



**RM Training**  
The Stepping Stones to Your Success

# Malpractice & Maladministration Policy

Authorised by David MacGregor – Operations Director

  
1/08/2023

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## Policy Statement

RM Training (UK) Ltd is committed to providing high-quality qualifications which are assessed and awarded consistently, accurately and fairly and in which public confidence is maintained. To this end, centre staff and all those involved in the implementation, assessment and quality assurance of the Awarding Organisation qualifications are expected to demonstrate honesty and integrity in carrying out their respective responsibilities.

It is the Company's responsibility to ensure that all relevant staff involved in the management, assessment, moderation or internal quality assurance of both the Awarding Organisation qualifications are aware of and have access to the contents of the Guide to Managing cases of Suspected Malpractices Guidance document and the *Suspected Malpractice in Examinations and Assessments: Policies and Procedures*, document published by the Joint Council for Qualifications (JCQ), of which the Awarding Organisation is a member.

The purpose of this policy is to set out the procedures to be followed in identifying and reporting malpractice or maladministration by centre staff and/or candidates and the actions which the Awarding Organisation may subsequently take.

## Definition of Maladministration

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.

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## 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 the Awarding Organisation
- 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, which is required by the Awarding Organisation

## Definition of Malpractice

‘Malpractice’ means a contravention or the ignoring of the Awarding Organisation and/or the regulatory requirements pertaining to the assessment process (including the conduct of examinations), which puts at risk the integrity, credibility and validity of a qualification, its assessment and candidate certificates, or the effective operation of a centre as a whole. For the purposes of this document, the term ‘malpractice’ also covers both maladministration and misconduct.

## Examples of Malpractice are as follows: -

### Failure to meet Awarding Body centre and qualification approval requirements

Examples of this would include:

- Inaccurate or deliberately misleading statements or submissions provided during the qualification or centre approval process, or at any time during the assessment process
- Failure to provide the staff, resources or systems needed to support assessment, internal quality assurance or certification claims
- Failure to maintain accurate records relating to candidates, assessment or internal quality assurance, or to retain such records for the required period of time
- Failure to provide the Awarding Organisation with access to premises, people, or records
- Failure to implement specified remedial actions.

### Influencing the assessment or certification process

Examples of this would include:

- Permitting, facilitating or obtaining unauthorised access to confidential examination/assessment material
- Assisting or prompting candidates in the production of answers to examination questions or assessment evidence, beyond that permitted
- Falsification of candidates’ marks, assessment evidence, records, certification claims or results documentation.

### Failure to meet the requirements for the conduct of examinations

Examples of this would include:

- Breaches of security of examination papers or materials and their electronic equivalents
- Unauthorised changes to examination timetables
- Failure to issue candidates with appropriate notices and warnings
- Non-adherence to the invigilation requirements

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- Failure to despatch scripts to examiners promptly and efficiently
- Amendment of examination materials without permission
- Failure to provide access arrangements in accordance with the Awarding Organisation requirements.

#### Breach of examination or assessment rules, regulations and requirements

Examples of this would include:

- Falsification of assessment evidence or results documentation
- Plagiarism of any nature
- Collusion with others
- Copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- Deliberate destruction of another's work
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation.

#### Inappropriate conduct during an examination/assessment session

Examples of this would include:

- Introduction of unauthorised material or instruments into the examination room/assessment session
- Misuse or attempted misuse of examination/assessment material
- Exchanging, obtaining, receiving, or passing on unauthorised or confidential examination or assessment material
- Disruptive or offensive behaviour
- Failure to abide by the instructions of an invigilator or supervisor.

With regard to **malpractice in examinations**, the following should be noted.

- The invigilator/centre co-ordinator is empowered to expel candidates from the examination room when their continuing presence would hinder other candidates.
- If any of the rules of examination conduct are broken by a candidate, invigilator or other person required for the conduct of the examination, the Awarding Organisation may declare the examination void. See testing Policy and procedures KLP 6.

## Responsibilities to report Malpractice or Maladministration

RM Training staff who discover or suspect malpractice/maladministration must immediately report this to the Head of Centre. The Head of Centre is required to notify the awarding body, at the earliest opportunity, of all incidents of malpractice/maladministration actual or suspected.

- Where candidate malpractice is discovered in a candidate's exam script or assessment evidence, or where a candidate has been removed from an examination room, the candidate's script and question paper or copies of evidence should be securely attached to the notification document and submitted to the awarding body.
- On being notified of the incident, the Head of Centre should investigate the matter, in liaison with the awarding body appointed staff, and to produce an investigation report.
- The awarding body will review the report and, if malpractice/maladministration has been established, will determine an appropriate level of sanction or penalty in accordance with awarding body and/or JCQ policy.

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## Suggestions for Improvement

If you have any suggestions for improvement within this policy, then please feel free to offer these suggestions to the Office Administrator ([admin@rmtraining.co.uk](mailto:admin@rmtraining.co.uk))

## Monitoring & review of this Policy

This policy will be part of RM Training's procedure of reviewing all policies every year. However, more immediate changes will be brought to the attention of the Senior Management Team as necessary. Day to day implementation of this policy will be reviewed through regular staff meetings.

## Reporting and Concerns

All queries and concerns about Malpractice or Maladministration should be referred to the RM Training Managing Director James MacGregor ([james.macgregor@rmtraining.co.uk](mailto:james.macgregor@rmtraining.co.uk)).

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