the candidates. This should be no more than 100 words and cover the following areas:

How did the candidate perform on training:

- A general statement on their ability in the water, their experience and their competency in reference to the syllabus areas

Areas of development towards assessment:

- Reference any specific areas of the syllabus
- Highlight any specific gaps in experience that may be required to work on

Step 2) Complete the training course info form **and** upload your TCCD as part of the submission process

[To access the training course submission form click here](#)

This includes a short feedback section to help develop the course



4.2 Assessment Courses:

Step 1) log your candidates details on the ACCD and save a copy for your records. This can be saved as an excel, sheets, pdf format. **You will be required to upload this document when you complete step 2**

[To access an assessment course candidate info template \(please make a copy\) click here](#) (ACCD)

As part of the candidate sheet ACCD you are asked to enter some feedback on the candidates. This should be no more than 100 words and cover the following areas:

What did the candidate did well:

- Provide a general statement on the areas of strength and aspects of the syllabus that they performed well in

What could they improve on:

- Highlight any areas of the syllabus where their performance may have been weaker
- Give examples of areas for personal development

If the Candidate Fails:

- Use the 'assessment' matrix to highlight areas of the syllabus that they did not achieve
- Reference these in the feedback provided
- Identify how the candidate could be supported to help achieve a pass in the future
- In the case of any issues or discrepancy from the candidate, please refer them to the appeals procedure
- It may be necessary to compile a separate document to keep a record of any specific details of your decisions to allow more information and detail to be kept as evidence.

Step 2) Complete the assessment course info form **and** upload your ACCD as part of the submission process

[To access the assessment course submission form click here](#)

This includes a short feedback section to help develop the course

In the event that a 'Conditional Pass' has been issued then providers must wait (no more than 28 days) to obtain the evidence required then complete the course report. Please ensure you have noted why the conditional pass was issued and how the evidence was obtained to issue a pass.



5) Candidate Certification

Candidates will receive email confirmation of attendance on a training course or a certificate (pass) of assessment within 14 days of successful submission of the course report. Therefore, please inform your candidates that this process could take up to 28 days from completion of a course or assessment. If there is any incorrect information or forms are not complete then this process will of course take longer therefore it is essential that forms are completed accurately and in a timely manner.

Candidates records will be updated by the administrator on the Membership Database but providers are encouraged to keep their own records of the course (e.g. TCCD and ACCD forms inline with their own data storage protocols)

6) Minimum Requirements

6.1 Training:

Min 4 Candidates and Max 8 (increase to 12 with an additional NCC guide award provider). Where courses are publicly advertised the minimum per person fee is £150

Providers are responsible for checking that Candidates meet the minimum prerequisites for training.

6.2 Assessment:

Min 1 and Max 2 Candidates leading a group of clients.

The size of the group should be not less than 3 and no more than 8 as well as being inline with the Standard Operating Procedure that the candidate is working to. The group should represent a suitable 'novice' group for the venue.

Providers are responsible for checking that Candidates meet the minimum prerequisites for assessment.



7) Mentoring Probationary Providers

7.1 Training Courses:

Probationary Providers are required to observe and support in the delivery of 2 training courses. These courses must take place after the probationary provider has been accepted of this status. Each of these courses should be delivered by different providers.

It is expected that the probationary provider takes an agreed role in both courses but it is expected that the first course would be in more of an observer role and the second course the probationary provider will take an active role in supporting the delivery by leading and managing a range of aspects of the training course.

It is important that a clear plan is derived regarding the areas and parts of the course that will be observed and/or delivered and it is the Provider's responsibility to ensure that the courses are delivered to the required standards.

Providers can ask for copies of any log books, mentor forms or any other evidence relevant to the delivery of a course in advance to allow them to prepare and provide suitable mentoring opportunities for the probationary provider.

7.2 Assessment Courses:

Probationary Providers are required to observe and support in the delivery of 2 assessment courses. These courses must take place after the probationary provider has been accepted of this status. Each of these courses should be delivered by different providers.

It is expected that the probationary provider takes an agreed role in both assessments but it is expected that the first assessment would be in more of an observer role and the second assessment the probationary provider will take an active role in supporting the delivery by leading and managing a range of aspects of the assessment.

It is important that a clear plan is derived regarding the areas and parts of the course that will be observed and/or delivered and it is the Provider's responsibility to ensure that the courses are delivered to the required standards.

