



Malpractice and Maladministration Policy

Introduction

The aim of this policy is to ensure the integrity and credibility of the qualifications offered by The Excellent Performance Team. The Excellent Performance Team will ensure the avoidance of malpractice and maladministration in the aspects of delivery and assessment of the qualifications offered through the company

This policy applies, but is not limited to directors of the company, tutors/trainers, assessors, internal verifiers and learners

What is Malpractice?

Malpractice is defined as those acts which undermine the integrity and validity of assessment or compromise the credibility and authority of those responsible for conducting assessments. Examples of malpractice may include:

- Failure to maintain and adhere to awarding body/organisation approval criteria.
- Failure to carry out delivery, assessment, or internal verification in accordance with awarding body/organisation requirements
- Failure to adhere to learner registration and certification procedures
- Fraudulent claim for certificates
- Forgery of evidence
- Plagiarism of any nature by learners
- Submission of false or inaccurate information to gain a qualification or unit

What is Maladministration?

Maladministration is defined as any activity or practice which results in The Excellent Performance Team failing to comply with administrative regulations and requirements. Examples of maladministration may include:

- Bias
- Neglect
- Incompetence
- Rudeness
- Refusal to answer reasonable questions
- Knowingly giving advice which is misleading or inadequate
- Failure to monitor compliance with adequate procedures

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Managing Malpractice and Maladministration

1. The Excellent Performance Team, its employees and learners should be vigilant to potential acts of malpractice or maladministration.
2. Where a potential or actual cases of malpractice or maladministration is identified these must be immediately notified to the key contact. The following information should be put in writing including appropriate supporting evidence:
 - a. Your name and contact details
 - b. Learner's name
 - c. Course name, venue and dates (if applicable)
 - d. The Excellent Performance Team employees name and job role - if they are involved
 - e. Details of the suspected or actual malpractice or maladministration
3. The Excellent Performance Team will appoint someone with no previous involvement with the circumstances of the report. This person will consider and investigate the content of the report and identify any appropriate interventions.
4. The outcomes of the investigation, including the interventions and impact of these, will be recorded and placed on file.
5. If the investigation decides that either malpractice or maladministration has taken place the relevant awarding organisation should be notified immediately.
6. Confidentiality will be maintained throughout this process.

Key Contact Details:

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