RAPID IMPROVEMENT LIMITED

Malpractice and Maladministration Policy

Document Control Summary

Purpose	The **purpose** of this **Policy** is to outline the roles and responsibilities that every current employee, enrolled, prospective or former student and all **data** processors must comply with to ensure they abide by the law by ensuring the confidentiality, integrity and **security** of any personal **data** held or shared by us.
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Version Control

Version	Summary of Changes	Date Changed
1.1	Revised	12.6.19
1.2	Revised	11.6.21

Contents

1.0 Purpose

The intention of this policy is to provide a standardised approach to Malpractice and Maladministration across all learners and staff in the Group.

This policy will be used to manage all issues of plagiarism, malpractice and maladministration which undermine the integrity and validity of assessment and the certification of qualifications.

All staff involved in the management, assessment and quality assurance of our qualifications, and learners, are fully aware of the contents of the policy and we have arrangements in place to prevent and investigate instances of malpractice and maladministration.

2.0 Aims

- Identify and minimise the risk of malpractice/maladministration by staff and learners.
- Enable a prompt and effective response to any incident of any alleged malpractice/maladministration.
- Standardise and record any investigation to ensure openness and fairness and alert awarding organisations (when relevant).
- Decide on appropriate penalties and/or sanctions relating to learners and staff where malpractice/maladministration is proven.
- Protect the integrity and reputation of the Group and the qualifications delivered.

3.0 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 Group;
- the qualification or the wider qualifications community.

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

4.0 Examples of Malpractice

- Failure to keep candidate coursework and portfolios of evidence secure.
- Failure to carry out the IQA process in accordance with the Group's requirements and those of the Awarding Organisations.
- Plagiarism by learners or staff.
- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example, where the assistance involves centre staff producing work for the learner.
- producing falsified witness statements, for example, for evidence the learner has not generated.
- Deliberate failure to continually adhere to the Group's centre approval and/or qualification approval requirements.
- deliberate failure to maintain appropriate auditable records e.g. Certification claims and/or forgery of evidence.
- inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the candidates' achievement to justify the marks given or assessment decisions made.
- learners still working towards qualification after certification claims have been made. Fraudulent or inaccurate claim(s) for certificates.
- Allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment/task/portfolio/coursework.
- Collusion or permitting collusion in examinations or assessments.
- Late learner registrations (both infrequent and persistent).
- facilitating and allowing impersonation.
- falsifying records/certificates, for example, by alteration, substitution, or by fraud.
- Intentional withholding of information from us which is critical to maintaining the rigor of quality assurance and standards of qualifications.

5.0 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.

6.0 Examples of

Maladministration

- Persistent failure to adhere to the awarding organisations learner registration and certification procedures.
- Persistent failure to adhere to the awarding organisations Centre recognition and/or qualification requirements and/or associated actions assigned to the Centre.
- Persistent late learner registrations.
- Inaccurate claim for certificates.
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence.
- Withholding information, by a deliberate act or omission, (from us).

7.0 Process for making an

allegation of

malpractice/mal-

administration

Anybody who identifies or is made aware of suspected or alleged cases of malpractice or maladministration at any time must immediately notify the Group Director of Operations. In doing so they should put the allegation in writing to the following address: -

Director of Operations

Rapid Improvement Ltd

34-38 Upper Green East,

Mitcham,

Surrey,

CR4 2PB

8.0 Making an Allegation

All allegations must include (where possible): -

- The learner's name.
- Details of the course/qualification affected or nature of the service affected.
- The staff members name and job role - if they are involved in the case.
- Nature of the suspected or alleged malpractice and associated details.

The Group Director of Operations will then appoint an investigating officer to conduct the initial investigation who has no personal interest in the outcome of the investigation.

9.0 Confidentiality and Whistle Blowing

Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. Although it is always preferable to reveal your identity and contact details to us.

However, if you are concerned about possible adverse consequences, you may request that the Group Director of Operations does not divulge your identity.

10.0 Responsibility for the Investigation

In accordance with regulatory requirements, all suspected or alleged cases of malpractice or maladministration will be examined promptly by the Group Head of Operations to establish if malpractice or administration has occurred and will take all reasonable steps to prevent any adverse effect from the occurrence as defined by Ofqual and awarding organisations.

The Group will acknowledge receipt, as appropriate, to any person reporting an allegation within 5 working days. The Group Director of Operations will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff/investigating officer to lead the investigation in order to establish whether or not the malpractice or maladministration has occurred. This will then be reviewed, along with any supporting evidence received by the investigating officer.

11.0 Notifying Relevant Parties

Where applicable, the Group Director of Operations will inform the appropriate regulatory authorities if the Group believes there has been an incident of malpractice, which could either invalidate the award of a qualification, or if it could affect another Awarding Organisation.

Where the allegation may affect another Awarding Organisation and their provision, we will also inform them in accordance with the regulatory requirements and obligations imposed by the regulator, Ofqual.

If we do not know the details of organisations that might be affected, we will ask Ofqual to help us identify relevant parties that should be informed.

12.0 Monitoring and Review

An annual report will be made on any cases of malpractice or maladministration including those found not proven. We will review the policy annually as part of our annual self-assessment arrangements and revise it as and when necessary in response to customer and learner feedback, changes in its practices, advice from the regulatory authorities or external agencies.