Providers can ask for copies of any log books, mentor forms or any other evidence relevant to the delivery of a course in advance to allow them to prepare and provide suitable mentoring opportunities for the probationary provider.



The decision to pass or fail a candidate should be discussed with the provider as part of their mentorship however, the ultimate decision rests with the provider.

Candidates have the right to not have a Probationary Provider as part of their assessment if they wish and any attendance on an assessment by a Probationary Provider must be discussed with the candidate and agreed on ahead of the assessment.

7.3 Completion of Probationary Provider Mentor Forms:

Following a course, the mentor must complete a Probationary Provider Mentor Form. A copy can be found in [Appendix \(ii\)](#). For an editable version please access the providers resource folder [HERE](#) (please make a copy).

It is important that this form is discussed with the Probationary Provider and the completed copy is shared with them for their records.

The form must be uploaded as part of the administration process following the courses (training or assessment) via the current course reporting system (please follow the prompts if you have mentored a candidate)

7.4 Responsibility:

The overall responsibility for quality and standards on a course rests with the Provider not the Probationary Provider. This includes any insurance liabilities.

Candidates must be made aware of any delivery by a probationary provider and their role on the course.

7.5 Logging issues and/or concerns:

If there are any issues and/or concerns that arise as part of the competencies of the Probationary Provider they must be discussed in the first instance with the Probationary Provider.

Details and any agreed actions can be entered into the Probationary Provider Mentor Form and these flagged in the course reporting system (follow the prompts).

If there are any serious concerns over a Probationary Provider's competence (technical, teaching, delivery, conduct etc.) then these should also be raised with the NCC Guide Award Administrator or the NCC Chair.



7.6 Mentoring Probationary Providers (Minimum Experience):

To mentor a probationary provider you must be a 'Full Status' provider and have delivered at least 1 training and 1 assessment course with these being 'compliant' through the IV process.

If you are unsure of your status or that of another provider please contact the NCC Guide Award Administrator.

7.7 Example of Training and Assessment Observations and Supported Delivery:

Example a)			
Training Course	Name of Mentor	Assessment Course	Name of Mentor
Observed Delivery	Joe Bloggs	Observed Delivery	Joe Bloggs
Supported Delivery	John Doe	Supported Delivery	John Doe
Example b)			
Training Course	Name of Mentor	Assessment Course	Name of Mentor
Observed Delivery	Joe Bloggs	Observed Delivery	Harry Redknap
Supported Delivery	John Doe	Supported Delivery	Pat Sharp

The example a) provides the route to full status using only 2 eligible mentoring providers. There are also other variations of this table e.g. using a different provider for every course.

7.8 Probationary Provider Log Book and Full Status:

Probationary providers are expected to keep a record of courses that they observe and support the delivery of. They can do this using the [Probationary Provider Log Book](#) found in [Appendix \(v\)](#).

Once this is complete, this must be send to the administrator for verification along with supporting evidence including 4 completed [Probatiionary Provider Mentor Report Forms](#).

The administrator will then verify the log book and evidence and a recomendartion will be made to the Chair. Upon approval from the chair the Probationary Provider will then be granted 'Full Status' and will complete the [Provider Agreement](#) and pay the appropriate membership.



8) Providers Obligations

Overview:

Providers of the NCC Guide Award are obligated as part of their provider agreement to ensure that they remain current and are providing the guide award to the required standards.

8.1 Internal Verification:

NCC Guide Award Providers are required to undergo a process of Internal Verification (IV) at least every 2 years.

This process is managed by the Guide Award Administrator and asks for evidence to be submitted electronically in order to provide compliance with the administrative obligations placed on a provider

The evidence will be reviewed and graded as follows:

Compliant - all paperwork meets the administration standards

In the case of a 'Complaint' outcome, the provider will not require further IV for 2 years. It is advised that the next IV would be on an alternate type of course (e.g. Training or Assessment)

Needs Improvement - some areas require attention for future administration.

In the case of 'Needs Improvement' a summary of areas to improve on will be issued and the next course run will be subject to another IV, most likely focussing on any areas that required attention in the most recent IV.

Not Compliant - multiple areas require attention and/or concerns over the administration of

courses. (e.g. no evidence, multiple courses that are in the 'need improvement' category).

Where courses are 'Not Compliant' a detailed action plan will be issued. In these cases a referral for attention with the chair of the NCC will also be required.

