



POOL SMART

TRAINING & CONSULTING

Malpractice and Maladministration Policy

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Definitions and Introduction

Malpractice and maladministration are two distinct, but related, concepts.

In broad terms, maladministration generally covers mistakes or poor process where there has been no intention on the part of the person responsible to do any harm. It may involve some degree of incompetence or ineptitude or may result from carelessness or inexperience.

By contrast, malpractice will generally involve some form of intent. It may also include circumstances where an individual has been negligent or reckless as to the consequences of their actions.

PoolSmart LTD Approved Training Centre/Provider aims to meet its obligations when responding to reports of Malpractice and/or Maladministration from all candidates, and others involved in the delivery and assessment of RLSS UK and STA Qualifications, qualifications, and awards.

How to Report Suspected and Actual Cases of Malpractice and/or Maladministration

We expect that reports will be made as soon as possible after an incident arises, and no later than 28 working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not reporting the incident at that time, and the case can still be investigated in a fair manner for all involved.

All actual or suspected cases of malpractice or maladministration should be put in writing:

PoolSmart LTD

hello@Poolsmarttc.co.uk

Where possible the report should include:

- What has/is about to happened
- Who was involved?
- Where this happened
- When this happened

What will Happen to my Report

All reports will be logged and acknowledge within 5 working days, investigated and where necessary passed through to the awarding organisation for further review.

When responding to reports, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat the report with respect
- Seek guidance from the awarding organisation where necessary
- Notify the awarding organisation where necessary
- Keep complainants informed of the progress of the reports process

Referring Reports

If the complainant is not happy with the way the report has been handled, they should contact a member of awarding bodies compliance team, the details are as follows:

| RLSS UK Qualifications Contact details | |
|--|--|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG |

| STA Contact details | |
|---------------------|--|
| Email | enquiries@safetytrainingawards.co.uk |
| Telephone | 01922 645097 |
| Address | Safety Training Awards (STA), Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ |