

Malpractice & Maladministration Policy

Purpose of policy

The purpose of this policy is to outline the process for dealing with malpractice/ maladministration and aimed at our learners and customers who are involved in suspected or actual malpractice/ maladministration. It is also for use by our consultants to ensure they deal with all malpractice and maladministration investigations in a consistent manner. It sets out the steps Top2% and learners or other personnel must follow when reporting suspected or actual cases of malpractice/maladministration and our responsibilities in dealing with such cases. It also sets out the procedural steps we will follow when reviewing the cases.

Top2% commitment

It is important that all consultants 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.

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 Top2% or its Awarding Body;
- the qualification or the wider qualifications community.

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.

Examples of maladministration:

- Persistent failure to adhere to the Awarding Body's learner registration and certification procedures.
- Persistent failure to adhere to the Awarding Body's recognition and/or qualification requirements and/or
- Associated actions assigned to Top2% as a centre.
- Late learner registrations (both infrequent and persistent).
- Unreasonable delays in responding to requests and/or communications from the Awarding Body.
- Inaccurate claim for certificates.
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence.
- Withholding of information, by deliberate act or omission from us, which is required to assure active.

Examples of malpractice:

- Failure to carry out internal assessment, internal moderation or internal verification, in accordance with the Awarding Body requirements.
- Deliberate failure to adhere to learner registration and certification procedures.

- Deliberate failure to continually adhere to the Awarding Body recognition and/or qualification approval requirements, or actions assigned to Top2%.
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence.
- Fraudulent claim(s) for certificates.
- Intentional withholding of information from the Awarding Body, which is critical to maintaining the rigour of quality assurance and standards of qualifications.
- Collusion or permitting collusion in exams/assessments.
- Learners still working towards qualification after certification claims have been made.
- Plagiarism by learners.
- Copying from another learner (including using ICT to do so).

Process for making an allegation of malpractice or maladministration

Anybody who identifies, or is made aware of suspected or actual cases of malpractice, or maladministration at any time, must immediately notify the Top2% Director, who will in turn notify the Awarding Body. All notifications should be put in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- Learner's name.
- Consultant's name - if they are involved in the case.
- Details of the course/qualification affected, or nature of the service affected.
- Nature of the suspected or actual malpractice and associated dates, details and outcome of any initial investigation carried out by the Awarding Body, or anybody else involved in the case, including any mitigating circumstances.

Monitoring and Review

The Director will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability. If the profile of the company's business activity or operating environment changes significantly, the policy will be fully reviewed and any changes communicated to the appropriate personnel. All employees, consultants and other personnel working in partnership with Top2%, are invited to comment on this policy and suggest ways in which it may be improved.

Application of the policy

The Director will then conduct an initial investigation prior, to ensure that consultant involved in the initial investigation are competent and have no personal interest in the outcome of the investigation.

In all cases of suspected malpractice and maladministration reported, the identity of the 'informant' will be protected in accordance with our duty of confidentiality and/or any other legal duty.

If any deviance from this policy is suspected, it should be referred to **Colum Price - Company Director**. Such reports will be treated confidentially.