



Malpractice and Maladministration (Centres) Policy

GUIDANCE FOR CENTRES

Contents

1	Introduction and Policy Statement	2
2	Handling Malpractice and Maladministration	2
2.1	Responsibility for handling Malpractice and Maladministration	3
2.2	Investigating allegations of Malpractice and Maladministration	3
3	Investigation and Reporting	3
4	Key Principles relating to EduQual Investigation of Malpractice and Maladministration	4

1 Introduction and Policy Statement

EduQual performs and maintains comprehensive quality assurance processes and procedures. These procedures are designed to safeguard EduQual's integrity as a business and as an Awarding Body, and are also designed to ensure the validity of EduQual qualifications. In particular, EduQual maintains up-to-date policies for employees, associates and centres in order to meet regulatory requirements.

2 Handling Malpractice and Maladministration

Malpractice can be defined as "Any deliberate actions, neglect, default or other practice that compromises the accreditation or quality assurance process including the integrity of accredited qualifications, the validity of any certificates, or the reputation and credibility of EduQual and its regulator(s)".

The following are examples of malpractice; however, this is not an exhaustive list.

Malpractice by Centres

- Failure to comply with awarding body policy or procedures
- Failure to implement or apply qualification specific strategies or methodologies
- Failure to carry out adequate /published internal quality assurance arrangements
- Use and /or deployment of unsuitably qualified or competent staff
- Failure to report malpractice
- Completing assessment work on behalf of learners
- Signing off work which is known to be substandard
- Insecure storage of examination material
- Falsification of information leading to certification
- Loss of candidate information or data

Malpractice by Learners

- Failure to comply with awarding body / provider policy or procedures
- Cases of cheating, collusion or plagiarism
- Personation – pretending to be someone else
- Falsifying identification or sitting an exam on behalf of another learner
- Breaking assessment conditions
- Improper conduct during an assessment
- Falsely claiming reasonable adjustments or special considerations

Maladministration can be defined as "Any actions, neglect, default or other practice that compromises the accreditation or quality assurance process including the integrity of accredited qualifications, the validity of any certificates, or the reputation and credibility of EduQual and its regulator(s)".

The following are examples of maladministration; however, this is not an exhaustive list.

Maladministration by Centres

- Failing to register candidates within a qualification's accreditation period
- Making late registrations to the awarding body for qualifications in their lapsing period
- Requesting late certification of learners after the certification end date
- Poor or inaccurate record keeping

Allegations of malpractice or maladministration may be reported to EduQual by a wide range of individuals, including, but not limited to External Examiners / Verifiers, Centre employees, learners, other awarding bodies, other centres, etc. Allegations may be made in accordance with EduQual's Whistleblowing Policy.

Where applicable, EduQual will notify the qualification regulator of all suspected as well as actual malpractice and maladministration at the earliest opportunity.

2.1 Responsibility for handling Malpractice and Maladministration

The EduQual Director of Compliance, Quality and Qualifications (DCQQ) has overall responsibility for handling allegations of malpractice and maladministration and will be supported by an EduQual Quality Assurance Manager (QAM).

2.2 Investigating allegations of Malpractice and Maladministration

During an investigation into alleged malpractice or maladministration, EduQual reserves the right to:

- access any evidence / information as might be relevant to its investigation
- share details / evidence of the investigation with the qualification regulator and / or other relevant parties e.g. other awarding bodies
- contact / liaise with other individuals e.g. EduQual employees or associates, centres and learners

3 Investigation and Reporting

Any investigation into malpractice or maladministration may be managed on behalf of the DCQQ by an EduQual QAM. The QAM will implement all relevant aspects of EduQual's investigation methodology. He / she will complete a full written report of the investigation which will normally include the following:

- A detailed background and factual account of the case
- Investigation Methodology and Approach
- Impact on providers, learners or qualifications
- Sanctions applied (as per the EduQual Sanctions policy)
- A timeline of key events
- Involvement of third parties, the Police, Information Commissioner etc.
- Identification and mitigation of risk
- Corrective and preventative actions
- Outcomes and lessons learnt

The DCQQ, wherever appropriate, will appoint and manage an investigation team using one or more trained investigators.

Where applicable, the DCQQ will notify the qualification regulator of all suspected as well as actual malpractice and maladministration at the earliest opportunity and provide a copy of the full written report of the investigation.

Any appeals made against the outcomes of a malpractice or maladministration investigation may only take place in accordance with the EduQual Appeals policy.

4 Key Principles relating to EduQual Investigation of Malpractice and Maladministration

- At the earliest possible opportunity, any individual accused of malpractice or maladministration will be made fully aware (in writing) of the nature of the allegation and possible consequences
- Any individual accused of malpractice or maladministration will be given the opportunity to respond (in writing) to the allegation
- Any individual accused of malpractice will be made aware of the investigative procedure and the appeal procedure
- Interviews with learners aged 19 or below will only take place in the presence of either a senior centre employee, a parent or guardian; or friend. Telephone Interviews may also be conducted given sufficient notice