

Malpractice and Maladministration Policy

This policy is aimed at learners who participate in our programmes – specifically our ILM (City and Guilds) endorsed programmes or ILM qualifications and our team who are delivering the training services and who are involved in suspected or actual malpractice.

Purpose of the Policy

The purpose of this policy is to set out the steps we will take if we suspect malpractice and our responsibilities in dealing with such cases. It is also in place to review our processes in light of a suspected or actual case of malpractice. We will act upon any reports of suspected or actual cases of malpractice we receive which may affect the integrity of our training programme(s) and quality assurance systems.

We also have a professional responsibility to report non-adherence with regard to ILM programmes to City and Guilds.

Definitions

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates and qualifications. For the purpose of this policy this term also covers professional misconduct.

Examples of malpractice may include...

- Forgery of evidence
- Plagiarism of any nature by learners (see separate plagiarism and cheating policy)
- Submission of false information to gain a qualification
- Discriminatory, bullying or harassing behaviour
- Unprofessional conduct
- Behaviour likely to endanger the health or safety of the public
- Breach of confidentiality of learners or organisation
- Failure to meet the awarding body or regulator's requirements
- Falsifying assessment records

Examples of Centre malpractice with regard to providing ILM qualifications may include...

- Inadequate centre procedures for the induction of members of staff
- Failure to provide learners and members of staff with the knowledge of their responsibilities through relevant policies and procedures that include the possible consequences of non-compliance
- Failure to review systems, policies and procedures to ensure they remain fit for purpose

- Inadequate support for learners and members of staff that includes ways of helping learners understand how malpractice can occur and be prevented
- Failure to follow centre's own procedures relating to malpractice, maladministration and/or plagiarism
- Failure to report malpractice to ILM including cases of plagiarism that have been dealt with through a customer's own Malpractice and Maladministration/Plagiarism policy
- Failure to have robust procedures in place for the review and monitoring of any administrative, assessment or quality process/activity that could result in the deliberate falsification of records
- Persistent mistakes or poor administration within a centre resulting in the failure to keep appropriate learner assessment records
- Inaccurate recording of learner assessment decisions leading to invalid claims for certification
- Non-compliance with ILM requirements
- Failure to retain accurate records of learner assessment decisions for the specified timescale
- Misuse of the ILM name, logo or brand

Reporting Procedure

Anybody identifying cases of malpractice should report them to our Support Manager Debbie Stanfield. The Directors will respond within 3 days and investigate according to the steps below.

If the allegations relate to ILM programmes, we are required to notify the City & Guilds, Investigation & Compliance team of all incidents of malpractice, actual or suspected within 10 working days of it being reported to us and prior to the commencement of any internal investigation activity.

If an investigation finds evidence of maladministration, we will have to take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible. This may include making arrangements for re-assessment.

The Investigation Process

Individuals accused of malpractice will be informed, in writing of the:

- Allegation made against them
- Evidence that supports the allegation
- Possible consequences, including the actions or penalties that City & Guilds may take where it relates to an ILM programme, should malpractice be proven.

The investigation may involve:

- A request for further information
- Interviews (face to face or by telephone) with people involved in the investigation
- Arranging for Focal Point staff to carry out a workplace visit
- Informing the ILM where they are the awarding body
- We will make informed decisions based on the evidence
- We will protect the identity of the 'informant' as required
- We will also share information with other external parties, as required

Learner Malpractice Sanctions

If the investigation confirms that learner malpractice has taken place, we may impose one or more of the following sanctions on the learner. Please note that this list is not exhaustive:

- Disallowing all or part of the learner's assessment evidence
- Disallowing all or part of the learner's external assessment marks
- Not issuing the learner's certificate(s)
- Not accepting any further registrations for the learner
- Disqualification from the programme

Communicating the Policy

We ensure that all learners and specifically those enrolling on an ILM programme with us have access to a copy of this policy and the associated plagiarism and cheating policy (usually as part of their induction). We also ensure that all our associate trainers and support staff have a copy of this policy when they first join our team.

Reviewing the Policy

This policy will be monitored and reviewed annually.