



## Malpractice and Misadministration Policy

### Bespoke Professional Development and Training Limited (BePro)

Last updated: October 2019

## 1. Introduction

Malpractice and/or maladministration can lead to BePro candidates being disadvantaged and cause reputational damage to BePro and BePro qualifications. It is therefore essential to prevent malpractice or maladministration occurring wherever possible. Where it is not possible to prevent malpractice or maladministration it is essential to ensure that all cases, whether suspected or actual, are dealt with quickly, thoroughly and effectively.

The purpose of this policy is to:

- Provide operational definitions of the terms malpractice and maladministration with examples.
- Explain the actions the BePro will take if malpractice or maladministration is discovered .
- Promote better understand of roles and responsibilities in preventing malpractice and maladministration .
- Provide guidance on the steps to be taken if malpractice or maladministration is discovered.

## 2. Definitions of malpractice and maladministration

### 2.1 Malpractice

The term malpractice covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment process.
- The integrity of the qualification.
- The validity of a result or certificate.
- The reputation and credibility of BePro and its qualifications.

Malpractice may include a range of issues, from failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

### 2.2 Maladministration

Maladministration is any activity, neglect, default or other practice that results in failure to meet the specified requirements for the development, delivery or award of BePro qualifications or relevant codes of practice where applicable.



### 3. Types of malpractice

Malpractice can occur at different levels.

**3.1 Malpractice** may be committed by a member of staff or a contractor. Examples include (but are not limited to):

- Insecure storage of assessment instruments and assessment marking guidance.
- Misuse of assessments, including inappropriate adjustments to assessment decisions.
- Failure to comply with BePro policy and procedures on reasonable adjustments.
- Failure to comply with requirements for accurate and safe retention of candidate evidence, assessment and IV records.
- Excessive direction from assessors to candidates on how to meet assessment standards.
- Deliberate falsification of records in order to claim certificates.

There may be other instances of suspected centre malpractice which may undermine the integrity of BePro qualifications.

### 3.2 Candidate malpractice

Malpractice by a candidate can occur in:

- Preparation and authentication of coursework and assessment evidence.
- The compilation and authentication of portfolios.
- The presentation of practical work.
- Conduct during internal and external assessment.

Examples of malpractice by a candidate include (but are not limited to):

- Plagiarism.
- Collusion.
- Copying.
- Impersonation.
- Use of unauthorised aids during assessment/examination.
- Inappropriate behaviour during internal/external assessment that causes disruption to others.
- Inclusion of inappropriate material in assessment evidence, this includes any material of a discriminatory nature.

## 4. Preventing and dealing with malpractice and maladministration

### 4.1 Roles, responsibilities and reporting

It is always preferable to prevent malpractice or maladministration than to deal with it once it has occurred, therefore, BePro will take all reasonable steps for:

- Prevention, wherever possible, of malpractice or maladministration.
- Provision of written, up-to-date procedures for the investigation of suspected or alleged malpractice or maladministration.
- Taking steps to prevent malpractice or maladministration from reoccurring.



- BePro will inform the awarding body at the first stage if there is suspicion of any malpractice.

BePro will also take all reasonable steps to:

- Investigate suspected or alleged malpractice or maladministration.
- Carry out or oversee investigation of cases (or suspected cases) of malpractice/maladministration to establish whether it has occurred.
- Promptly taking all reasonable steps to prevent or mitigate any adverse effects arising from the malpractice/maladministration.
- Take appropriate and proportionate action, with the cooperation of third parties as appropriate, against those who are responsible for the malpractice/maladministration.
- Report the incidence of malpractice to the relevant regulatory authorities or awarding bodies.

## 5. Dealing with cases of suspected, alleged or actual malpractice

BePro will act upon reports of suspected or actual cases of malpractice promptly and in accordance with data protection legislation and in line with the stages of this procedure as appropriate.

### 5.1 Identification

The Managing Director of BePro, Val Swales, is the responsible officer and is in charge of dealing with reports of malpractice and maladministration. Reports should be submitted to the Managing Director.

Where malpractice by a candidate is proven, BePro will consider and advise on the appropriate remedial action to be taken. In all other cases of proven malpractice, BePro will consider what action needs to be taken to:

- Minimise or prevent all adverse effects.
- Make a complaint where appropriate.
- Advise the regulatory authorities/awarding bodies of the outcome where relevant.

## 6.1 Sanctions and penalties

6.1 BePro will impose action plans, sanctions and penalties (in accordance with awarding body guidelines) where malpractice has been proven. The sanction to be applied will depend on the nature and scale of the malpractice. Candidate level sanctions may include, for example:

- A warning.
- Loss of marks for an assessment component or unit.
- Disqualification from a unit, whole qualification or all qualifications taken in that series.
- Revocation of qualification and/or credit certificate.



## 7. Appeals

There is a right of appeal against malpractice and maladministration decisions. BePro will respond to all appeals in line with the published Complaints and Appeals Procedure.

## 8. Notifying regulatory authorities and/or awarding bodies

BePro's awarding bodies, including CMI, CIPD and Pearson, require BePro to notify them promptly where there is cause to believe that any event has occurred, or is likely to occur, which could have an adverse effect. We will follow the advice by the relevant awarding body.

## 9. Monitoring and Review

This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant with the law.

The policy was last updated October 2019 and is due for review October 2021.

The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered.