

## Malpractice and Maladministration Policy

### Our aim:

The Training Company (TTC) is committed to providing a quality service for its staff and service users and working in an open and accountable way that builds the trust and respect of all our stakeholders.

### Our responsibility

It is important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners are fully aware of the contents of the policy and that your Centre has arrangements in place to prevent and investigate instances of malpractice and maladministration.

A failure to report suspected or actual malpractice/maladministration cases, or have in place effective arrangements to prevent such cases, may lead to sanctions being imposed on your Centre (see our Sanctions Policy located on the download area of our website for details of the sanctions that may be imposed).

Malpractice is essentially any activity or practice which deliberately contravenes regulations and/or Highfield procedures and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- ④ The assessment process;
- ④ The integrity of a regulated qualification;
- ④ The validity of a result or certificate;
- ④ The reputation and credibility of the Awarding Organisation; or
- ④ The qualification or the wider qualifications community

Maladministration is essentially 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 (for example inappropriate learner records).

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify the Awarding Organisation. In doing so they should put them in writing/email and enclose appropriate supporting evidence.

**Date**            **1<sup>st</sup> January 2018**

**Signed**



**Matthew Cooke**