



**Malpractice and Maladministration  
September 2023-August 2024**

<b>AIM:</b>	To provide clear direction to staff and others about standards of delivery of learning
<b>NAMED STAFF/PERSONNEL WITH SPECIFIC RESPONSIBILITY FOR INTERNAL QUALITY ASSURANCE</b>	<ul style="list-style-type: none"> <li>• <b>Lead</b> – Anita McGreevy</li> <li>• <b>Deputies</b> – Lauren Gutteridge</li> <li>• <b>Nominated Trustee</b> – Paul Wallace</li> </ul>
<b>DISTRIBUTION:</b>	<ul style="list-style-type: none"> <li>• CWP staff, learners</li> <li>• Service users</li> <li>• Website</li> </ul>
<b>DATE FOR IMPLEMENTATION:</b>	1 <sup>st</sup> September 2023
<b>DATE OF NEXT REVIEW:</b>	31 <sup>st</sup> August 2024
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<b>APPROVED BY:</b>	Bill Adams – Chair of Trustees

## Malpractice and Maladministration

### Scope

This policy applies to all learning, assessments, assignments, and examination that take place in Creativity Works Preston. It sets out systems and procedures to avoid malpractice and maladministration and sets out the steps learners and staff must follow when reporting suspected or actual cases of malpractice/maladministration.

### Definitions

Malpractice – any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process and/or validity or achievement and certification. Malpractice may include a range of issues from the failure to maintain appropriate records or systems, to the deliberate falsification of records in order to claim certificates.

Maladministration – any non-deliberate activity, neglect, default or other practice that results in the centre/ centre staff or learner not complying with the specified requirements for delivery of the qualifications as set out in the codes of practice, where applicable.

### Objectives

- to identify and minimise the risk of malpractice by staff or learners
- to identify and minimise the risk of maladministration by staff
- to respond to any incident promptly and objectively
- to protect the integrity of the centre and awarding bodies

### Examples of Malpractice by Staff

- Failure to carry out internal assessment, internal moderation or internal verification in accordance with requirements
- Deliberate failure to adhere to learner registration and certification procedures
- Improper assistance to candidates
- inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the candidates' achievement to justify the marks given or assessment decisions made
- Failure to keep candidate coursework/portfolios of evidence secure
- Inappropriate retention of certificates
- assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves centre staff producing work for the learner
- Producing falsified witness statements, for example for evidence the learner has not generated
- Allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment/task/portfolio/coursework
- Misusing the conditions for special learner requirements to the point where the support has the potential to influence the outcome of the assessment
- Falsifying records/certificates, for example by alteration, substitution, or by fraud
- Fraudulent certificate claims, including claiming for a certificate prior to the learner completing all the requirements of assessment
- Failure to comply with awarding body procedures for managing and transferring accurate learner data.

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### Examples of Malpractice by Learners

- Plagiarism of any nature
- Copying (including the use of ICT to aid copying)
- Deliberate destruction of another's work
- Fabrication of results or evidence
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation by pretending to be someone else in order to produce the work for another learner
- Inappropriate behaviour during an internal assessment that causes disruption to others
- Inclusion of inappropriate, offensive, discriminatory material in assessment evidence
- Unauthorised aids - physical possession of unauthorised materials (including mobile phones, notes, etc) in the examination room.

### Examples of Maladministration

- Persistent failure to adhere to learner registration and certification procedures
- Persistent failure to adhere to centre recognition and/or qualification requirements and/or associated actions assigned
- Unreasonable delays in responding to requests and/or communications
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence

All staff and learners must be made aware of any actions that may be considered as malpractice and/or maladministration. To avoid any aspects of malpractice/maladministration staff must adhere to The Centre's Quality Assurance Policy and all systems, processes and procedures within.

CWP staff and learners must inform the Compliance Manager of any suspected or alleged malpractice or maladministration. The Compliance Manager will investigate the matter internally and raise it with the Awarding Body. All records of any investigation will be kept securely.

Where an individual is suspected of malpractice, they will be informed of the allegation made against them and the evidence that supports the allegation. They will be provided with the opportunity to consider their response to the allegation and submit a written statement or seek advice, if they wish to. They will also be informed of what the possible consequences could be if the malpractice is proven and of the possibility that other parties may be informed e.g., the regulators, the police, the funding agency, and professional bodies.