

CENTRE MALPRACTICE AND MALADMINISTRATION POLICY

Policy Owner	Quality Assurance and Compliance Department
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B-TIC

**BUSINESS AND TECHNOLOGY
INTERNATIONAL CAMPUS**

Professionalism Simplified

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1. Introduction

B-TIC is highly responsible to maintain and improve the quality of all the Qualifications that we Design, Deliver, Assess, Quality Assure and Award as per the standard and recommend of the Regulators.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Recognised Centres and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following B-TIC products:

Ofqual Regulated Qualifications and Units	<input checked="" type="checkbox"/>
Quality Assurance Agency Regulated	<input type="checkbox"/>
B-TIC Quality Assured and Endorsed Courses	<input checked="" type="checkbox"/>

3. Audience

This document is for use by the following:

- a. Recognised Centre Staff
- b. Assessors and Quality Assurers
- c. Learners

B-TIC

- a. Staff
- b. Registrar
- c. Quality Assurers

4. Regulations and Compliance

As set out in “Ofqual General Conditions of Recognition” requires Awarding Organizations to establish and maintain evidence of their compliance as Conditions for Recognition.

B-TIC builds and improve the Policy consistently to comply with and maintain evidences in cross reference to Regulations.

Policy cross reference to “Ofqual General Conditions of Recognition (OGCR). “Ofqual General Conditions of Recognition” shall fill the gaps in this Policy.

OGCR Reference	Page	Title of the Section
Condition - A8	18	Malpractice and Maladministration

Relevant Policies to be used in conjunction with,

1. B-TIC Academic Misconduct Policy
2. B-TIC Assessment Policy
3. B-TIC Data Protection Policy
4. B-TIC Quality Assurance policy
5. B-TIC Sanctions Policy
6. B-TIC Standardisation Policy
7. B-TIC Centre Agreement

5. Definitions

Academic Malpractice	Malpractice covers any deliberate actions, neglect, default or other practices that comprises the integrity of the Qualification/Certificate.
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Maladministration

Maladministration is defined as any activity, neglect, default or other practice that results in non-compliance of specified requirements and regulations for delivery of the Qualification set out by the contract and the Policy

6. Policy Statement

6.1 Malpractice

Academic Malpractice consists of the following practices,

- a. Improper assistance to Learners (dictating answers/offering the correct answers during Assessment) where the support has the potential to influence the Outcomes of Assessment.
- b. Misuse of Assessments (inappropriate adjustments to Assessments, repeated Assessments against requirements).
- c. Impersonation of a Learner.
- d. Any act which breaks the confidentiality of Assessment.
- e. Any act which breaks the confidentiality of the Learners.
- f. Inventing or changing Grades/Marks for internally assessed work where there is insufficient evidence of the candidates' achievement to justify the marks given or Assessment decisions made.
- g. Producing falsified witness statements, as evidence that the Learner has not generated.
- h. Allowing evidence, which is known by the Staff Member not to be the Learner's own to be included in a Learner's work
- i. Misusing the conditions for special Learner requirements, for example where Learners are permitted support such as an amanuensis. This is permissible up to the point where the support doesn't have any potential to influence the Outcome of the Assessment.

6.2 Maladministration

Maladministration consists of the following practices,

- a. Failure to meet the B-TIC requirements for accurate and safe retention of Learner Assessments and IVQA Evidences.
- b. Failure of Centre not having due process to identify and act up cases of Malpractice (A8.4).
- c. Failure to disclose conflict of interest matter under Maladministration
- d. Failure by the Centre to notify, investigate and report to allegation of suspected Malpractice (A8.4)
- e. Falsification of records in order to claim Certification.
- f. Fraudulent Certificate claims that is claimed for a Certificate prior to the Learner completing all the requirements of Assessment.
- g. Continual failure to adhere to Learner registration and Certification procedures.
- h. Continuous failure to adhere to Centre Recognition/Qualification requirements, and/or associates assigned to the course.
- i. Inappropriate retention of Certificates.
- j. Failure to maintain appropriate auditable records – e.g. Certificate claim and/or forgery of evidence.
- k. Withholding or delaying of information by deliberate acts or omission required by B-TIC organisation.
- l. Inappropriate administration arrangements and/or records.
- m. Falsifying records/Certificates for example by alteration, substitution or by fraud.

