



QE TRAINING ACADEMY

MALPRACTICE AND MALADMINISTRATION POLICY

1. Introduction

1.1. This policy applies to alleged, suspected or actual malpractice and maladministration on the part of employees, learners, visiting instructors and training delegates involved in training at QE Training Academy.

2. Malpractice and Maladministration

2.1. Malpractice and maladministration are related concepts, the common theme of which is that they involve a failure to follow the rules of an examination or assessment.

2.2. Malpractice can be an intentional attempt to give/gain unfair advantage in an examination or assessment.

2.3. Maladministration can be a lack of awareness, carelessness, forgetfulness or mistakes and poor administration when applying the regulations.

2.4. This policy uses the word 'malpractice' to cover both 'malpractice' and 'maladministration' and it means any act, default or practice which is:

2.4.1. a breach of the regulations

2.4.2. a breach of awarding body requirements regarding how a qualification should be delivered

2.4.3. non-compliant with administrative regulations and requirements, including mistakes made and poor administration within QE Training Academy.

2.4.4. a failure to follow established procedures in relation to a qualification, which:

- gives rise to prejudice to candidates

- compromises public confidence in qualifications
- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate
- damages the authority, reputation or credibility of any awarding body or QE Training Academy, or any of their employees.

3. Candidate Malpractice

- 3.1. 'Candidate malpractice' means malpractice by a learner in connection with any examination or assessment, including the preparation and authentication of any controlled assessments, coursework or non-examination assessments, the presentation of any practical work, the compilation of portfolios of assessment evidence, and the writing of any examination paper.
- 3.2. Examples of candidate malpractice include, but are not limited to:
- 3.2.1.1. Collusion with other candidates beyond what is permitted
 - 3.2.1.2. Copying from or theft of another candidate's work, or allowing work to be copied
 - 3.2.1.3. Unauthorised use of materials, study aids, electronic devices, technology, the internet, online materials etc.
 - 3.2.1.4. Plagiarism: unacknowledged copying/reproduction/incomplete referencing and the misuse of AI for non-assessed or assessed work.
 - 3.2.1.5. Impersonation
 - 3.2.1.6. Disruptive conduct during an examination or assessment, including aggressive or offensive behaviour, language or written comments/drawings.

4. Centre Staff Malpractice

- 4.1. 'Centre staff malpractice' means malpractice committed by any member of QE Training Academy staff, a visiting instructor (whether employed under a contract of employment or a contract for services), a volunteer, or an individual appointed in another capacity such as an invigilator.
- 4.2. Examples of centre staff malpractice include, but are not limited to:
- 4.2.1.1. Breach of security – breaking the confidentiality of examinations, assessments or scripts. It could involve:
 - Insecure storage of examination or assessment papers and marking guidance
 - Discussing/revealing confidential information about assessments
 - Tampering with candidate examination or assessments after collection
 - 4.2.1.2. Deception – dishonesty in relation to an examination or assessment, including:

- Inventing/changing marks for internal assessments in the absence of evidence of achievement
 - Substituting one candidate's work for another
 - Fabricating examination, assessment or authentication statements
- 4.2.1.3. Improper assistance to candidates – assistance is given beyond that permitted by the specification/regulations to the candidate(s), which results in a potential or actual advantage. For example:
- Assisting in the production of candidate work
 - Assisting, prompting or providing excessive direction candidates during examinations or assessments
 - Assisting candidates granted with reasonable adjustments beyond that permitted
- 4.2.1.4. Maladministration – failure to adhere to regulations for conducting and administering examination or assessments. For example:
- Inappropriate members of staff assessing candidates for access arrangements
 - Failure to ensure adequate supervision/invigilation of examination or assessments.
 - Failing to despatch candidates scripts etc to the awarding body in a timely manner
 - Deliberate falsification of records in order to claim certificates
 - Failing to notify the relevant awarding body of alleged, suspected or actual malpractice.
- 4.2.1.5. Failure to cooperate with an investigation – failure to respond to reasonable requests for information from an awarding body, or investigate at their request in a timely manner/by a deadline.

5. Preventing Malpractice

- 5.1. QE Training Academy will take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after examinations have taken place.
- 5.2. QE Training Academy staff and visiting instructors must be familiar with the relevant awarding body's regulations for the conduct of examinations before training commences.
- 5.3. QE Training Academy staff and visiting instructors must ensure that all learners/training delegates know what is expected of them, for example what plagiarism is, how to conduct themselves in the examination room, what items and actions are prohibited inside the examination room and the possible consequences should they breach the regulations.

6. Identification and reporting of malpractice

- 6.1. QE Training Academy staff, visiting instructors, learners and training delegates are encouraged to report any concern related to malpractice to the Head of QE Training Academy, who will inform Queen Ethelburga's Examinations Officer and Head of Regulation.
- 6.2. Should the concern be about the Head of QE Training Academy, staff, visiting instructors, learners and training delegates should inform Queen Ethelburga's Examinations Officer and Head of Regulation directly.
- 6.3. The relevant awarding body must then be informed immediately of any alleged, suspected or actual incidents of malpractice, involving a candidate or a member of staff, by completing the appropriate documentation.
- 6.4. Any incident will be managed in accordance with the relevant awarding body's requirements and guidelines, and is likely to require:
 - Address and Centre Number for QE Training Academy
 - Name of the learner/staff member involved
 - Details of the course/qualification affected or nature of the service affected
 - Nature of the suspected or actual malpractice/maladministration and associated dates/timeline
 - Details and outcome of any initial investigation carried out by the QE Training Academy Centre or anybody else involved, including any mitigating circumstances
- 6.5. From this point forward the awarding body will conduct their own investigation in accordance with their Malpractice and Maladministration Policy and Sanctions Policy.

7. Whistleblowing and Confidentiality

- 7.1. Should any QE Training Academy staff, visiting instructor, learner or training delegate feel an alleged, suspected or actual incident of malpractice that they have reported has not been addressed/reported to the awarding body they can report concerns directly.
- 7.2. QE Training Academy will treat all qualifying disclosures in a confidential and sensitive manner and the identity of the individual making the disclosure may be kept confidential, so long as it does not hinder or frustrate any investigation.
- 7.3. The individual making the disclosure may need to provide a statement as part of the investigation process. Therefore, confidentiality cannot be guaranteed, and the investigation process may require that the identity of the person making the disclosure becomes known.

Version Control Table

Version Number	Purpose/Change	Author	Date
1.2	QE Training Academy address amended.	Anna Potter	08.08.24