



MALPRACTICE & MALADMINISTRATION POLICY

Introduction

This policy is aimed at our customers, learners and Staff who are delivering/registered on Qualsafe Awards (QA) qualifications.

This policy sets out the steps Mind gains and learners or other personnel must follow when reporting suspected or actual cases of malpractice/maladministration, including Mind Gain's responsibilities in dealing with such cases.

Responsibility

It is important that all staff involved in the management, assessment and quality assurance of qualifications, and learners, are aware of the contents of this policy and Mind Gain have the necessary arrangements in place to prevent and investigate instances of malpractice and maladministration.

Definitions of Malpractice and Maladministration

For the purposes of Mind gains policy on Malpractice and Maladministration, it adopts the definitions of Malpractice and Maladministration as set out in the Qualsafe Awards (QA) Malpractice and Maladministration Policy of March 2018:

Malpractice

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of qualifications.

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

- Assessment process
- Integrity of a qualification
- Validity of a result or certificate

- Reputation and credibility of Qualsafe Awards and Mind Gain
- Qualification or the wider qualification community

Malpractice may include a range of issues from the failure to follow correct assessment procedures, to the deliberate falsification of records in order to claim certificates.

Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes mistakes being made and poor administration within a provider.

Reporting

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify Qualsafe Awards (QA) by completing a Malpractice and Maladministration Report Form (available by contacting Qualsafe Awards).

All forms must include (if possible):

- Providers name, address and number
- Learner's name (if appropriate)
- Mind Gain personnel's details (name, job role) if they are involved
- Details of the course/qualification affected or nature of the service affected
- Nature of the suspected or actual malpractice/maladministration and associated dates
- Details and outcome of any initial investigation* carried out by Mind Gain or anybody else involved, including any mitigating circumstances

Completed forms and supporting evidence should be submitted by emailing to:
malpractice@qualsafeawards.org

*Mind gains may conduct an initial informal investigation prior to any formal notification, however it will ensure that staff involved are competent (i.e. sufficiently experienced in operations and the processes associated with qualification delivery) and must be impartial. However, it is important to note that, in all instances, that Mind gains must immediately notify Qualsafe Awards (QA) if they suspect malpractice or maladministration.

Confidentiality and whistle blowing

Any persons making an allegation of malpractice or maladministration have the right to remain anonymous. Although it is always preferable to reveal your identity and contact details to Qualsafe Awards (QA), if you are concerned about possible adverse consequences, you may ask Qualsafe Awards (QA) not to divulge your identity.

Responsibility for the investigation

In accordance with regulatory requirements all suspected cases of maladministration and malpractice will be examined Qualsafe Awards (QA).

Further information on further responsibilities, investigation procedures, notification schedules and outcomes can be obtained by consulting the Qualsafe Awards (QA) Malpractice and Maladministration Policy of March 2018.