Malpractice and Maladministration Policy

Scope of the policy

This policy is aimed at AlexD&D training customers, including learners and staff members who are using or delivering the qualifications and courses AlexD&D training offer and who are involved in suspected or actual malpractice and/or maladministration.

Purpose of the policy

The purpose of this policy is to set out the steps to follow when reporting suspected or actual cases of malpractice and maladministration. It is also in place to review those processes which led to the suspected or actual case of malpractice and/or maladministration and to support any investigations.

As an approved centre of various awarding bodies, we will act upon any reports of suspected or actual cases of malpractice and/or maladministration that we receive regarding our staff or learners, which may affect the integrity of AlexD&D training courses, qualifications and quality assurance systems. We also have a professional responsibility to report non-adherence to this policy to our awarding organisation.

Location of the policy

This policy is available for all staff members, third parties and learners to access.

Communication of the policy

It is important that staff involved in the management, assessment and quality assurance of our qualifications and learners undertaking qualification with us are fully aware of the contents of the policy.

Review of the policy

AlexD&D training will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the awarding body or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Statement of Principles

Definitions of Malpractice:

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers professional misconduct.

Definition of Maladministration:

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a centre (e.g. inappropriate learner records).

The categories listed below are examples of centre and learner malpractice and maladministration. Please note that these examples are for guidance only and are not exhaustive:

• Plagiarism of any nature by learners.

• Forgery of evidence.

• Exam irregularities of any nature by learners.

• Exam irregularities of any nature by staff.

• Submission of false information to gain a proxy or a qualification.

• Discriminatory, bullying or harassing behaviour.

• Unprofessional conduct.

• Behaviour likely to endanger the health or safety of the public.

• Breach of confidentiality including, staff members, learners or information.

• Failure to meet Pearson Edexcel's or regulator's requirements.

• Falsifying assessment and/or exam records.

• Falsifying administration records.

Reporting Procedure

Any person identifying cases of malpractice and/or maladministration should report them to a senior member of staff or centre manager to investigate.

If senior staff members or centre managers are suspected of being involved in malpractice and /or maladministration, the awarding organisation should be contacted directly, please ask your tutor for their number.

AlexD&D training must investigate all cases of malpractice and maladministration in liaison with any parties concerned. If an investigation finds evidence of malpractice or maladministration, we will have to take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible.

Reports into malpractice and/or maladministration must include:

• The learner's name

• AlexD&D training staff member details (name, job role) if they are involved in the case

• The title of the qualification affected or nature of the service affected

• The date(s) suspected or actual malpractice and/or maladministration occurred

• The full nature of the suspected or actual malpractice and/or maladministration

• We will acknowledge reports received within 3 working days of receipt

• We will arrange for appropriate personnel to review the report and commence the investigation

• We will aim to action and resolve all investigations within 7 working days of receipt of the report

• We will advise on the outcome of our investigation within 2 working days of making our decision

• We will report any suspected or actual incidents of malpractice and/or maladministration to HABC. When we receive a report of malpractice and/or maladministration, we will allocate a panel comprising

senior AlexD&D training staff members to investigate. The panel will review the

report and supporting evidence and carry out the investigation.

The Investigation Process

During the investigation, the panel's review may involve:

• A request for further information

• Interviews (face to face or by telephone) with personnel involved in the investigation

• We will make informed decisions based on the evidence

• We will protect the identity of the 'informant' if required.

As part of our approved centre status with the various awarding body, AlexD&D training must inform them of any investigations and reports produced from investigations into suspected or actual cases of malpractice and maladministration.

The awarding body reserve the right to lead and/or review any reported investigations into malpractice and/or maladministration within approved centres.

If issues regarding malpractice and maladministration are reported directly to the awarding body,

Alex D&D training must allow that awarding body access to the centre, including staff members, learners, learners work and third-party information (as required) in order to fully investigate any issues.

For further information regarding awarding body's Malpractice and Maladministration Policy, please visit their website.

Learner Malpractice

If the investigation confirms that learner malpractice has taken place, AlexD&D training have no alternative but to impose one or more of the following sanctions on the learner. Please note that this list is not exhaustive:

• Disallowing all or part of the learner's assessment evidence

• Disallowing a learner to undertake an exam

• Disallowing all or part of the learner's external assessment marks

• Not requesting the learner's certificate(s) from awarding body

• Disallowing a learner to undertake a qualification or course with AlexD&D Training

• Disqualification from the qualification

In cases of malpractice and/or maladministration by learners, AlexD&D training will make learners aware that their results may be void if the case is proven. Any certificates which have already been issued by the Awarding body or exam body may be deemed to be invalid. Certificates may need to be returned to the awarding body.

If a learner is not satisfied with the investigation process or outcome conducted by AlexD&D training, they can escalate their issues to the awarding body to investigate. The decision regarding any malpractice and/or maladministration investigation undertaken by awarding body is final.

Review frequency: Annual
Next Review date: 30/11/2026
Lead Officer: Head of Quality Improvement
Senior Manager Responsible: Head of Centre