

# MALPRACTICE & MALADMINISTRATION POLICY



## Introduction

This policy is aimed at our customers, including learners, who are delivering/registered on ASH HCT programmes or courses, approved qualifications or units within or outside the UK and who are involved in suspected or actual malpractice/maladministration.

## Definition of Maladministration

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

## Definition of Malpractice

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.

Malpractice may include a range of issues from the failure to maintain appropriate records or systems, to the deliberate falsification of records in order to claim certificates.

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

## Examples of Maladministration

- Persistent failure to adhere to our learner registration and certification procedures.
- Persistent failure to adhere to our Centre recognition and/or qualification requirements and/or
- associated actions assigned to the Centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from the Awarding Organisation
- 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 our requirements
- Deliberate failure to adhere to our learner registration and certification procedures.

- Deliberate failure to continually adhere to our Centre recognition and/or qualification approval requirements or actions assigned to your Centre
- 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 us 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/staff
- Copying from another learner (including using ICT to do so)

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In order to uphold the quality of the training we deliver, the following procedure has been implemented

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### **Notification of a suspected case of malpractice or maladministration**

Tutors and learners must be vigilant regarding the assessment of accredited qualifications when concerning malpractice or maladministration. ASH Healthcare Training is responsible for any matters relating to the conduct of the learner whilst undertaking the qualification.

ASH Healthcare Training will investigate the allegation in compliance with us:

- Investigation of the allegation of possible malpractice
- Notification to the individual/learner concerned, in writing, of the nature of the alleged malpractice and of the possible consequences should malpractice be proven
- Provision of the opportunity for the individual/learner concerned to respond, in writing, to the allegations made
- ASH Healthcare Training has a mechanism for handling an appeal against the decision and/or sanctions that can be applied
- Report all proven cases to the centre contact at the earliest opportunity with details of the actions taken and the sanctions applied

Work presented for assessment If irregularities in internally assessed components of assessments are discovered prior to the signing of declarations of authentication they must be handled in the following way by the assessor.

ASH Healthcare Training may instead decline to accept the work for assessment purposes. If an irregularity is discovered by ASH Healthcare Training after the signing of declarations of authentication, full details of the case must be submitted to the Highfield at the earliest opportunity. The matter will then be treated as a formal case of suspected malpractice. When the assessor finds there are reasonable grounds for suspected cases of malpractice or maladministration, the Awarding Body must be notified immediately.

Notification of the suspected allegation must be submitted, in writing, through the Allegations report form, accompanied by any supporting information for review.

Information required for review is as follows:

- A detailed account of the circumstances surrounding the suspicions and allegations
- Details of any consequent actions/investigations carried out by the AB personnel
- Any extenuating circumstances (e.g. : medical reports)
- Details of the procedure informing staff/learners of the consequences of malpractice and maladministration
- Any unauthorised materials found during assessment
- Where applicable, statements signed and dated by any personnel involved (ASH Healthcare Training staff, Tutors/EV's/IV's/CR's/Invigilators etc.) on AC headed paper
- Signed, dated statements by any learner involved (Where applicable) Learners at the start of all courses will be advised of the following
- Plagiarism and how this is to be monitored by the tutor
- That each piece of work submitted by them to the assessor must be signed and dated and acknowledged as "all their own work". Assessors will monitor the submission of the work to ensure the completion of all elements and that the learners work is all their own.4 Assessors will provide dates and signatures on all work marked and assessed by them in order to complete adult training. Assessors will comply with any verification processes applied to the courses they are involved with.

## **Regarding courses**

The internal verifier will use sampling methods as detailed in the internal verification policy to ensure assessments are fair, accurate and rigorous.

Dated August 2015 V1

Last Reviewed June 2024

Next review June 2025