

Argyll Plant Training Ltd

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MALPRACTICE/MALADMINISTRATION POLICY

Definition

Malpractice - deemed to be any deliberate activity by an Assessor or Internal Quality Assurance person likely to invalidate a certificate or bring into doubt the integrity of the assessment and/or verification process whether by the learner, centre staff or any others involved in providing the qualification.

The most common instances of malpractice would include, for example:

- the evidence assessed is not entirely the candidate's own work
- the candidate is still working towards the qualification after the certificate has been claimed
- the certificate has been claimed on the basis of falsified records
- requests for certifications are made contrary to the Regulatory Bodies' Codes of Practice
- breaches of security
- false ID at registration and/or assessment
- collusion and/or cheating
- improper invigilation
- improper use of Regulatory Bodies'/Awarding Organisation logos
- assessment in non-approved sites
- discrimination against candidates or employers
- assessment by unapproved Assessor/s
- inducements/bribery
- intimidation

Maladministration - deemed to be any non-deliberate activity likely to invalidate the certificate or bring into doubt the integrity of the assessment and/or verification process.

The most common instances of maladministration would include, for example:

- early certification claims
- incorrect certificate claims
- loss of candidate's work
- poor/erratic record keeping
- late registrations

Policy

Competency Training Solutions Ltd will make its best endeavours to ensure that maladministration and/or malpractice does not occur. Should maladministration or malpractice be suspected; the centre will undertake to investigate, resolve and mitigate the effects of future maladministration or malpractice.

To achieve this, the centre has systems and procedures designed to minimise the potential for maladministration/malpractice

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APT will provide advice and guidance to those involved in the assessment and internal quality assurance process on how they can reduce and/or avoid the potential for instances of maladministration/malpractice.

The centre has procedures to enable the reporting of suspected instances of maladministration/malpractice including allowing the opportunity of 'whistleblowing'. This centre has procedures for investigating all instances of possible maladministration/malpractice whether suspected by, or reported to the centre. The centre has procedures for dealing with cases where maladministration/malpractice is found to have occurred.

APT has policies and procedures for dealing with suspected or actual cases of maladministration/malpractice which will include the mandatory requirement of notifying MP skills Awarding Organisation when the maladministration/malpractice is first suspected. Where instances of maladministration/malpractice are confirmed the centre will notify the appropriate Awarding Organisation, MP skills.

Procedure

Where malpractice or maladministration is suspected or reported, the centre will adopt its investigative procedure.

The centre will appoint an appropriate independent person having no personal interest in the outcome, to investigate the alleged malpractice/maladministration who will be accompanied by a centre representative on all visits to act merely as an observer and for additional security measures as it is recognised by the centre conducting such monitoring/investigations carry a potentially greater risk for a lone person. The Tarmac centre will notify the Awarding Organisation.

The centre will maintain a record of all suspicions and evidence of maladministration/malpractice and the outcomes of the investigation.

The centre will prepare a final report of each investigation, the report will include:

- the origin of the complaint or mode of discovery of the alleged irregularity(ies)
- the investigations carried out
- the evidence adduced
- the conclusions drawn
- the recommendations for action and resolution of the matter
- any evidence of invalid certificates

Copies of the report will be sent to the Awarding Organisation.

The Awarding Organisation will have the right to take over the investigation if it so wishes.

All persons involved in the Assessment and Internal Quality Assurance process share an equal responsibility to ensure malpractice/maladministration does not occur. They will be required to fully co-operate in all cases. Failure to co-operate may lead to disciplinary action being taken against those involved.

Where a decision is taken to invalidate certificates, the centre will take such action as to ensure that:

- the interests of the candidate are fully protected insofar as it is reasonable and possible in the circumstances
- the learner(s) involved are informed of the status of their certificates and of any arrangements for re-assessment and/or verification and/or certification

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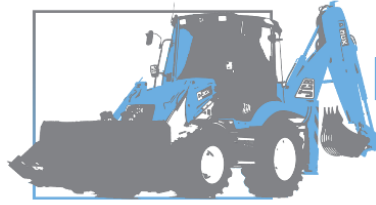
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