

Calming Influences

Malpractice and Maladministration Policy and Procedure

Malpractice

Malpractice is the term used for any action, activity, neglect, default or other practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process, the validity of results and/or certificates or the reputation and credibility of any accrediting bodies or the wider qualification community. Malpractice has serious implications for the centre and learners and is always treated very seriously. Malpractice may include a range of issues, from the deliberate failure to maintain appropriate records or systems to the deliberate falsification of records. In this policy, this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of learners.

Maladministration

Maladministration is any activity, neglect, default or other practice that results in non-compliance with accreditors or other requirements or any other applicable requirements and includes the application of persistent mistakes or poor administration within a centre. Calming Influences is expected to maintain adequate systems and procedures and ensure that staff understand them and adhere to them always. Recurrent maladministration constitutes malpractice and will be treated as such. A list of examples of malpractice and maladministration is included as appendix 1 for information although it should be noted that this list is not exhaustive.

Review arrangements

This policy is will be reviewed annually. First agreed at an extraordinary meeting on 7th June 2021

Signed :



Date: 7th June 2021

3rd May 2022

4th June 2023

1st June 2024

5th June 2025

20th May 2026

Malpractice and Maladministration Policy and Procedure

Purpose

Calming Influences is committed to maintaining the highest standards of integrity, fairness and quality in the delivery, assessment and certification of its courses. This policy outlines how suspected or actual cases of malpractice and maladministration will be managed.

Definitions

Malpractice

Malpractice is any deliberate action, neglect or misconduct that compromises, or attempts to compromise, the integrity of training, assessment, certification or accreditation processes.

Maladministration

Maladministration is any unintentional action, error or omission that results in a failure to comply with policies, procedures or accrediting body requirements.

Responsibilities

Calming Influences will:

- Ensure staff, learners and associates are aware of this policy.
- Promote good practice in course delivery, assessment and administration.
- Investigate all allegations of malpractice or maladministration promptly, fairly and confidentially.
- Inform the relevant accrediting organisation where required.
- Maintain accurate records of investigations and outcomes.
- Implement corrective actions where necessary to prevent recurrence.
- Cooperate fully with any investigation conducted by an accrediting organisation.

Reporting Concerns

Any learner, tutor, assessor or other stakeholder who suspects malpractice or maladministration should report their concerns to the Head of Centre as soon as possible.

Reports should include:

- Details of the allegation or concern.
- Names of those involved, where known.
- Relevant dates and supporting evidence.
- Any actions already taken.

All reports will be treated seriously and confidentially.

Investigation Process

1. The Head of Centre will review the allegation and determine whether a formal investigation is required.
2. Where appropriate, an independent person with no involvement in the matter will conduct the investigation.
3. All parties involved will be given the opportunity to respond to the allegations.
4. Evidence will be gathered and reviewed fairly and objectively.
5. A written record of the investigation and outcome will be maintained.
6. Where required, the relevant accrediting organisation will be notified of the allegation and outcome.
7. Appropriate actions will be implemented to address any issues identified.

Appeals

Any individual subject to a finding of malpractice or maladministration has the right to appeal in accordance with the Calming Influences Appeals Policy.

Examples of Malpractice

Examples include, but are not limited to:

- Plagiarism.
- Cheating during assessments.
- Collusion between learners.
- Falsification of assessment evidence or records.
- Fabrication of learner work or assessment outcomes.
- Impersonation or submitting work on behalf of another person.
- Providing inappropriate assistance during assessments.
- Fraudulent issue or alteration of certificates.
- Misrepresentation of course accreditation status.
- Deliberate withholding of information from accrediting organisations.
- Failure to disclose conflicts of interest.

Examples of Maladministration

Examples include, but are not limited to:

- Administrative errors affecting learner records.
- Failure to maintain required documentation.
- Delays in processing registrations or certificates.
- Failure to follow assessment procedures.
- Inaccurate record keeping.
- Failure to respond to accrediting body requests within required timescales.
- Failure to implement policies and procedures consistently.
- Poor communication resulting in learner disadvantage.

Outcomes and Sanctions

Where malpractice or maladministration is confirmed, Calming Influences may take appropriate action, including:

- Additional training or supervision.
- Review and amendment of procedures.
- Reassessment of learners where appropriate.
- Withdrawal of certification.
- Removal of assessment or teaching responsibilities.
- Reporting to the relevant accrediting organisation.
- Termination of contracts or learner registrations in serious cases.

Review

This policy will be reviewed annually or sooner if required by changes in legislation, accrediting body requirements or organisational practice.