Malpractice Policy

1. **Introduction**

This Policy applies to all those working with Jill Webb Training (JWT) who are involved in delivering or attending any course which is accredited by an Awarding Organisation (AO) or the CPD Certification Service (CPDUK). This Policy ensures that any potential malpractice allegations are dealt within a consistent manner.

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of internal or external assessment processes and/or the validity of certificates. For the purpose of this Policy, this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of learners.

Some examples of malpractice:

- As a learner you may note that is has been more difficult for certain learners, or groups of learners, to complete a qualification for reasons which seem unrelated to the learners ability
- As an Assessor you may see another Assessor, or internal or external verifier falsify documentation

Where the term malpractice is used in this Policy, it also covers maladministration.

Maladministration is to manage or administer inefficiently or badly, it is any activity, neglect, default or other practice that results in the centre or candidate not complying with the specified requirements for delivery of the qualifications and as set out in the relevant codes of practice where applicable.

The definition is wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping

This Policy outlines the steps that anyone who suspects malpractice should take and how JWT will deal with these.

2. If you are concerned about a potential case of malpractice, you should immediately contact Jill Webb. If your concerns are about the actions of Jill Webb, you should contact the relevant AO or CPDUK and ask to speak to the Quality Manager. It may help you to record your concerns as soon as possible as a written record will need to be made. You should keep a record of times, dates and contents of any conversations.

3. JWT will then investigate the allegation of malpractice
   JWT will:
   - Acknowledge the allegation of malpractice within writing within five working days, stating the time period for a considered response (this would usually take 15 working days)
   - Deal reasonably and sensitively with the allegation
   - Work with the relevant AO or CPDUK
   - Take action as appropriate

   JWT will investigate the subject matter of the allegation and reply in writing within 15 working days. If the matter cannot be resolved in this time, an update and explanation for the delay will be provided.

4. In order to maintain integrity as a centre for delivering qualifications, the relevant AO or CPDUK will be notified and the relevant paperwork completed. Anyone connected with JWT or a member of the public can go direct to the AO or CPDUK to log concerns.

5. **Appeals**
   JWT may appeal against Awarding Body decisions in accordance with their published Appeals Policy.

   Role of regulatory authorities
   JWT maintains the right to refer to the regulatory bodies if they disagree with any decisions made by any Awarding Organisation it is associated with.

This Policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.

This Policy was reviewed and updated in August 2024.