NOTE: There may be times when IV takes place less or more than every 2 years in order to allow the administrator to manage the balance of verification of both training and assessment courses and the minimum delivery obligations.

The Internal Verification Evidence Form can be found in [Appendix \(iii\)](#). For an editable version please access the providers resource folder [HERE](#) (please make a copy).



8.2 Peer to Peer Moderation:

In order to ensure that providers continue to share good practice and are delivering to the required standard, providers must undergo a process of Peer to Peer moderation at least every 3 years.

It is recommended that:

Each three years an alternative course is moderated (e.g. training in the first 3 years then an assessment in 3 years time).

Each three years providers work with a different provider to obtain the peer to peer moderation.

Moderation can be mutually counted providing that both providers deliver aspects of the courses so that training and/or assessment standards can be observed in practice.

The moderation should include a broad overview of a course, including any prior communications (such as joining instructions or written papers for assessments), although it is not expected that candidates' personal details would be shared between both providers.

Providers should agree on an area of the syllabus to focus on during the day. This topic should be the focus of a report.

The moderating provider should look to evidence and later discuss outcomes from the day with the lead moderated provider. Providers are encouraged to be open to help guide each other and develop each other's skill base. In some cases weaknesses may be recognised, in which case both providers should agree an action plan to address these and should be noted in the report.

Completion of Reports:

Following a Peer to Peer moderation each provider (where relevant) will complete a Peer to Peer Moderation Report Form.

The Peer to Peer Moderation Form can be found in [Appendix \(iv\)](#). For an editable version please access the providers resource folder [HERE](#) (please make a copy).

Forms must be emailed to admin@nationalcoasteeringcharter.org.uk once completed.

The details and comments should be discussed between providers prior to submitting and any issues or concerns raised following the P2P moderation MUST be raised with the NCC. Any issues can also be raised following the NCC Complaints Procedures.



8.3 Standardisation

Guide Award Providers are expected to attend all standardisation meetings where reasonably possible.

Meetings will take place as follows:

- Year of symposium - Face to Face (likely 1 day in duration)

This event would be hosted either pre/post symposium in an agreeable location making attendance at the symposium and the meeting logistically straightforward.

- Years in between symposium - Online meeting (2-3 hours)

These would be hosted during the post seasons around November or December time.

Attendance obligations:

Attendance is logged at all meetings and a record is kept. In the event that a provider is not present for either a face to face or online meeting twice consecutively then this will be referred to the chair for further action. (e.g. you cannot miss 2 face to face meetings without follow up action)

There may be times when ad hoc meetings are called to discuss specific items and to discuss working actions. Every effort must be made to attend these. Attendance will be taken and in certain circumstances may be mandatory.

Every effort will be given to give good notice of all meetings and events that attendance is required.

8.4 Minimum Delivery Obligations

Providers are expected to deliver at least one Training and one assessment course within a 3 year period. It is preferred that providers offer a range of both closed and open training courses.



Appendix

(i) Provider Agreement Version 3 April 2026

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Introduction and Context

The NCC is established for the objects set out in its constitution found on the NCC website.

Since its creation, the NCC has also developed and launched a Coasteering Guide Award to help support Guides and the companies they represent to deliver high quality, safe coasteering. The award has been developed to (train where needed) and assess those who wish to be guides. A set of competencies required for all coasteering venues has been identified for the providers to check and develop. It is up to each organisation and guide to make sure they have the relevant location specific training and site knowledge as all venues in the coasteering environment can have unique challenges.



Interpretation

In this Agreement, the following expressions shall have the following meanings unless the context otherwise requires:

Coasteering Guide training - This is where an aspirant guide has received training relevant to leading safe sessions in the intertidal zone.

NCC Coasteering Guide - is the person who has been assessed by a recognised provider of the NCC Coasteering Guide award.

'Full Status' means that the NCC is satisfied that the Provider has all the appropriate systems, premises, equipment, staffing and is able to properly offer courses and training for candidates to enable those candidates to achieve the NCC Guide award.

'Annual Fee' means the fee in an amount at the discretion of NCC, which will be requested by NCC from the Provider, at the end of each calendar year that this Contract dictates, until Termination which must be paid by the Provider on or before the date as stated on the invoice for that relevant year, as part of the consideration for accreditation by the NCC.

