



Malpractice/ Maladministration Policy

Scope of the policy

This policy is aimed at our learners, partners, mentors, staff and anyone contributing to learner qualifications and training. This includes all qualifications and short courses.

The purpose of this policy is to ensure that all quality assurance systems are adhered to throughout learning and to inform you of what you must do in the event of you having a concern regarding malpractice or maladministration.

Definitions

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers professional misconduct.

The categories listed below are examples of centre and candidate malpractice. Please note that these examples are not exhaustive and are guidance on our definition of malpractice:

- Forgery of evidence
- Plagiarism of any nature by learners, including use of AI
- Submission of false information to gain a proxy or a qualification
- Discriminatory, bullying or harassing behaviour
- Unprofessional conduct
- Behaviour likely to endanger the health or safety of the public
- Breach of confidentiality of patients, learners or organisation
- Failure to meet the awarding body or regulator's requirements
- Falsifying assessment records

Reviewed 1st August 2021

Reviewed 10th January 2023

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Reporting procedure

Anybody identifying cases of malpractice should report them to our Director responsible for Operational Plans. If you do not feel able to approach this Director then take your concerns to an alternative Director.

If you do not feel able to do either of the above then seek advice from the Awarding Body.

Following contact by telephone, you should submit your own report accompanied by supporting evidence. Reports must include:

- The learner's name or details
- Who was involved
- The date(s) suspected or actual malpractice occurred
- The full nature of the suspected or actual malpractice

Post, email or fax your completed report to our main office.

- We will acknowledge your report within 3 working days of receipt
- We will arrange for an appropriate person to review the report and commence the investigation
- We will aim to action and resolve all investigations within 10 working days of receipt of the report
- We will advise you of the outcome of our investigation within 2 working days of making our decision
- During the process we may seek additional information or evidence from you.

Learner malpractice

If the investigation confirms that learner malpractice has taken place, we may have no alternative but to impose one or more of the following sanctions on the candidate. Please note that this list is not exhaustive:

- Disallowing all or part of the candidate's assessment evidence
- Disallowing all or part of the candidate's external assessment marks
- Not issuing the candidate's certificate(s)
- Not accepting any further registrations for the candidate
- Disqualification from the programme

In all situations we would inform the Awarding Organisation.

In cases of malpractice by learners, you should make your learners aware that their final results may be void if the case is proven and any certificates which have already been issued may be deemed to be invalid and will need to be returned to the awarding body. This is echoed in a Learner Information pack.

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