NCC Guide Award Administration Guide

Version 8 January 2025

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1. Membership and Contract

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.

1.1 Provider Contact:

A copy of the provider contract can be found on the [NCC Website in the downloads section](#)

1.2 Membership and 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. 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 cover things like - 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.

3. Completion of Course Reports

Following a training or assessment course a course report (TCCD) 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.

3.1 **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

3.2 **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 if 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.

4. 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)

5. Minimum Requirements

In line with the [training / assessment notes and syllabus](#) the following applies:

5.1 **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

The use of research papers can be used for discussion on the course.

Providers are responsible for checking that Candidates meet the minimum prerequisites for training as noted in the document: [NCC Coasteering Guide Training and Assessment Syllabus](#)

5.2 **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. Where the candidates SOP's state the use of an assistant there must be the opportunity provided on the assessment to assess the guide in a 'solo lead' capacity as well as working with the assistant.

If there is a situation where an assessment is requested where the group size will differ from the above the provider should contact the Guide Award Administrator in due time to seek for approval to run the assessment. Approval will be given pending ratification from another NCC committee member.

Providers are responsible for checking that Candidates meet the minimum prerequisites for assessment as noted in the document: [NCC Coasteering Guide Training and Assessment Syllabus](#)

6.   Mentoring Probationary Providers

6.1 **Training Courses:**

Probationary Providers are required to observe / assist (Observed) 1 training course and support with the delivery of (Supported Delivery) 1 training course.

Each of these courses should be delivered by different providers.

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.

6.2 **Assessment Courses:**

Probationary Providers are required to observe / assist (Observed) 1 assessment course and support with the delivery of (Supported Delivery) 1 assessment course.

Each of these courses should be delivered by different providers.

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.

6.3 **Completion of Probationary Provider Mentor Forms:**

Following a course, the mentor must complete a Probationary Provider Mentor Form. These can be found HERE (make a copy). PDF and other documents can be found in the downloads section of the website.

It is important that this form is discussed with the Probationary Provider and completed copy if 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)

6.4 **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.

6.5 **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. **Further Support and Guidance**

You can find a link to the NCC Resource folder here
For more information please contact the NCC Guide Award Administrator
Tom Partridge
coasteeringguideaward@gmail.com