



Malpractice and Maladministration Policy

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1. Introduction

Should malpractice or maladministration occur or be suspected, this document sets out the procedures to be used to report directly to Nigel Singleton. The full support of trainers involved is of paramount importance in a matter of this type.

2. Malpractice and maladministration

Malpractice and maladministration shall be deemed as the improper actions of learners, trainers, and anyone involved with providing qualifications, that would have an adverse effect on others and the integrity of the qualification.

3. Examples of malpractice

Below are some examples of events which could lead to a report of malpractice or maladministration. Please note, this list is not exhaustive:

- Centre staff prompting or assisting learners during assessment;
- Falsifying paperwork pertaining to a qualification;
- Failure to provide relevant information required by the awarding body;
- Overruling or ignoring guidance or policies provided by the awarding body;
- Claiming invalid qualification results or certificates;
- Breach of assessment security.

4. Reporting malpractice

Singleton Training Services Ltd will report any case of malpractice or maladministration to the awarding body using the correct notification form from the awarding bodies web site.

5. Allegations against the learner

If allegations are received against a learner, the following steps will be taken:

1. The allegation will be acknowledged by Singleton Training Services Ltd
2. Certification for the learner will be suspended

3. The allegation will be thoroughly investigated by Singleton Training Services Ltd
4. The findings of the investigation will be reported back to the learner within 14 days

If the allegations are confirmed, the following steps will be taken:

1. Singleton Training Services Ltd will notify the awarding body
2. Certification will remain suspended until the awarding body notifies the company of the correct course of action
3. The learner will be barred from completing any further courses with Singleton Training Services Ltd

6. Policy Review

This Policy will be reviewed every 2 years and updated accordingly.

A copy of this policy can be obtained by learners from Singleton Training Services Ltd. Trainers can download copies of this policy document from the intranet.