



Malpractice & Maladministration Policy and Procedure

Malpractice/Maladministration Policy V1.4 June 2022

Next Review:2023

V 1.4 Apr 2021

Version control

Version number	Author	Main content	Date
0.1	Paola Luciano Marshall	Initial document	10 May 2016
1.0	Paola Luciano Marshall	Yearly Review	10 Apr 2017
1.1	Paola Luciano Marshal	Document published in line with the “three step” process	18 Apr 2018
1.2	Sandra Alexander	Yearly Review	10 Apr 2019
1.3	Paola Luciano Marshal	Adjusted form in line with CAA new advice	22 Apr 2020
1.4	Paola Luciano Marshall	Reviewed and updated	10 Apr 2021
1.4	Paola Luciano Marshall	QA Reviewed	17Jun2022

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Policy statement:

'Plane Training Ltd will not tolerate suspected or actual cases of malpractice or maladministration at any time and, should such incident arise, a full investigation will commence.

Introduction

This policy is aimed at our customers, including learners, who are enrolled on a 'Plane Training Ltd own course - classroom or computer-based learning - and who are involved in suspected or actual malpractice/maladministration. This policy will also be used by our personnel to ensure that all malpractice and maladministration investigations are dealt in a consistent and logical way.

This policy sets out the steps and procedures that we and our customers must follow when reporting suspected or actual cases of malpractice/maladministration and our responsibilities when dealing with such cases.

Purpose

'Plane Training Ltd recognises it has a responsibility to prevent instances of malpractice and maladministration, to establish and maintain, and always comply with, up-to-date written procedures for the investigation of suspected or alleged malpractice or maladministration.

'Plane Training's responsibilities and commitment

Our staff involved in the management, assessment and quality assurance of our qualifications takes these policy's processes very seriously. Our customers and learners, should be fully aware of what malpractice entails - as presented on our training material - and that this will not be tolerated.

Our company has measures in place to prevent and, if necessary, investigate instances of malpractice and maladministration. Failure to inform suspected or actual malpractice/maladministration cases, or to discover effective arrangements to prevent such cases, may lead to immediate interruption of classes/courses and relevant consequences which may include permanent banning.

Review arrangements

'Plane Training Ltd will review this policy annually as part of our annual self-assessment arrangements and quality plan. The policy will be revised as and when necessary, in response to customer and learner's feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation or trends identified from previous allegations. In addition, this policy may be updated in light of operational feedback to ensure that our arrangements for dealing with suspected cases of malpractice/maladministration remain effective.

Definition of Malpractice

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Malpractice, for our profession, relates to any activity or procedure which deliberately violates regulations and compromises the integrity of internal or external assessment processes and/or the validity of certificates.

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

The categories listed below are examples of what 'Plane Training would classify as malpractice.

Please note that these examples are not exhaustive and are only intended as guidance on our definition of this term:

- Breach of our courses and qualification approval conditions
- Denial of access to resources (premises, records, information, learners and staff) by any authorised 'Plane Training Ltd representative and/or the regulatory authorities
- Failure to carry out delivery, internal assessment, internal moderation or internal verification in accordance with our requirements
- Deliberate failure to adhere to our learner registration and certification procedures
- Deliberate or persistent failure to continually adhere to 'Plane Training Ltd's recognition and/or qualification approval criteria
- Deliberate failure to maintain appropriate auditable records e.g. 5 year background checks/DBS checks
- Persistent instances of maladministration by customers or 'Plane Training Ltd's staff
- Fraudulent claims for certificates
- The unauthorised use of materials/equipment in assessment/exam settings (eg copying from others, seeking help via mobile phones)
- Intentional withholding of information from 'Plane Training Ltd which is critical to maintaining the rigour of quality assurance and standards
- Deliberate misuse of our logo and trademarks
- Forgery of evidence
- Collusion or permitting collusion in exams
- Delegates still working towards qualifications after certification claims have been made
- Contravention by our customers and delegates of the assessment arrangements we specify for our qualifications
- Insecure storage of assessment materials and papers
- Plagiarism of any nature by learners

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- Unauthorised amendment, copying or distributing of any parts of our courses or assessments
- Inappropriate assistance to delegates by our customers (e.g. unfairly helping them to pass a qualification)
- Submission of false information to gain a qualification or a place on a course

Definition of Maladministration

Maladministration is a situation where an individual or group in charge is unjust, dishonest or ineffective; an application of persistent mistakes or poor administration which invariably result in non-compliance with administrative regulations and requirements.

Procedure: making an allegation of malpractice or maladministration

Anyone who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time should report this immediately - in writing/email and enclosing appropriate supporting evidence - to 'Plane Training Ltd's quality assurance department email support@planettraining.co.uk for the attention of the IQA.

All claims must include (where possible) the:

- The Client's name and address
- Delegate's name and position (if known)
- The 'Plane Training personnel's details (name, job role) if they are involved in the case
- Title and number of the 'Plane Training's course/qualification affected or nature of the service affected
- Date(s) suspected or actual malpractice occurred
- Full nature of the suspected or actual malpractice
- Contents and outcome of any investigation carried out by the customer or anybody else involved in the case, including any mitigating circumstances
- Written statements from those informant's name, position and signature
- If a customer conducts an investigation before submitting it formally to 'Plane Training Ltd, the customer should:
 - Ensure that staff leading the investigation are independent of the staff/learners/function being investigated
 - Inform those who are suspected of malpractice that they are entitled to know the necessary details of the case and possible outcomes

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- Submit the findings of the investigation to us with the report

In all cases 'Plane Training Ltd will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or and other legal duty

Investigation timeliness and process

'Plane Training Ltd aims to action and resolve all stages of the investigation within 20 working days of receipt of the allegation.

The investigation may involve:

- A request for further information from the customer or 'Plane Training's personnel
- Interviews (face to face or by telephone) with personnel involved in the investigation

In addition of the above the following steps will be applied upon the discovery of malpractice:

Step 1

1. The individual will be notified of the issues and possible consequences. The learner will have the opportunity to present a case to the IQA.
2. The IQA will investigate by
 - Scrutinising evidence
 - Discussing with the instructor/assessor
 - Discussing with the learner
3. The IQA will make a decision and inform both the learner and instructor/assessor and a sanction. Sanctions may include:
 - A warning
 - A Fail grade given to the summative assessment with no opportunity for resubmission
 - A Fail grade given to the summative assessment with an opportunity for resubmission
 - Exclusion from the programme
4. A record of the process, the evidence and the conclusion will be maintained and contribute to the Programme Review and Evaluation.

Step 2

1. If the learner disagrees with the outcome of the investigation, they must submit an appeal to the IQA.
2. The IQA's review will include
 - a scrutiny of all documentation
 - an interview with the learner
 - an interview with the instructor/assessor
3. The IQA makes a decision and informs the learner and instructor/assessor.
4. A record of the process will be kept on file.

Step 3

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Where the learner disagrees with the outcome of the investigation, they must notify the IQA who, in turn, will refer the issue to the CAA.

Where a member of 'Plane Training's staff is under investigation they may be suspended or they may be moved to other duties until the investigation is complete.

Throughout the investigation our quality assurance department will be responsible for overseeing the work of the investigation team to ensure that due process is being followed, appropriate evidence has been gathered and reviewed in order to keep all relevant external parties informed.

A relevant report will be produced and factual accuracy agreement obtained and shared with the senior members of the management team as well as the customer's.

Internal Quality Assurance Coordinator

Date

Paola Luciano-Marshall

10/04/2021

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