Where Malpractice and Maladministration is proven B-TIC may apply the B-TIC Sanctions Policy to deal with it.

6.3 Allegations of Malpractice and Maladministration

Anybody who identifies or is made aware of suspected or actual cases of Malpractice or Maladministration at any time must immediately notify the Compliance Department of B-TIC. In doing so they should put them in writing/email and enclose appropriate supporting evidence (A8.2).

All allegations must include (where possible),

- a. Learner's name and B-TIC registration number.
- b. B-TIC's Staff Members name and job role - if they are involved in the case.
- c. Details of the Qualification affected or nature of the service affected.
- d. Nature of the suspected or actual Malpractice and Maladministration and associated dates details and outcome of any initial investigation carried out by the Centre or anybody else involved in the case including any mitigating circumstances.

The Compliance Department will then conduct an initial investigation prior to ensuring that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation.

In all cases of suspected Malpractice and Maladministration reported, B-TIC will protect the identity of the 'informant' in accordance with B-TIC Data Protection Policy.

6.4 Responsibility of Investigation

In accordance with regulatory requirements all suspected cases of Maladministration and Malpractice will be examined promptly by B-TIC to establish if Malpractice or Maladministration has occurred and will take all reasonable steps to prevent any adverse effect from the occurrence as defined by Awarding Organisations (A8.1).

The Compliance Department will acknowledge receipt as appropriate to external parties within 48 hours.

Compliance Department will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this Policy and will allocate a relevant member of Staff to lead the investigation and establish whether or not the Malpractice or Maladministration has occurred and review any supporting evidence received or gathered by B-TIC (A8.4).

6.5 Investigation Timelines and Summary Process

B-TIC aims to take action and resolve all stages of the investigation within 10 working days of receipt of the allegation.

The investigation may involve a request for further information from relevant parties and/or interviews with personnels involved in the investigation.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner ensuring that all relevant evidence is considered without bias. In doing so investigations will be based around the following broad objectives,

- a. To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred.
- b. To identify the cause of the irregularities and those involved.
- c. To establish the scale of the irregularities.
- d. To evaluate any action already taken.
- e. To determine whether remedial action is required to reduce the risk to current Registered Learners and to preserve the integrity of B-TIC and the Qualification (A8.3).

Therefore, B-TIC will, ensure all material collected as part of an investigation must be kept secure. If an investigation leads to invalidation of Certificates, criminal or civil prosecution all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for five years thereafter. Expect all parties, who are either directly or indirectly involved in the investigation, to fully cooperate with us (A8.6).

Either at notification of a suspected or actual case of Malpractice or Maladministration and/or at any time during the investigation B-TIC reserve the right to withhold a Learner's and/or cohort's results. Where a member of B-TIC's Staff or B-TIC Associate is under investigation we may suspend them or move them to other duties until the investigation is complete.

Throughout the investigation Compliance Department will be responsible for overseeing the work of the investigation team to ensure that due process is being followed. Appropriate evidence has been gathered and reviewed and for liaising with and keeping informed relevant External Parties or Centres (A8.7).

6.6 Investigation Report

After an investigation B-TIC will produce a draft report for the parties concerned to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves. The report will,

