

## **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.

## **Policy**

St David's First Aid Training Ltd is responsible for establishing correct procedures to deal with any potential and / or actual cases of malpractice and / or maladministration and for ensuring that any cases are escalated to Safety Training Awards, in line with the current policy on the website. Reasonable actions must have been taken to prevent instances of malpractice and / or maladministration. All staff, tutors, assessors, learners or IQAs must be made aware of this policies contents and the procedures relating to this topic.

Centre compliance with this policy and how they take reasonable actions to prevent and/or investigate instances of malpractice and / or maladministration, will be monitored through external quality assurance procedures.

Failure to co-operate may lead to certificates not being issued to learners and future course registrations not being accepted. A failure to comply and to report any suspected or actual malpractice and / or maladministration cases or have in place effective arrangements to prevent such cases may lead to sanctions being imposed on the centre.

## **Reporting suspected instances of malpractice and / or maladministration procedures**

If malpractice and / or maladministration is suspected or there has been an actual case, Safety Training Awards must be informed immediately, utilising the 'Malpractice and Maladministration' report form that is available on the ATCs Synergy account, please ensure all relevant evidence is provided to support the case.

Please refer to the Safety Training Awards website to find further information on how to escalate a case of Malpractice and/or Maladministration.

If a centre has conducted an initial investigation prior to notifying Safety Training Awards they must ensure that all personnel involved in the initial investigation are competent and have no personal interest in the outcome of the investigation.

Reports can be made by centre staff, tutors, assessors, learners or IQAs. The ATC Co-ordinator must also be notified of any suspicion of malpractice and / or maladministration, so they can apply their own procedures where appropriate.

This policy will be reviewed annually.

Policy date: 21st April 2024

Review date: 21st April 2025

## **Contact Details**

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