

MALPRACTICE & MALADMINISTRATION POLICY

It is the intention of St David's First Aid Training Ltd to work closely with our learners, tutors, assessors and quality assurers to ensure that:

- Any potential malpractice or maladministration is identified promptly.
- All allegations of malpractice are investigated methodically and equitably in line with Safety Training Awards requirements.
- If malpractice or maladministration is proven, it is promptly corrected or the effects on users of qualifications mitigated in order to uphold the validity of qualifications issued by the awarding organisation.
- Procedures are kept under review to ensure cases of malpractice are prevented wherever possible.

Irrespective of the underlying cause of the people involved, all allegations of malpractice or maladministration in relation to qualification and assessment need to be investigated in order to protect the integrity of the qualifications and to be fair to learners.

Definition of Malpractice

Malpractice is defined as any attempt to gain unfair advantage in a qualification for oneself or for another. It is any deliberate activity, neglect, default or other practice that compromises the integrity of the internal or external assessment process and/or validity of achievement and certification of a qualification awarded by Safety Training Awards. Malpractice may compromise the following:

- Assessment processes.
- Integrity of a regulated qualification.
- Validity of results or a certificate.
- Reputation and credibility of regulated qualifications or of the wider qualifications community.

Examples of Malpractice

Listed below are examples of centre and learner malpractice, this list is not exhaustive:

- A learner using aids (eg. notes, mobile phone) to help answer exam questions
- A learner copying another learners work
- Impersonating another learner or providing forged identification documentation.
- Deliberate failure to carry out delivery, assessment and quality assurance in accordance with the awarding organisations requirements.
- Deliberate failure to adhere to learner registration and certification procedures.
- Deliberate failure to adhere to record keeping requirements.
- Fraudulent certificate claims.
- A tutor giving a learner unfair assistance with an assessment.
- Intentionally withholding information from the awarding organisation.
- An invigilator revealing the questions in an exam before the time of the exam.
- Defacing, amending or falsifying assessment records.

Definition of Maladministration

Maladministration is any activity or practice which results in non-compliance with Safety Training Awards regulations and requirements. This includes the application of persistent mistakes or poor administration within the centre including inappropriate learner records.

Examples of Maladministration

Listed below are examples of centre and learner maladministration, this list is not exhaustive:

- Training centre failing to issue learners with appropriate notices and warnings in an exam.
- Errors or omissions in information supplied to Safety Training Awards.
- Training centre not ensuring the assessment venue conforms to requirements.
- Inaccurate certificate claims.
- Failure to keep auditable records in accordance to Safety Training Awards requirements.
- Failure to adhere to delivery, assessment and certification requirements.
- Failure to adhere to register learners in line with Safety Training Awards procedures.
- Delays in responding to requests and/or communications from Safety Training Awards.
- Misuse of Safety Training Awards logo or misrepresentation of a centre relationship with Safety Training Awards qualifications and/or its recognition and approval status with us.

Reasonable actions will be taken to prevent instances of malpractice and maladministration. All staff, tutors, assessors, learners or quality assurers will be made aware of this policy.

Reporting suspected instances of malpractice or maladministration

St David's First Aid Training Ltd learners, tutors, assessors and quality assurers should report suspicious malpractice or maladministration practices to the St David's First Aid Training Ltd Centre Co-Ordinator. They will then gather all relevant evidence and information about the allegation and conduct an initial investigation. All personnel involved in this initial investigation must be competent and have no personal interest in the outcome of the investigation. The investigation will include as a minimum:

- Establishing the facts relating to the allegations in order to determine whether any irregularities have occurred.
- Identifying the cause of any irregularities.
- Identifying the people involved in the allegations and/or may be able to provide relevant information/evidence.
- Identify any adverse patterns or trends.

When this initial investigation has taken place the Centre Co-Ordinator will immediately inform Safety Training Awards using the form that is available from Safety Training Awards website and submitting all relevant evidence to support the case. Reports can be made by centre personnel, tutors, assessors, learners or quality assurers.

Safety Training Awards will investigate all cases of malpractice and maladministration on a case by case basis relating to all the information and evidence they receive. Any suspected or actual cases of malpractice will be reported to the relevant regulatory authorities in line with the regulatory requirements. St David's First Aid Training Ltd will fully co-operate with Safety Training Awards during this investigation and will comply with the outcome of their investigation.

This policy will be reviewed annually.

Policy date: 1st September 2021

Review date: 1st September 2022

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