'Course Details' means details of all courses that the Provider intends to provide will be supplied to the NCC electronically as per the NCC award admin system requirements. This will be pre-course information and post-course reports and information.

'CMS' means Candidate Management System, the NCC online database

'Course Report' means the information regarding the course will be completed and submitted to the NCC.

'Termination' means the grounds on which NCC or the Provider may end this Agreement such that the Provider will thereafter no longer be or be treated as Accredited by the NCC, as more particularly defined in Clause 5.

'Workshop' means a workshop provided by the NCC on an annual basis for the purposes of developing and operating schemes run by the Provider and Accredited by the NCC.

'Workshop Notes' means notes issued by the NCC to report on the outcome of Workshops.



1. Rights granted

1.1 License to operate the Business.

In consideration of the obligations to be undertaken by the provider (including the payments agreed to be made in clause 2), NCC grants the Provider license to:

- deliver the NCC Guide Award.
- use the Intellectual Property; and
- use the benefit of NCC's knowledge and experience, within the Territory, during the Term and in accordance with the provisions of this Agreement and the Syllabus.

2. Annual Fee

2.1 The provider must pay the agreed fees and be an individual member of the NCC. Fees are due annually on the 31st March.

2.3 **Third-party suppliers.** The Provider shall be responsible for the payment of all invoices due to third-party suppliers.

3. The NCC's obligations

3.1 The NCC shall:

- Assure the quality of course provision as set out in the syllabus.
- Update the syllabus and supporting documents from time to time and inform the Provider in writing of all such updates.
- Provide and maintain a process of Standardisation and Moderation for Providers
- Regularly review the award and syllabus.
- Maintain an online resource providing an accurate database of the training and assessment records of registered candidates and upcoming courses.
- Provide process and personnel for dealing with complaints or appeals.

4. Provider's obligations

The Provider shall at all times during the term, comply with the obligations set out in this section:

4.1 **Provision of the NCC Guide Award.** The Provider shall:

- Deliver the award in line with the syllabus and the training and assessment guidance documents.

4.2 **Promotion.** The Provider shall:

- use its best endeavors to promote and extend their own and the NCC's aim (to promote safe coasteering);
- use its best endeavors to protect and promote the goodwill of their own and NCC's Business;
- not do anything that could or might in the reasonable opinion of the NCC bring their own business or the NCC into disrepute or damage the reputation of their own and/or the NCC's Business.



4.3 Procedures. The Provider shall:

- comply with any policies, procedures, and quality standards, as required by the NCC. (See clause 5)
- Process courses within the agreed timelines set out in the 'Administration Guide'.
- have its own initial complaints handling procedure.

4.4 Competence. The Provider:

- Has a responsibility to themselves and their participants to maintain their currency, effectiveness in their work, and delivery of the guide award.
- Is responsible for verifying the competence of participants.
- Evidence of competence (which includes any prerequisites for attending a course) must be stored by the provider for 3 years. Examples include, but are not limited to:

Log books, First Aid Certification, Membership/Registration with the NCC, Home/Research/Assessment Papers etc.

- Should plan and prepare an appropriate and progressive training course.

4.5 Personal Standards. The Provider:

- must not attempt to exert undue influences and pressures in order to obtain personal benefit or reward.
- They must display high personal standards representing a favorable image of the NCC
- Should have a professional appearance that projects an image of health, cleanliness, compliance with current equipment and PPE requirements, and functional efficiency.
- Should not be under the influence of drugs and/or alcohol whilst delivering training or assessment courses

4.6 Professional Standards. The Provider should:

- Ensure the safety, well-being, and protection of all individuals in their charge, ensuring that all training and assessment demands are not detrimental to the social, emotional, intellectual, and physical needs of the individual.
- Encourage independence by guiding participants to accept responsibility for their own behavior and conduct
- Ensuring their behavior is not misinterpreted or open to allegations of favoritism, misconduct, or impropriety, particularly where physical contact with the participant is necessary within appropriate contexts.
- Ensuring candidates are aware of their qualifications and experience.
- Refrain from public criticism of other colleagues and professionals– the definition of the public in this instance means criticism expressed outside of the appropriate reporting process in place before, during, or after an activity should concerns about practice arise.



4.7 Disclosure of information. The Provider shall:

- Comply in all respects with the General Data Protection Regulations.
- Cooperate with the NCC in instituting programs for auditing candidate satisfaction; measuring quality control issues; and investigating regulatory compliance. They will provide all such assistance, information or documentation as required by the NCC.

