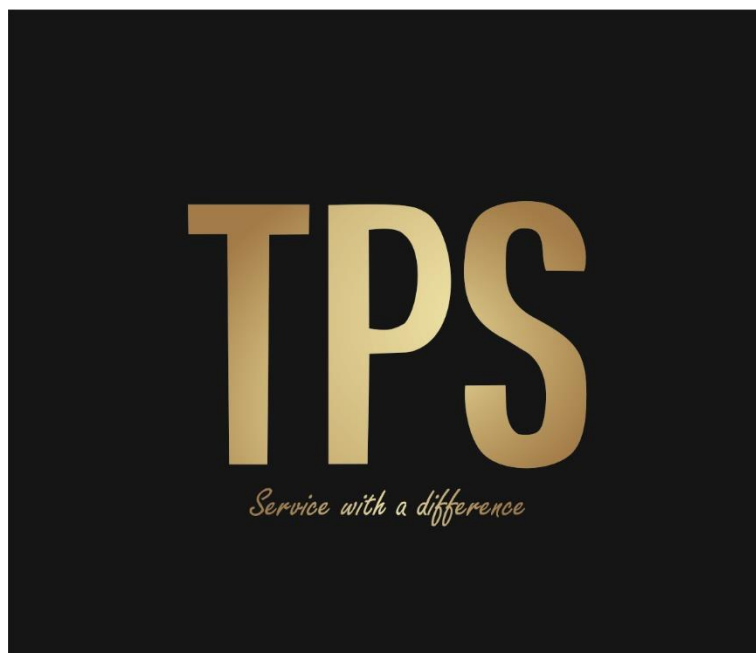


MALPRACTICE AND MALADMINISTRATION POLICY



THE PROTECTION SERVICE LTD

January 2020

Introduction

This policy is aimed at The Protection Service Ltd customers, learners and staff who are involved in suspected or actual malpractice/maladministration.

Review Arrangements

The Protection Service Ltd will review the policy annually as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the awarding organisation, or trends identified from previous allegations.

Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise, the assessment process, the integrity of a regulated qualification, the validity of a result or certificate, the reputation and credibility of the Awarding Organisation or the qualification or the wider qualifications community.

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records to claim certificates.

To this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration or payments within a centre (e.g. inappropriate learner records).

Examples of Malpractice and Maladministration

The categories listed below are examples of centre and learner malpractice and maladministration. Please note that these examples are not exhaustive:

- Denial of access to premises, records, information, learners, and staff to any authorised Awarding Organisation representative and/or the regulatory authorities
- Failure to carry out internal assessment, internal quality assurance in accordance with Awarding Organisation requirements.
- Deliberate failure to adhere to Awarding Organisation learner registration and certification procedures.
- Deliberate or persistent failure to continually adhere to Awarding Organisation centre recognition and/or qualification approval criteria or actions assigned
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Persistent instances of maladministration within the centre
- Fraudulent claim for certificates

- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g. mobile phones)
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards of qualifications
- Collusion or permitting collusion in exams/assessments
- Learners still working towards qualification after certification claims have been made
- Contravention by centres and learners of the assessment arrangements specified for the qualifications
- A loss, theft of, or a breach of confidentiality in, any assessment materials
- Plagiarism by learners/staff
- Copying from another candidate (including using ICT to do so).
- Unauthorised amendment, copying or distributing of exam/assessment papers/materials
- Inappropriate assistance to learners by centre staff (e.g. unfairly helping them to pass a unit or qualification)
- Submission of false information to gain a qualification or unit
- Deliberate failure to adhere to, or to circumnavigate, the requirements of Reasonable Adjustments and Special Considerations Policy.

Process for Making an Allegation of Malpractice or Maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify the Awarding Organisation**. In doing so they should put the details in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- centre's name, address and number
- learner's name and unique registration number
- centre/personnel's details (name, job role) who is reporting the suspected malpractice
- details of the qualification affected, or nature of the service affected
- nature of the suspected or actual malpractice and associated dates

The Protection Service Ltd will await instructions from Awarding Organisation before proceeding with any further actions relating to the suspected Malpractice.

This malpractice and maladministration policy were last updated in **January 2020**