



Malpractice & Maladministration Policy

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1. Introduction

LICQual UK is committed to ensuring the integrity and credibility of all qualifications and assessments it offers. Malpractice and maladministration undermine the value of these qualifications, which is why it is essential to identify, prevent, and address any incidents. This policy sets out the procedures and expectations related to malpractice and maladministration, ensuring a transparent approach to maintaining high standards and protecting the reputation of the awarding body.

2. Purpose of the Policy

The purpose of this policy is to:

- Define and outline the principles of malpractice and maladministration.
- Establish procedures for identifying, investigating, and managing incidents of malpractice and maladministration.
- Provide guidance to Accredited Training Centres (ATCs) and other stakeholders on how to avoid and address malpractice and maladministration.
- Ensure the protection of learners, staff, and the overall integrity of qualifications awarded by LICQual UK.

3. Scope and Applicability

This policy applies to:

- All employees, contractors, and board members of LICQual UK.
- All Accredited Training Centres (ATCs) delivering LICQual UK qualifications.
- Learners who are registered for qualifications provided by LICQual UK.
- External stakeholders involved in the delivery, assessment, and awarding of qualifications.

4. Definitions of Malpractice and Maladministration

- **Malpractice** refers to any act or attempt to gain an unfair advantage or to undermine the integrity of the qualification process. This includes but is not limited to:
 - ❖ Cheating in assessments.
 - ❖ Plagiarism.
 - ❖ Falsification of documents.
 - ❖ Bribery or corruption.

- ❖ Any actions that intentionally disrupt the fair assessment of learners.
- **Maladministration** refers to instances where there is a failure in the administrative procedures or practices that support the delivery and assessment of qualifications. This can include:
 - ❖ Mismanagement of learner records.
 - ❖ Incorrect or incomplete assessment procedures.
 - ❖ Failure to follow the assessment or examination procedures properly.
 - ❖ Administrative errors that affect the delivery of qualifications.

5. Examples of Malpractice

- **Learner Malpractice:**
 - ❖ Plagiarism (submitting someone else's work as their own).
 - ❖ Cheating during exams or assessments.
 - ❖ Use of unauthorized materials or aids during assessments.
 - ❖ Collusion between learners to cheat or misrepresent their work.
 - ❖ Submission of false or fraudulent evidence.
- **Centre Malpractice:**
 - ❖ Failure to follow LICQual UK's procedures for assessment and certification.
 - ❖ Inaccurate or falsified learner records.
 - ❖ Allowing learners to cheat or plagiarize without intervention.
 - ❖ Staff or assessors engaging in dishonest practices.
 - ❖ Failure to carry out required internal quality assurance processes.

6. Examples of Maladministration

- **Learner Maladministration:**
 - ❖ Delays in submitting learner work or assessments.
 - ❖ Failure to maintain accurate records of learner progress.
 - ❖ Incorrect completion of assessment documentation.
 - ❖ Miscommunication of assessment deadlines and requirements.

➤ **Centre Maladministration:**

- ❖ Failure to store or manage assessment materials securely.
- ❖ Incorrect handling or processing of assessment results.
- ❖ Mismanagement of assessment schedules or assessment records.
- ❖ Administrative errors in the processing of learner results or certification.

7. Responsibilities

➤ **LICQual UK Management:**

- ❖ To provide guidance and support to ATCs and staff to prevent malpractice and maladministration.
- ❖ To investigate and take appropriate action when malpractice or maladministration is suspected or reported.
- ❖ To ensure that all relevant policies, procedures, and guidelines are up to date and communicated effectively.

➤ **Accredited Training Centres (ATCs):**

- ❖ To implement effective systems for preventing malpractice and maladministration in their operations.
- ❖ To ensure staff members are trained and aware of the procedures to follow in case of malpractice or maladministration.
- ❖ To report any suspected incidents of malpractice or maladministration to LICQual UK immediately.

➤ **Learners:**

- ❖ To understand and adhere to the rules and regulations set forth by LICQual UK and their respective ATCs.
- ❖ To avoid engaging in any form of malpractice or maladministration.
- ❖ To report any instances of malpractice or maladministration that they witness or suspect.

8. Procedure for Reporting Malpractice and Maladministration

➤ Reporting Incidents:

- ❖ All staff, learners, and ATC staff must report suspected malpractice or maladministration to LICQual UK immediately.
- ❖ Reports should be made in writing, providing as much detail as possible regarding the nature of the incident.
- ❖ LICQual UK will acknowledge the report within five working days and begin an investigation if necessary.

➤ Investigation:

- ❖ Upon receiving a report, LICQual UK will assess the situation and determine whether further investigation is required.
- ❖ If an investigation is needed, LICQual UK will conduct it in a fair, impartial, and timely manner.
- ❖ The investigation will involve reviewing relevant evidence, conducting interviews, and consulting with the involved parties.

➤ Outcome:

- ❖ After the investigation, LICQual UK will take appropriate action, which may include disciplinary measures, revocation of certifications, or other corrective actions.
- ❖ If the malpractice or maladministration is determined to have impacted the integrity of a learner's qualification, corrective actions such as retesting or re-assessment may be required.

9. Preventative Measures

To prevent malpractice and maladministration, LICQual UK and its ATCs will:

- **Promote Awareness:** Ensure that all stakeholders, including learners and staff, are made aware of the policies and procedures for preventing malpractice and maladministration.
- **Implement Safeguards:** Put in place effective safeguards such as secure assessment practices, clear communication of assessment requirements, and internal checks to prevent errors.

- **Provide Training:** Offer training to staff and assessors on the importance of maintaining the integrity of the qualification process and on how to spot potential signs of malpractice or maladministration.
- **Conduct Audits:** Regularly audit assessment procedures, records, and practices to ensure compliance and identify areas where improvements can be made.

10. Consequences of Malpractice and Maladministration

Malpractice and maladministration can lead to serious consequences for both learners and staff, including:

- **Learners:** Disqualification, invalidation of results, and potential banning from future assessments.
- **Staff and Centres:** Disciplinary action, loss of accreditation, or termination of employment or partnership.
- **Reputational Damage:** Any instances of malpractice or maladministration that affect the integrity of LICQual UK's qualifications will damage the organization's reputation.

11. Monitoring and Review

LICQual UK will regularly monitor and review the effectiveness of its malpractice and maladministration procedures. This includes:

- Regularly reviewing the policy and procedures to ensure they are up to date and compliant with relevant legislation.
- Collecting feedback from ATCs, learners, and staff to identify areas for improvement.
- Conducting audits and evaluations to ensure that malpractice and maladministration are effectively prevented.

LICQual UK is committed to ensuring the integrity of its qualifications and the fairness of its assessment procedures. This policy outlines the approach to managing malpractice and maladministration, setting clear procedures for reporting, investigating, and addressing any incidents. By maintaining a strong culture of compliance, LICQual UK aims to protect the reputation of its qualifications and the interests of its learners.