4.8 Information technology. The Provider shall:

- use the approved forms and procedures for registering for training and assessment courses.
- keep a personal record of any training and assessment courses delivered.

4.9 Miscellaneous. The Provider shall:

- obtain, maintain, and comply with all necessary licenses and consents and comply with all relevant legislation in relation to the delivery of the NCC Guide Award
- not license or authorise any person other than an approved provider to deliver the NCC Guide Award training or assessment.
- Not advertise courses publicly that are below the agreed minimum fees.

4.10 RIDDOR

- Providers are required to report **RIDDOR** incidents to the NCC within the time frame stated by HSE (Immediately in the case of death or major injury; or within fifteen days in the case of seven-day injuries) to the NCC award management team and comply with the NCC Incident & Near Miss Reporting procedure.

4.11 Equal opportunities

- To be particularly aware of obligations in respect of compliance with sex and race discrimination legislation and also those obligations such as under the Equality Act 2010. This act replaced all of the existing equalities legislation, including the Race Relations Act and Disability Discrimination Act, to bring all key aspects of equality into one, straightforward law.
- Providers must be aware of any reasonable adjustments that need to be made in order to enable candidates to participate in training and/or assessments.

4.12 Standardisation, Moderation and Currency

- The provider must comply with the current procedure for Standardisation, Moderation and Currency. (note this work is under review)
- Providers must attend Providers Update Meetings (held annually) and make all reasonable effort to attend the NCC Symposium Bi-Annualy

4.13 Probationary Providers

- Probationary providers must only work on and provide training under the arrangements for their probationary period.
- Following the completion of the probationary period and submitting all evidence to the NCC there will be a formal acknowledgement of the provider being 'full status'.



5. Compliance with the NCC's Advice, Guidance and Policies

5.1 Safety Advice for Coasteering Providers. The Provider shall agree to work in line with the advice and guidance found in the document 'Safety Advice for Coasteering Providers' published on the NCC website which the NCC may update from time to time.

5.2 NCC Policies. The NCC maintains a range of policies, these are found on the NCC Website and must be upheld at all times.

6. Insurance and Legal Obligations

6.1 Compulsory cover. The Provider shall take out and maintain all-risk insurance policies with a reputable insurance company (or companies) with such amount of cover as is appropriate to cover its potential liabilities in connection with this Agreement. Such policy (or policies) shall include:

- Public Liability;
- Professional Indemnity;
- (Where necessary) Employers Liability; and
- Any other cover in respect of other risks that are normally insured against by a person undertaking this type of business.

6.2 Adventure Activities Licencing

- Providers should be aware of their obligations under the Adventure Activities Licencing Regulations when working with those under the age of 18.

6.3 Licenses to use venues

- Many venues in the UK require the landowner's permission to use the sites such as those owned/managed by the National Trust. The NCC aims to work with landowners to keep access to venues which in turn would require the provider to be part of the regional NCC group and join agreements that are accepted.

7. Intellectual property

7.1 The Provider acknowledges that:

- it does not have any rights to the Intellectual Property of the NCC Guide Award or any updates or improvements to it.

8. Commencement, Duration, and Termination

8.1 This Agreement takes effect on the date of payment for Provider Status and, subject to clause 8.2, shall continue for a 1 year period or until terminated by either party giving at least three months' prior written notice to expire.

8.2 The NCC may terminate this agreement with immediate effect (or following such notice period as it sees fit) without prejudice to any of its rights or remedies, by giving written notice to the Provider if:

- the Provider fails to pay any amount due under this agreement on the due date for payment and remains in default not less than thirty days after being notified in writing to make such payment; or
- the Provider commits a material breach of any term of this agreement and (if such



breach is remediable) fails to remedy that breach within a period of thirty days after being notified in writing to do so; or

- the Provider repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the opinion that its or their conduct is inconsistent with having the intention or ability to give effect to the terms of this Agreement; or
- the Provider gives the NCC any false or misleading information, or makes any misrepresentation in connection with their Business; or
- persistent, valid complaints are made to the NCC about the quality of the service provided by the Provider, and the Provider, having received notice of such complaints, fails to improve such service to the reasonable satisfaction of the NCC; or
- the Provider is convicted of a serious criminal offense ; or
- the Provider is in breach of any of its compliance obligations under clause 5.
- The Provider has failed in any of their obligations under clause 4

8.4 The Provider may terminate this Agreement at any time upon giving a minimum of 3 months' notice in writing to the NCC.

