



Policy

Centre Maladministration and Malpractice

**Version: 1**

<b>Summary:</b>	The Institute of Fire safety Manager’s policy on maladministration and malpractice as an education centre.	
<b>Target Audience:</b>	Employees, Council, Participants & Candidates.	
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## 1. Introduction

The purpose of this maladministration and malpractice policy is to set out the arrangements in the case of suspected or actual malpractice/ maladministration.

The Institute prides itself on providing a high-quality service and takes great care to ensure that all policies and processes are followed. This policy ensures that malpractice/ maladministration is handled consistently, transparently and impartially and is enacted under the Institute's By-Laws.

## 2. Scope

This policy applies to all activities provided by the Institute, including training and educational opportunities. It is applicable to all staff, participants and candidates/ entrants. It sets out the steps the Institute, and learners or other personnel must follow when reporting suspected or actual cases of malpractice/maladministration and the Institute's responsibilities in dealing with such cases. It also sets out the procedural steps the Institute will follow when reviewing the cases.

The management team have day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in processing notifications about maladministration or malpractice.

Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy.

The policy should be read alongside the following Institute policies:

- Conflict of Interest Policy
- Complaints Policy
- Ethics Policy
- Whistleblowing Policy

## 3. Definitions

**3.1. Maladministration:** Maladministration is defined as a lack of care, judgement, or honesty in the management of a process, system, or information. It can cover circumstances where there are persistent mistakes or mismanagement of information and data, the mismanagement or repeated failure to follow centre policies and procedures or the mismanagement or repeated failure to follow the requirements of the awarding body and/or the regulator.

Examples of maladministration include, but are not limited to:

- Incorrect action or failure to take any action.
- Failure to follow procedures.
- Inadequate record-keeping.
- Failure to investigate complaints.
- Unreasonable delays in communication.
- Providing misleading information.

**3.2. Malpractice:** Malpractice is defined as improper, illegal, or negligent behaviour on the part of the centre, the candidate or those that have an interest in the outcomes of the delivery and achievement of qualifications by the centre and/or candidate.

Examples of malpractice could include, but are not limited to:

- Cheating or facilitating cheating.
- Attempting intentionally to manipulate a result.
- Revealing questions on an assessment in advance where this is prohibited.
- Sharing confidential assessment materials ahead of an exam.
- A candidate breaching examination rules, e.g. bringing in prohibited items to an exam.
- A candidate passing off the work of another person as theirs.
- Falsifying a result.
- Attempting to sell or buy certification.

#### 4. Candidate Malpractice

Examples of candidate malpractice could include, but is not limited to:

- Cheating.
- Plagiarism i.e. submitting work that is not the candidate's own work.
- Using a false identity to gain a qualification by proxy.
- Forgery of evidence which is submitted for assessment e.g. forged letters, signatures, certificates etc.
- Misrepresentation of their role in a work-based activity to secure evidence of competence.
- Collusion.
- The introduction of unauthorised materials or equipment into the assessment room, e.g. reference materials.
- The deliberate destruction of another's work.
- The candidate not adhering to the terms set out by the awarding body, where reasonable adjustments have been granted.

All submitted evidence must be authentic and created/ completed entirely by the individual candidate. Candidates are required to complete and sign an authenticity statement/ declaration to confirm that all evidence submitted is their own.

## 5. Reporting Maladministration and Malpractice

It is the responsibility of all individuals to report suspected or actual instances of maladministration or malpractice at the earliest opportunity whether they are directly involved in the management and delivery of a qualification.

Reports of maladministration or malpractice can be made to the Institute using [reportit@ifsm.org.uk](mailto:reportit@ifsm.org.uk) or to the appropriate awarding body:

- [info@firequal.com](mailto:info@firequal.com). c/o the Qualifications Manager

Where malpractice or maladministration are suspected the awarding body and/ or regulators will be informed by the Institute and appropriate action will be taken.

## 6. Centre Responsibilities and Processes

All initial allegations will be investigated internally prior to any involvement of the awarding body. Where an investigation is deemed necessary, the following principles will be followed:

- The investigation will be conducted by an independent person or group of people with no involvement or personal, professional, or financial interest in the circumstances or the outcome of the investigation. This will be in line with the Institutes Conflict of Interest Policy.
- The investigation should be fair and objective.
- The investigator(s) will consider that malpractice can be conducted by both staff members and candidates and should be investigated accordingly and without fear or favour.
- Those conducting the investigation will follow the policies and procedures that exist within the centre and any guidance provided by the awarding body and/or regulator(s) and/or other appropriate authorities where guidance has been provided.
- The investigation will seek to gather as much and as wide-ranging evidence as is possible without fear or favour and record all documentation and statements appropriately, accurately and with confirmation of their authenticity.
- Those conducting the investigation will not attempt to prove guilt or innocence and will solely concentrate on the balanced gathering of evidence to enable a fair and objective outcome is reached.

- All evidence will always be kept confidential and secure.
- The investigation will be completed in as short a time as possible whilst ensuring it is thorough and fair.
- All parties will be kept informed of the progress of the investigation throughout.
- Investigations should consider all legal and ethical requirements in the dealing of people and evidence and the impact investigations could have on professional and personal welfare including mental health.

The outcome(s) of the investigation will be reported to the appropriate awarding body.

As the Institute's qualifications are certified by awarding bodies, there may be occasions where they wish to conduct their own investigations or follow up activities as they deem appropriate.

## **9. Informing Participants**

Written notification of the investigation outcome will be provided to the individual(s) who were subject to the investigation.

Participants have the right to appeal decisions using the Institutes appeals process in the first instance, if further appeals are necessary, they can then be made using the awarding bodies appeals process.

## **10. Sanctions**

Sanctions may be applied as a result of maladministration and/or malpractice investigations. Sanctions will be set by the appropriate awarding body.

Where maladministration is identified, the disciplinary process found in the employee handbook may be put into place.

## Version Control

### Change Record

Date	Author	Version	Page	Reason for Change

### Reviewers/contributors

Name	Position	Version Reviewed & Date