

MALPRACTICE POLICY

THE POLICY

e-Careers is responsible for having policies and procedures that allow us to prevent malpractice or maladministration and the ability to respond to any cases effectively.

It is in everyone's interest to adopt and abide by this policy, any request for an investigation into a suspected case is to be treated openly and fairly.

e-Careers reserves the right in suspected cases of Malpractice and Maladministration to withhold, suspend services results and certifications during an active investigation.

Definition: Malpractice covers any deliberate or non-deliberate action on purpose or by neglect that compromises the service we provide.

The following are some examples of malpractice by staff:

- » Failing to secure candidate data
- » Intervention of candidate work including assessments
- » Falsifying records and or certificates
- » Abusing or misusing special learner assessments requirements
- » Unauthorised access to assessment materials
- » Any willful or deliberate action which puts the integrity of our service in to disrepute

The following are some examples of malpractice by candidates:

- » Personation
- » Unauthorised aids any equipment, digital or physical materials
- » Copying from another candidate or claiming work from another candidate to be his/her own
- » Submission of inappropriate materials

The term Maladministration is an act of neglect or practice that results in either e-Careers or a candidate not following rules, guidelines, non-compliance with procedures and or displays incompetence in work. Repeat or recurring instances of Maladministration can be considered as Malpractice.

The following are some examples of maladministration by staff:

- » Failing to retain appropriate candidate records
- » Failing to meet the requirements of awarding bodies
- » Late registration
- » Failing to maintain systems

Statement

e-Careers will take all precautions and necessary steps to prevent Malpractice and or Maladministration from occurring, wherever this is not possible or for reasons beyond our control this policy will be activated and the investigation will start. Based on the outcome the appropriate action will take place and corrective measures will be introduced. e-Careers will ensure that this Malpractice/Maladministration policy will follow the same procedure as set out on the next page.

Please note that for any AAT Malpractice/Maladministration cases the AAT policy and the AAT terms & conditions apply. For full details please refer to the following link <https://www.aat.org.uk/system/files/assets/AAT-policy-supporting-guidance-malpractice-maladministration.pdf>

It is the responsibility of the Operations department or a nominated department to carry out investigations into any allegations of Malpractice and Maladministration.

Procedure

Any reports or alleged case will be notified to the relevant Awarding Body within 48 hours of the case being raised. The accused party will be notified in writing at the earliest instance and that the policy has been activated.

An investigation will be triggered with the following details:

- » Establish the facts, circumstances, and scale of the alleged malpractice.
- » Identify any patterns or trends.
- » Evaluate any action taken to date.
- » Identify any changes to policy or procedure that need to be made by e-Careers.
- » Determine whether corrective action is required to reduce the risk to current candidates and preserve the integrity of the qualification.
- » Ascertain whether any action is required in respect of certificates already issued.
- » Identify evidence to support any action/decision to be applied.

All the findings will be documented and provided in a report along with supporting evidence.

Please fill out the e-Careers Malpractice/Maladministration Investigation Report [Form](#)