9. Consequences of termination

9.1 Accrued rights. Any termination or expiry of this Agreement shall not affect any rights or liabilities that have accrued prior to such termination.

9.2 Cessation of business. On termination or expiry of this agreement for any reason, the Provider will:

- cease to operate as a Provider of the NCC Guide Award this includes the use of any logos or reference to being a provider in the marketing or public advertisement of their operations.
- immediately stop using the Intellectual Property.

10. Indemnity

10.1 The Provider shall indemnify the NCC for and against all claims, liabilities, costs, expenses (including legal and professional expenses), damages, and losses suffered or incurred by the NCC arising out of or as a result of any and all breaches by the Provider of the terms of this Agreement.

11. Data protection

11.1 Each party agrees that it shall, in relation to personal data processed in connection with this Agreement:

- process the Data in accordance with the General Data Protection Regulations and any other applicable data protection legislation;
- process the Data only so far as is necessary for the purpose of performing its obligations under this Agreement; and
- not disclose or allow access to Data other than by its employees or contractors engaged to perform obligations pursuant to this Agreement, and ensure that all employees or contractors are subject to the points above.



12. Assignment

12.1 This Agreement is personal to the Provider, who may not, assign, transfer, sub-contract, delegate, or deal in any other manner with this Agreement.

12.2 The NCC may, at its discretion, in negotiation, assign, transfer, sub-contract, delegate, or deal in any other manner with this Agreement.

13. Dispute Resolution

13.1 All complaints will be governed and managed in accordance with NCC's Complaints and Appeals Process and Policy.

14. Limitation of liability

14.1 **Unlimited liability.** Nothing in this Agreement shall limit or exclude the liability of either party for:

- Death or personal injury caused by its negligence, or the negligence of its employees, agents, or subcontractors (as applicable).
- Fraud or fraudulent misrepresentation or wilful default.
- Any matter in respect of which it would be unlawful to exclude or restrict liability.

14.2 **Limitations of Liability .** Subject to clause 14.1 above the NCC shall not under any circumstances whatever be liable to the Provider, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for:

- any loss of profit, revenue, or anticipated savings; or
- any loss that is an indirect or secondary consequence of any act or omission of the party in question.

15. General

15.1 **Force Majeure.** Neither party shall be in breach of this Agreement nor liable for delay in performing, or failure to perform, any of its obligations under this Agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control.

15.2 Confidentiality.

- Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except to its employees contractors, or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under this Agreement or as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- No party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with this Agreement.



15.3 Waiver. A waiver of any right or remedy shall not be deemed a waiver of any subsequent breach or default. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not:

- Waive that or any other right or remedy.
- Prevent or restrict the further exercise of that or any other right or remedy.

15.4 Changes to Agreement. The NCC may amend or update the terms of this Agreement from time to time to reflect changes in its candidates' needs and/or its business priorities. The NCC will give the Provider reasonable notice of any major changes. In these cases, a new Agreement will be provided and signed by the Provider.

15.5 Severance. If any provision or part-provision of this Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part provision under this clause shall not affect the validity and enforceability of the rest of this Agreement.

15.6 Notices.

- Any notice or other communication given to a party under or in connection with this Agreement shall be in writing, addressed to that party at its email address set out in the Provider's account or such other email address as that party may have specified to the other party.
- This clause shall not apply to the service of any proceedings or other documents in any legal action, arbitration or other method of dispute resolution.

15.7 Governing law. This Agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with the law of the provider's registered home nation.

15.8 Jurisdiction. Each party irrevocably agrees that the relevant courts shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

15.9 Entire Agreement. This Provider Agreement constitutes the entire agreement between the parties relating to its subject content and supersedes all previous discussions, correspondence, negotiations, arrangements, understandings, and agreements.



16. Signatures

I, the provider, agree to the provider agreement.

Provider Name: _____

Signature: _____

Date: _____



Please complete the following to evidence any specific areas of delivery including methods, venues, skills etc...

