



MALPRACTICE AND MALADMINISTRATION POLICY

INTRODUCTION

This policy has been developed to detail 's procedures for dealing with cases where any kind of malpractice and/or maladministration is suspected or alleged, and where there are reasonable grounds for that suspicion or allegation. It is designed to ensure that any such cases are thoroughly investigated, and that appropriate action is taken where necessary.

Malpractice may be defined as deliberate wrong doing or misconduct. Maladministration may be defined as inefficient, bad or dishonest management or administration; the two can overlap – this may or may not be deliberate. The following list is not exhaustive but is intended to give examples of malpractice / maladministration within the context of training and assessment.

EXAMPLES

CANDIDATES

- falsifying records
- pretending to be someone else
- failing to disclose a medical condition which might jeopardise the safety of themselves or other people
- selling, lending or otherwise misusing skills identity cards
- cheating during assessment

CENTRES, INSTRUCTORS OR ASSESSORS

- giving deliberately misleading information;
- failing to carry out assessments as required for the qualification concerned;
- breach of confidentiality of assessment materials (including loss or theft);
- copying test papers without authorisation;
- failing to carry out adequate internal quality assurance procedures;
- submitting false claims for certificates or skills identity cards;
- failing to cooperate with anyone carrying out quality assurance checks;
- failing to act in accordance with the conditions of approval as an instructor, trainer, Assessor or centre; or,
- modification to assessment materials without prior approval of the EQA.
- where malpractice relates to Relevant Awarding Organisation training and/or qualifications the Centre will include notifications to Relevant Awarding Organisation as soon as possible for investigation
- where malpractice is found to have taken place the Centre will consider whether this has impact on other Candidates and consider taking action to sufficiently address this

requires that staff immediately report any cases of suspected malpractice and/or maladministration to the Centre Manager who will, inform the relevant awarding body (eg: NOCN, PROQUAL) immediately of all suspected/actual cases of malpractice/maladministration.



INVESTIGATION PROCESS

The following process is designed to establish whether or not the malpractice or maladministration has occurred, and to report it formally to Relevant Awarding Organisation.

Action	By	Timescale
Log and open a file on the case. Notify the Centre Manager and Lead IQA.	Reporter	Immediately
Notify the parties concerned and request a written account of the circumstances surrounding the case be submitted.	Centre Manager	Within 1 working day
Receive written and other evidence of the circumstances surrounding the case.	Centre Manager	Within a further 8 working weeks
Send Report to Relevant Awarding Organisation EQA including evidence and summary making Centre position and any recommendations clear. Discuss with Relevant Awarding Organisation	Centre Manager	Within a further 2 working days of completing the case review
Where there is potential for adverse effects, agree actions to prevent/mitigate recurrence.	Centre Manager	Following lead by Relevant Awarding Organisation
Following the meeting communicate outcomes to all parties concerned including all Staff towards prevention of a recurrence and promoting continuous improvement.	Centre Manager	Following lead by Relevant Awarding Organisation

Timescales may be bought forward depending on the gravity of the case. Trainers, IQA's or Assessors may be suspended while the investigation takes place.

OUTCOMES

Where investigations show that malpractice or maladministration has occurred, will take appropriate action. This could include:

- temporary or permanent suspension of approval as a Trainer, IQA or Assessor;
- suspension or withdrawal of a Candidate or Candidates from the course; or,
- recommendation to Relevant Awarding Organisation for withdrawal of certificates or cards

Furthermore, Relevant Awarding Organisation may choose to take further appropriate action.

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