



# Malpractice and Maladministration Policy

## 1. Purpose

The purpose of this policy is to outline the procedures for identifying, investigating, and addressing malpractice and maladministration within Hayat Medical Training. It ensures that the company's first aid training and assessments are conducted with the highest levels of integrity, fairness, and quality, and that any malpractice or maladministration is dealt with promptly and effectively.

## 2. Scope

This policy applies to all staff, trainers, assessors, learners, and any other parties involved in the training and assessment process. It covers all qualifications, certifications, and training programs provided by Hayat Medical Training.

## 3. Definitions

- **Malpractice:** Any activity, deliberate or otherwise, that breaches the rules, regulations, or ethical standards in the training, assessment, or certification process. Examples include:
  - Cheating during assessments
  - Falsifying results or certificates
  - Providing or receiving unauthorized assistance during exams or assessments
  - Misrepresentation of qualification achievements
- **Maladministration:** Inefficient, improper, or negligent management or administration of the training or assessment processes. Examples include:
  - Inaccurate record-keeping
  - Failure to follow training guidelines
  - Poor assessment practices
  - Delayed or incorrect certification

#### 4. Responsibilities

- **Staff and Trainers:** Must follow all policies, procedures, and best practices related to training and assessment. They must also report any suspected malpractice or maladministration to management.
- **Learners:** Are expected to conduct themselves with integrity during training and assessments. Any involvement in malpractice or maladministration will result in disciplinary action.
- **Management:** Responsible for investigating reported incidents of malpractice or maladministration and ensuring appropriate actions are taken.

#### 5. Identifying Malpractice and Maladministration

Malpractice or maladministration may be identified through various means, including:

- Learner complaints
- Internal audits and reviews
- Observations by staff and trainers
- External complaints or feedback from regulators or accrediting bodies

#### 6. Reporting Procedure

- Any individual who suspects malpractice or maladministration should report it to the designated compliance officer or management.
- Reports should include details such as the nature of the issue, the individuals involved, and any evidence available.

#### 7. Investigation Process

- Upon receiving a report, the management team will conduct a thorough investigation, ensuring confidentiality where possible.
- The investigation will involve gathering evidence, interviewing relevant parties, and reviewing any documentation.
- A report will be produced, outlining the findings and recommended actions.

#### 8. Actions and Consequences

- **For Learners:** If a learner is found guilty of malpractice, actions may include voiding of results, removal from the course, and being barred from future training with Hayat Medical Training.
- **For Staff or Trainers:** If a staff member or trainer is found to have engaged in malpractice or maladministration, actions may include disciplinary measures, up to and including termination of employment or contract.

- **For External Parties:** Any third-party individuals or organizations involved in malpractice or maladministration will be dealt with according to the terms of their agreements and may be reported to relevant regulatory bodies.

## **9. Preventative Measures**

- Regular training for staff on best practices and compliance with relevant regulations.
- Internal audits of training and assessment processes to identify potential risks.
- Clear communication with learners about the consequences of malpractice and maladministration.

## **10. Monitoring and Review**

This policy will be reviewed annually or following any significant incidents of malpractice or maladministration to ensure its effectiveness. Any necessary revisions will be implemented promptly.

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