Syllabus Skills Checklist	Notes / Comments
A 1-5	
B 1-8	
C 1-5	
D 1-7	
E 1	
Assessment / Debrief / Guidance	
Was the course / sections of the course delivered in line with the current NCC Guide Award Syllabus?	<u>YES / NO</u>

Please list any feedback or debrief points provided to the probationary provider based on the delivery of the points above:

Where the probationary provider was responsible for the supported delivery of the course have you ensured that the following were in place:

- pre course administration (joining info, insurance, consent forms etc.) YES / NO
- pre-requisite checks (log books, membership etc.) YES / NO
- post course administration (submission of course reports) YES / NO



Any other comments?	
Did you observe an competency issues and/or concerns whilst mentoring the Probationary Provider (technical, teaching, delivery, conduct etc)	<u>YES / NO</u> (if YES, Please Provide further information in the comments section)
Signed: (insert signature) Date:	
Please provide a signed and completed copy of this form to the Probationary Provider	



(iii) Internal Verification Evidence Form

Internal Verification Evidence Form

Version 4 April 2026

The following template form will be used to sample course reports (both training and assessment) of providers to ensure compliance with the obligations under the provider contract and course authorisation form.

Areas that do not meet the required evidence may need further investigation and actions.

Name of Provider		
Course Reference Number	Training / Assessment	Course Dates
Areas of Evidence	Attached / Files Reference	
TRAINING AND ASSESSMENT Courses: <ul style="list-style-type: none"> • Evidence of Membership and Registration • Evidence of Participant Consent (including NCC participation statement or equivalent) 		
TRAINING Courses: <ul style="list-style-type: none"> • Evidence of pre-requisite experience (e.g. Log Book) 		
ASSESSMENT Courses: <ul style="list-style-type: none"> • Evidence of minimum logged experience (e.g. Log Book) • Evidence of prior training (NCC or APL) • Evidence of first aid certification • Any other relevant evidence (e.g. home paper) 		



Please provide any supporting comments here:

Signed:

Print:

Date:



(iv) Peer to Peer Moderation Form:

Peer to Peer Moderation Form
Version 1 April 2026

The following template form will be used to evidence that Peer to Peer moderation has taken place. If mutual moderation took place then 1 form should be completed per provider.

Name of Provider Completing Form (Moderator)		
Name of Provider being Moderated		
Course Reference Number	Training / Assessment	Course Dates
Detail the agreed area of focus for the moderation:		
<p>Provide a summary which may include: What worked well, what may have worked better. Were both providers in agreement that the topic was trained/assessed to an appropriate standard? Did both providers agree with the outcome of an assessment? Were there any areas in which the moderating provider felt that the moderated provider required further guidance or training to deliver these courses? Please provide some evidence to support any observations</p>		
<p>Action Plan: (if required) Please detail an action plan if one is required</p>		
Please provide any additional comments here:		



Completed by the Moderating Provider		
Signed:	Print:	Date:
Completed by the Provider being Moderated		
Signed:	Print:	Date:



(v) Probationary Provider Log Book:

PROBATIONARY PROVIDER LOG BOOK

Version 3 May 2026

Probationary Provider Name:	
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Please use the following form to log and evidence your completion of the probationary process. Please refer to the Providers Administration Guide for further details on each part of the probationary process.

Providers Update Meeting:

Date of Last Meeting:	
Location / Online:	
Reflection on meeting (by probationary provider)	



Training Course 1 Observed Delivery:

Date:	
Course Reference:	
Region:	
Name of Mentoring Provider:	
Provide details of any aspects of the training course you delivered:	
Reflection on course (by probationary provider):	

Please ensure you have received a copy of your Probationary Providers Mentor Form



Training Course 2 Supported Delivery:

Date:	
Course Reference:	
Region:	
Name of Mentoring Provider:	
Provide details of any aspects of the training course you delivered:	
Reflection on course (by probationary provider):	

Please ensure you have received a copy of your Probationary Providers Mentor Form



Assessment Course 1 Observed Delivery:

Date:	
Course Reference:	
Region:	
Name of Mentoring Provider:	
Provide details of any aspects of the assessment you may have delivered:	
Reflection on course (by probationary provider):	
Please ensure you have received a copy of your Probationary Providers Mentor Form	



Assessment Course 2 Supported Delivery:

Date:	
Course Reference:	
Region:	
Name of Mentoring Provider:	
Provide details of any aspects of the assessment you may have delivered:	
Reflection on course (by probationary provider):	
Please ensure you have received a copy of your Probationary Providers Mentor Form	