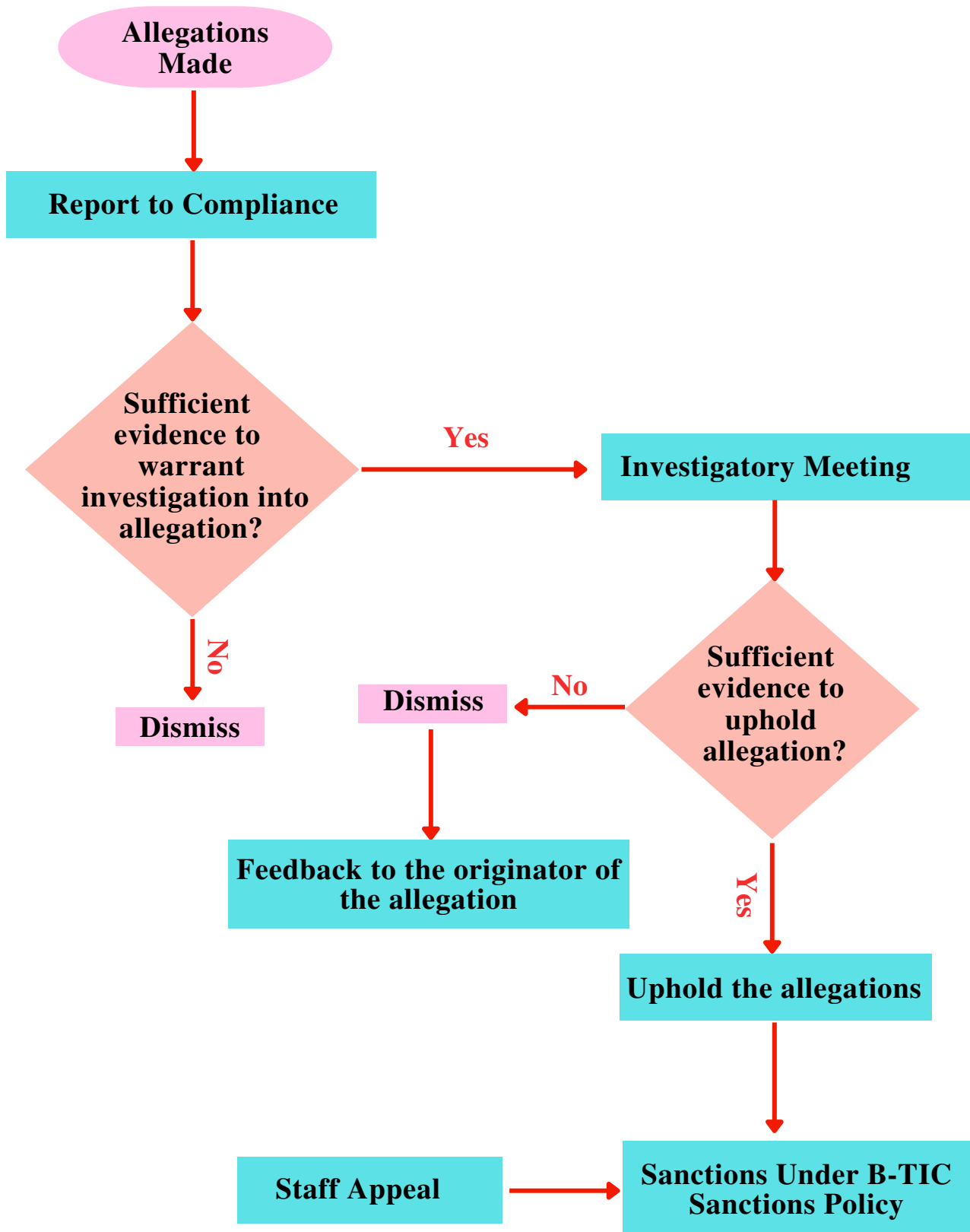
- a. Identify where the breach, if any occurred
- b. Confirm the facts of the case
- c. Identify who is responsible for the breach (if any)
- d. Confirm an appropriate level of remedial action to be applied (A8.5).

B-TIC will make the final report available to the parties concerned and to the regulatory authorities and other external agencies as required.

If it was an independent/third party that notified us of the suspected or actual case of Malpractice, B-TIC will inform them of the outcome – normally within 10 working days of making the decision - in doing so we may withhold some details if to disclose such information would breach a duty of confidentiality or any other legal duty (A8.6).

If it's an internal investigation against a member of our Staff the report will be agreed by the Compliance Department, along with the relevant internal Managers and appropriate internal disciplinary procedures will be implemented.

7. Process



End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of in this document.



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