

# **Malpractice & Maladministration Policy, including Whistleblowing**

Metadata Training

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## 1. Metadata Training & associated third party responsibility

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

## 2. Definition of Malpractice

- I. Malpractice is essentially any activity or practice which deliberately contravenes regulations 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:
  - the assessment processes
  - the integrity of a regulated qualification
  - the validity of a result or certificate
  - the reputation and credibility of BCS or other exam providers
  - the qualification or the wider qualifications community
- II. 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.
- III. For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

Examples of malpractice:

- 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.
- Deliberate failure to continually adhere to centre recognition and/or qualification approval requirements or actions assigned to your centre
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Fraudulent claim(s) for certificates
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards of qualifications
- Collusion or permitting collusion in exams/assessments
- Learners still working towards qualification after certification claims have been made
- Plagiarism by learners/staff
- Copying from another learner (including using ICT to do so).

### 3.1 Definition of Maladministration

- I. 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.

Examples of maladministration:

- Persistent failure to adhere to our learner registration and certification procedures.
- Persistent failure to adhere to our centre recognition and/or qualification requirements and/or associated actions assigned to the centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from regulators, Awarding Organisations or learners.
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Withholding of information, by deliberate act or omission.

### 3.1 Process for reporting an event of malpractice or maladministration

- I. Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify BCS or the appropriate certification body.
- II. If Metadata Training has conducted an initial investigation prior to formally notifying BCS, Metadata Training should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. However, it is important to note that in all instances Metadata Training must immediately notify BCS if malpractice is suspected or maladministration has occurred as BCS have a responsibility to the regulatory authorities to ensure that all investigations are carried out rigorously and effectively.
- III. In all cases of suspected malpractice and maladministration reported, Metadata Training and the certification provider will protect the identity of the 'informant' (whistleblower) in accordance with our duty of confidentiality and/or any other legal duty.