

## Malpractice and Maladministration Policy

Welcome Skills Limited takes malpractice and maladministration very seriously and has systems in place to ensure any reported cases are dealt with in a professional and effective manner.

### Definition of malpractice and maladministration

For the purposes of this policy, malpractice and maladministration is defined as any act that threatens the integrity of the assessments or examinations for the qualifications or frameworks being delivered by staff. It includes compromising their proper certification and compromising the reputation of the Awarding Organisation, our Funding Partners, or the Company.

Malpractice and maladministration can be committed by a variety of different types of people, which includes staff, learners and administrators. It would be considered an act of malpractice or maladministration if it was identified that breaches of regulatory standards had been committed.

Examples of regulatory standards could be:

- Awarding Organisation Standards
- Security and privacy of testing conditions
- Health and Safety
- Human Rights
- Disability Discrimination

### Trainers/Assessors

The following would be considered as malpractice:

- Any work produced by the trainer/assessor that is not authentic to each learner
- Any work authenticated by a trainer/assessor that is obviously not the learner's own work
- Not notifying the Company of any loss, or theft of examination papers or similar documents
- Known breach of regulations or practices including those of others

If any of the above is identified, then investigation under the disciplinary procedure will be undertaken.

### Learners

#### Plagiarism

Plagiarism is a breach of the Code of Practice (Section D -Malpractice).

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Plagiarism is presenting someone else's work as your own:

- Copying word for word from a book- without acknowledging the source
- Copying from another learner
- Someone else doing the work for you

### Responsibilities

It will be the responsibility of the trainer/assessor to report, within 24 hours, all observed instances of plagiarism and provide a written record. Anyone witnessing any other form of malpractice or maladministration should notify the Line Manager within 7 days of the malpractice or maladministration happening. The lead IQA will also be informed

### Responses to a Report

All reported cases of suspected malpractice or maladministration will be acknowledged within 3 working days of receipt by the Welcome Skills Limited Centre.

### Investigation

Welcome Skills Limited will investigate all correctly reported cases of suspected malpractice or maladministration and report through the appropriate channels.

Welcome Skills Limited reserves the right not to investigate cases reported anonymously where there is no evidence or insufficient evidence has been provided.

Welcome Skills Limited will contact individual learners or assessment staff who are the subject of suspected malpractice or maladministration occurrence and any others who are able to provide evidence relevant to the incident within 10 working days.

Welcome Skills Limited will notify the individual(s) concerning the following:

- That an investigation will take place
- Procedure and timeframe that will apply
- Individual's right to submit a written response, within 15 days, explaining the circumstances
- The possible outcomes of an investigation
- The right to appeal

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## Possible Outcomes

### Learners

- A written warning about future assessment conduct
- Loss of marks for a defined section of the relevant unit/component/module. This may lead to the learner having to resit the assessment unit or resubmit a Summative Assessment
- Loss of marks for the entire relevant unit and all other units sat previously (resulting in the learner having to resit the entire qualification if the regulations allow).
- The learner not being allowed to resit the relevant unit for a specified period of time
- The learner not being allowed to sit or resit any other units relating to that qualification for a specified period of time
- The learner not being allowed to sit or resit any other assessment relating to any qualification for a specified amount of time

### Trainers/Assessors and Administrators

- A written warning about future assessment conduct
- Dismissal
- Notification to the organisation employing the individual to act as a member of assessment venue staff or an assessment invigilator that the person in question is not permitted to have any future involvement with assessments at all

## Management Responsibility

The Director is ultimately responsible for any breach of regulations or approved good practice that denotes a malpractice or maladministration situation have arisen. The Lead IQA will act on behalf of the Director to investigate and report the findings to the Director, who will make the judgement on the appropriate outcome of the investigation.

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