



Malpractice and Maladministration Policy/Procedure

Reviewed July 2021

by Tara Foster

Reviewed Jan 2025

By Laura Evans

Aptitude Organisation CIC

Malpractice and Maladministration – Policy and Procedure

This policy can be read in conjunction with AIM's Malpractice and Maladministration policy which is attached as an appendix.

Definition

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.

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

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 within a centre (e.g. inappropriate learner records).

Examples

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.

Maladministration may include failure to adhere to Aptitude Organisation CIC's registrations procedures. Please refer to AIM Awards and Assessment Group's Malpractice and Maladministration policy for detailed examples - <https://www.aim-group.org.uk/qualifications/centres/policies-and-procedures/>

Centre Policies and practice

Malpractice and maladministration may be discovered in a range of ways:

- The centre itself through its own internal monitoring and management activities
- Learner/learners
- Whistle blower
- Third party
- The awarding organisation through its own external monitoring activities

Process for making an allegation of malpractice or maladministration:

In the event of any suspected Malpractice and/or Maladministration it should be reported to a programme leader/IQA/Director who will prepare a written response within 14 working days. In cases where breaches have occurred due to maladministration rather than malpractice the matter will be referred to the provider to agree action to prevent any future occurrences.

All allegations must include:

- centre's name, address and number;
- learner's name (where relevant) and AIM Awards registration number;
- centre/ AIM Awards personnel's details (name, job role) if they are involved in the case;
- details of the AIM Awards course/qualification affected, or nature of the service affected;
- nature of the suspected or actual malpractice 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.

Malpractice and Maladministration Policy/Procedure

The centre will carry out an internal investigation and outcome of any investigation will be communicated to AIM Awards and Assessment Groups and other relevant parties as soon as possible and within 21 days.

The programme leader/IQA/Director who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify** AIM Awards and Assessment Groups in writing via a form which can be found on AIM's website. The form must be emailed to **compliance@aimgroup.org.uk**.

AIM will acknowledge receipt of the allegations within two working days and provide details of the next steps.

If the investigation confirms that malpractice by a provider or learner has taken place, dependant of gravity and scope, the following are examples of actions that could be taken:

- Disallowing all or part of a learner's assessment evidence or marks.
- The learner's certificate will not be issued
- Impose actions onto the provider with specified deadlines in order to address the instance of malpractice / maladministration and to prevent it from reoccurring;