

Malpractice and Maladministration Policy

1.0 Purpose

The purpose of this policy is to ensure that the integrity of qualifications is upheld by preventing malpractice or maladministration from occurring or dealing with actual incidents effectively.

2.0 Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates.

It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process;
- the integrity of a regulated qualification;
- the validity of a result or certificate;
- the reputation and credibility of Regent College London (RCL); or,
- the qualification or the wider qualifications community.

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates. For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

3.0 Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration or payments within an institution (e.g., inappropriate learner records).

Examples of Malpractice and Maladministration may include:

- The categories listed below are examples of malpractice and maladministration. Please note that these examples are not exhaustive:
- Denial of access to premises, records, information, learners and staff to any authorised representative and / or the regulatory authorities.
- Failure to carry out internal assessment, internal quality assurance in accordance with the awarding body's requirements.
- Deliberate failure to adhere to learner registration and certification procedures.

3.0 Definition of Maladministration contd.....

- Deliberate or persistent failure to continually adhere to the awarding body recognition and/or qualification approval criteria or actions assigned.
- Deliberate failure to maintain appropriate auditable records, e.g., certification claims and / or forgery of evidence.
- Persistent instances of maladministration within the institution.
- Fraudulent claim for certificates.
- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g., mobile phones).
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards of qualifications.
- Collusion or permitting collusion in exams / assessments.
- Learners still working towards qualification after certification claims have been made.
- Contravention by institutions and learners of the assessment arrangements specified for the qualifications.
- A loss, theft of, or a breach of confidentiality in, any assessment materials.
- Plagiarism by learners / staff.
- Copying from another candidate (including using ICT to do so).
- Unauthorised amendment, copying or distributing of exam / assessment papers / materials.
- Inappropriate assistance to learners by institution staff (e.g., unfairly helping them to pass a unit or qualification).
- Submission of false information to gain a qualification or unit.
- Deliberate failure to adhere to, or to circumnavigate, the requirements of the Reasonable Adjustments and Special Considerations Policy.

4.0 Process for making an allegation of Malpractice or Maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify the institution's management. In doing so they should put the details in writing / email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- ✓ learner's name and unique registration number
- ✓ personnel details (name, job role) if they are involved in the case
- ✓ details of the qualification affected, or nature of the service affected
- ✓ nature of the suspected or actual malpractice and associated dates

In all cases of suspected malpractice and maladministration reported to, RCL will protect the identity of the 'informant' in accordance with our duty of confidentiality and / or any other legal duty

5.0 Monitoring

The Service Quality Review Team who will monitor the implementation of this policy include:

Staff Members Involved

Academic team

Learners

Staff Members

6.0 Review

This Policy will be reviewed annually by the RCL Senior Management Team.

It will also be reviewed annually by the Academic leads in the light of attendance, retention and achievement data, learner and tutor feedback as well as lesson observations.

For advice and support please contact the Examinations Officer and/or the Academic Head.

Policy Information

Purpose	Policy Information
Title	Malpractice and Maladministration Policy
Document Number	0169/81
Purpose	The purpose of this policy is to ensure that the integrity of qualifications is upheld by preventing malpractice or maladministration from occurring or dealing with actual incidents effectively.
Audience	Staff; Learners
Category	Academics
Next review date	March, 2026

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	18/3/2024	Policy approved by RCL Governance Committee
2.01	AH	QAC	20/3/2025	Policy approved by RCL Quality Assurance Committee