

Triton Training Limited	System of Work	PAGE ISSUE DATE REVIEW	Page 1 of 3 THREE 01/01/2021 01/01/2022
TITLE: ATC Malpractice and Maladministration Policy		APPROVED BY: Directors	

## 1. Malpractice and Maladministration Policy

Triton Training are committed in its service provision to offer the highest quality, ensuring access to fair assessment for all learners.

This policy applies to:

- Learners
- Triton Training Team Members (e.g. staff, educators, volunteers, sub-contractors, consultants or any other representative).
- External consultants (external verifiers, centre reviewers, specialists and any other individual involved with the development, delivery and award of SEQ qualifications).

## 2. Definition

Malpractice is any deliberate or neglectful act which undermines the integrity and validity of a course or assessment. Malpractice can occur at Triton Training as an approved training centre and at learner level. 'Malpractice' (which incorporates maladministration and non-compliance) means any act, default or practice which is a breach of the Regulations or which:

- May compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate;
- and/or
- Damages the authority, reputation or credibility of awarding bodies, Triton Training or any employee, sub-contractor or representative of awarding bodies or Triton Training.

## 3. Policy Aim and Purpose

The aim of this policy is to safeguard the integrity and credibility of all courses, activity and training delivered by Triton Training. To ensure that any potential malpractice or maladministration is identified, prevented, corrected and/or mitigated in every aspect of the delivery, development and assessment of all individuals engaged with the assessment, delivery and assessment of courses, activities and training delivered

This policy provides a framework for the identification and management of malpractice and maladministration by:

- Providing the means to identify and resolve malpractice and maladministration
- Establishing clear standards for dealing with malpractice and maladministration

Approved by: Directors

For issues regarding any of our policies please contact our directors via email [Tritontraining@outlook.com](mailto:Tritontraining@outlook.com)

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- Reducing the possibility of malpractice and maladministration.

This policy applies to Triton Training as an Approved Training Centre, Triton Training workforce, learners and any other individual involved with the delivery and assessment of courses, activities and training delivered.

#### **4. Investigation and Management of Malpractice and Maladministration**

The procedures in place by Triton Training as an Approved Training Centre, coupled with quality assurance controls (external verification and Centre Review), have been carefully designed to monitor Triton Training's arrangements and ability to competently deal with preventing and investigating any instances of malpractice or maladministration.

Triton Training has established a process for investigating alleged cases that have been raised.

- The specific details of the malpractice and maladministration are brought to the attention of The Triton Training Quality Manager by email and by the person who identifies this or wishes to report this, which could be the person directly involved, such as a learner who know the tutor is assessing a learner who is known to them. Details of this should be sent to [Tritontrainin@outlook.com](mailto:Tritontrainin@outlook.com). Specific details should include the nature of the malpractice and maladministration and any other key information.
- The Triton Training Quality Manager will identify an investigating officer who will consider the details of the potential malpractice and maladministration and any appropriate interventions.
- The outcomes of this will be recorded and placed on file including the interventions and impact of these within 20 working days.
- If the investigation decides that either malpractice or maladministration has taken place the relevant awarding body will be notified immediately.
- Learner checks will be carried out by tutor on day one of every course and will be recorded using the Triton Training learner checks form.
- If required the Triton Training Quality Manager or Directors will double check paperwork and Learner identification to ensure no malpractice or maladministration has taken place.

On all occasions when information regarding an allegation is received by Triton Training, it will be treated as a potential case for malpractice or maladministration until an outcome has been reached through the investigation stage.

- The Triton Training Directors are accountable for assessment arrangements that lead to the achievement of qualifications.
- The Triton Training Directors are responsible for ensuring that any team members involved in learner Induction are trained this policy.
- The Triton Training Directors will ensure that all team members are aware of their responsibilities to prevent malpractice and follow the ATC and SEQ procedures regarding administration, delivery and internal verification.

- The Triton Training Directors will report any irregularities to the relevant awarding body in writing immediately after they are discovered.
- Triton Training will co-operate fully with any investigations and in all cases will keep all affected team members and learners informed of the process throughout.

