

Malpractice & Maladministration Policy

Introduction

This policy applies to our customers, including learners, who are delivering/registered on NR Medical Training authorised qualifications or units who are suspected or found to be involved in malpractice or maladministration. It's also for our personnel to utilise to guarantee that all malpractice and maladministration inquiries are handled consistently. It outlines the procedures that our centre, learners, and other professionals must take when reporting suspected or actual occurrences of malpractice/maladministration, as well as our obligations in dealing with such situations. It also lays out the processes we'll take when we're examining the cases.

Centre's responsibility

Our employees participating in the management, assessment, and quality assurance of our qualifications, as well as our learners, must be fully aware of the policy's contents, and our centre must have procedures in place to prevent and investigate cases of malpractice and maladministration. Sanctions may be imposed on our centre if we fail to disclose suspected or actual malpractice/maladministration instances, or if we do not have appropriate safeguards in place to prevent such situations.

Review arrangements

We will examine the policy on an annual basis as part of our yearly self-assessment and quality strategy. The policy will be changed as needed in response to customer and learner input, changes in our processes, regulatory or external agency actions, changes in law, or trends detected from previous allegations. Furthermore, this policy may be revised in response to operational feedback to ensure that our procedures for dealing with suspected incidents of malpractice/maladministration.

Definition of Malpractice

Malpractice is defined as any behaviour or practise that intentionally violates regulations and jeopardises the integrity of internal or external assessment processes, as well as the validity of certifications. For the purposes of this policy, this term also includes misconduct and forms of unjustified discrimination or bias against certain groups of students.

The following categories are examples of centre and learner malpractice. Please keep in mind that these examples are not exhaustive and are just meant to provide context for our concept of malpractice:

- Contravention of our centre and qualification approval conditions
- Denial of access to resources (premises, records, information, learners and staff) by any authorised NR MEDICAL Training representative and/or the regulatory authorities
- Failure to carry out delivery, internal assessment, internal moderation or internal verification in accordance with our requirements
- Deliberate failure to adhere to our learner registration and certification procedures
- Deliberate or persistent failure to continually adhere to our centre recognition and/or qualification approval criteria or actions assigned to our centre
- Deliberate failure to maintain appropriate auditable records eg learner files
- Persistent instances of maladministration within our centre
- Fraudulent claims for certificates
- The unauthorised use of materials/equipment in assessment/exam settings (eg mobile phones/cameras)
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards
- Deliberate misuse of our logo and trademarks
- Forgery of evidence
- Collusion or permitting collusion in exams
- Learners still working towards qualifications after certification claims have been made
- Contravention by our centres and learners of the assessment arrangements we specify for our qualifications
- Insecure storage of assessment materials and exam papers
- Plagiarism of any nature by learners
- Unauthorised amendment, copying or distributing of exam papers

- Inappropriate assistance to learners by centre staff (eg unfairly helping them to pass a unit or qualification)
- Submission of false information to gain a qualification or unit

Definition of Maladministration

Maladministration is defined as any behaviour or practise that leads in noncompliance with administrative rules and standards, as well as the use of repeated errors or bad administration within a centre (eg inappropriate use of learner records).

Process for making an allegation of malpractice or maladministration

Anyone who discovers or becomes aware of suspected or actual occurrences of malpractice or maladministration at any time must promptly notify the Director of Quality. They should do it in writing/via email, with appropriate supporting evidence.

All allegations must include (where possible) the:

- Centre's name, address and number
- Learner's name and awarding organisation number
- Centre/NR MEDICAL Training personnel's details (name, job role) if they are involved in the case
- Title and number of the NR MEDICAL Training course/qualification affected or nature of the service affected
- Date(s) suspected or actual malpractice occurred
- Full nature of the suspected or actual malpractice
- Contents and outcome of any investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances
- Written statements from those informant's name, position and signature

If a centre conducts an investigation before submitting it formally, the centre should:

- Ensure that staff leading the investigation are independent of the staff/learners/function being investigated

- Inform those who are suspected of malpractice that they are entitled to know the necessary details of the case and possible outcomes
- Submit the findings of the investigation to us with your report

In all cases we'll protect the identity of the 'informant' in accordance with our duty of confidentiality and/or and other legal duty.

Investigation timeliness and process

NR MEDICAL Training aim to action and resolve all stages of the investigation within 20 working days of receipt of the allegation.

The investigation may involve:

- A request for further information from the centre or NR MEDICAL Training personnel
- Interviews (face to face or by telephone) with personnel involved in the investigation

If a member of the NR MEDICAL Training staff is being investigated, they may be suspended or assigned to different tasks until the investigation is completed.

Throughout the investigation, our Centre Co-ordinator will be in charge of supervising the activity of the investigation team to ensure that proper procedures are followed and that appropriate evidence is gathered and examined in order to communicate with and keep relevant external parties informed.