

MALADMINISTRATION AND MALPRACTICE POLICY



Internal Quality Assurance Policy

Scope of the Policy

This policy is provided for Protutorial customers, learners, and staff members who are using or delivering qualifications offered by Protutorial.

Review Arrangements

Protutorial will review this policy annually in line with self-assessment arrangements. This policy will also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Location of the Policy

This policy is available for all staff members, third parties, and learners to access via the Protutorial website. Protutorial will also ensure that the policy is available in alternative formats, such as large print and audio, to accommodate diverse learner and staff needs.

Communication of the Policy

Each staff member involved in the management, delivery, assessment, and quality assurance of qualifications offered by Protutorial shall be made aware of this policy during their induction period of employment.

Learners undertaking Protutorial qualifications shall be informed of this policy during their induction process.

Policy Statement

The purpose of this policy is to outline the procedures for reporting and investigating suspected or actual cases of malpractice and maladministration at Protutorial. This policy aims to maintain the integrity of qualifications and uphold quality assurance standards.

Statement of Principles

- **Definitions:** Malpractice refers to any deliberate violation of regulations compromising assessment integrity. Maladministration involves non-compliance with administrative regulations, including persistent errors or poor administration.

- **Examples:** Malpractice and maladministration examples include plagiarism, forgery, exam irregularities, submission of false information, discriminatory behaviour, and endangerment of public safety.
- **Reporting:** Any individual suspecting malpractice or maladministration should report to a senior staff member. Suspicions involving senior staff should be directly reported to the relevant awarding organization.
- **Investigation:** Protutorial will investigate all reported cases promptly, ensuring the protection of learners' interests.
- **Documentation:** Reports must include learner and staff details, affected qualifications or services, dates, and detailed descriptions of incidents.
- **Acknowledgment and Action:** Protutorial will acknowledge reports within two working days and aim to resolve investigations within seven working days. The outcome will be communicated within two working days, and incidents will be reported to awarding organisations.

Investigation Process

Investigations may involve gathering further information, conducting interviews, making informed decisions based on evidence, and protecting informants' identities if required.

Learner Malpractice

If confirmed, learner malpractice may result in sanctions such as disallowing assessment evidence, exam disqualification, or withholding certificates. Learners can appeal outcomes in line with Protutorial's Appeals Policy.

Use of Artificial Intelligence (AI) in Assessments

Protutorial is committed to maintaining the integrity and authenticity of all assessments and learner work. The use of Artificial Intelligence (AI) tools or any form of automated assistance during assessments, coursework, or assignments that compromises the learner's independent work or misrepresents their capabilities is considered malpractice.

Learners are expected to complete all assessments honestly and independently, with AI tools used only for legitimate purposes, such as enhancing learning or improving productivity, in line with guidance provided by the course tutors. Any use of AI to generate responses, solutions, or content for assessments without proper acknowledgment will be treated as a breach of this policy and may lead to disciplinary action, including but not limited to, disqualification from the assessment or the course.

Protutorial will regularly review its policies in line with emerging technologies to ensure fairness, transparency, and consistency in maintaining academic integrity.

Discretion and Termination

Tutors may allow learners to resubmit evidence at their discretion. Protutorial reserves the right to terminate access to qualifications for proven or suspected malpractice, without refund. Removal from qualifications will be communicated in writing.

Reporting and Compliance

Tutors must report suspected incidents to Protutorial's Internal Quality Assurance team. Any subsequent issues must be promptly addressed. All cases of proven or suspected malpractice must be reported to the relevant awarding organisation.

Acknowledgment and Agreement

By enrolling in Protutorial qualifications, learners agree to adhere to this policy. Learners should be aware that assessment evidence may be subject to plagiarism or AI checks at the discretion of Protutorial tutors.

Confidentiality and Data Protection

All information related to reports, investigations, and outcomes will be handled confidentially and in compliance with data protection regulations.

Continuous Improvement

Protutorial is committed to continuous improvement in preventing and addressing malpractice and maladministration. Feedback from investigations will inform enhancements to policies, procedures, and training.

Protutorial takes cases of malpractice and maladministration seriously and is dedicated to maintaining the integrity of its qualifications and assessment processes. Through robust policies, procedures, and training, Protutorial aims to prevent, detect, and address any instances of misconduct effectively.

Version Control

Version	Author	Date	Changes or comments
1.0	Natalie Willetts	12.03.2024	Approved policy agreed
2.0	Natalie Willetts	27.05.25	Inclusion of Use of AI in Assessments statement