#### Stage 4: Management of confirmed cases of malpractice or maladministration

Triton Training will aim to provide feedback within 30 working days of confirmation of the confirmed cases of malpractice or maladministration. In some cases the investigation may take longer, for example, if action from the relevant awarding body or regulatory authority is required. In such instances all concerned parties will be advised of the revised timescale.

In cases where certificates are deemed to be invalid, the relevant awarding body will inform Triton Training of any actions that need to be taken.

#### Stage 5: Appeals

Triton Training have an appeals procedure that can be applied if there is disagreement in the outcome of a malpractice/maladministration investigation. An appeal must be based on reasonable grounds which relate directly to the case in question.

The following would be accepted as reasonable grounds:

- The case was not dealt with using the published policy and procedure.
- Further evidence (including medical evidence) has come to light which changes the basis of the decision.

The following do not, by themselves constitute grounds for an appeal:

- The individual did not intentionally cheat
- The individual has an unblemished academic record
- The individual could lose a university place
- The individual regrets his/her actions. Triton Training reserves the right to reject an appeal at this point if there is not any further evidence to consider or if the grounds for the appeal are weak or unjustified. Further information on appeals may be found in the Appeals Policy.

### 5. Updates of Procedure

Issue	Written, Checked and Approved	Issue Date	Action by
1	Written, Checked and Approved	09/05/2019	Krystal Buckley

2	Written, Checked and Approved	01/01/2020	Krystal Buckley
3	Written, Checked and Approved	01/01/2021	Krystal Buckley

## 6. Internal Documents & Forms

1. Learner Assessment Prior to Learning
2. Learner Induction Form
3. Learner Individual Learning Plan
4. Learner Progress Report
5. Learner Exit Interview
6. Appendix 1.

## 7. Sources of Information

1. RLSS Guidance Documents.
2. Swim England Guidance Documents.
3. STA Guidance Documents.
4. Swim England Examples of Malpractice and Maladministration
5. Swim England Allegation Form
6. Swim England Maladministration/Malpractice Event Record

## Appendix 1:

### Examples of Malpractice

The following list is not exhaustive however it provides the types of categories and most common examples of malpractice that should be prevented.

#### 1. Unacceptable Evidence

- Inappropriate, offensive or obscene material in assessment evidence.

#### 2. Collusion / Collaboration

- Working collaboratively with other learners beyond what is permitted.

#### 3. Plagiarism / Copying

- Unacknowledged copying from published sources (including the internet).
- Incomplete referencing.
- Copying from another learner (including the misuse of IT).

#### 4. False Declarations

- Making a false declaration of authenticity.
- Theft of somebody else's work to pass it off as the learners own.

#### 5. Inauthentic Evidence / Tampering

- Destruction of work.
- Claiming to have lost learners work.
- Alteration or falsification of results, documents, assessments, including pre-requisite certificates.

#### 6. Personation

- Use of the wrong name or identification number (such as registration number / candidate number).
- Impersonating another individual.
- Arranging to be impersonated.

#### 7. Financial Fraud

- Attempting to obtain certificates fraudulently.
- Attempted bribery.

#### 8. ATC Notification Failure

- ATC failure to notify, investigate and / or report to SEQ allegations of suspected malpractice.

- ATC failure to take action as required by SEQ as detailed in this document, or to co-operate with SEQ investigations.

#### **9. Assessor / Tutor Discretion Failure**

- Giving improper assistance to learners.
- Vocationally Related Qualifications (VRQ's) observations by non-competent staff.

#### **10. External Consultant Failure**

- External consultant incompetence.
- Deception.
- Failure to disclose a Conflict of Interest.

#### **11. ATC Failure**

- Failure to carry out delivery, assessment or internal verification in accordance with SEQ requirements.
- Failure to use licensed tutors / assessors.

#### **12. Failure to meet the ATC SLA**

- Failure to adhere to SEQ administration requirements (such as learner registrations).
- Insecure storage of assessment materials.
- Failure to disclose a Conflict of Interest.
- Failure to meet learner pre-requisites.

#### **13. SEQ Failure**

- Failure to carry out development, monitoring or awarding activities in accordance with SEQ requirements and regulatory requirements.