

Version Control			
Version	Author	Date	Changes
1.01	Quay Huong Tran ¹	25 th May 2022	Included a version control table

¹ This date is only indicative, and the said policy may be reviewed before due to changes in the macro and/or microenvironment.

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1 Scope of the policy

This policy covers the principles of course management and administrative procedures offered through Bliss College ensuring that the welfare and general interest of learners are prioritised.

2 Purpose of the policy

The purpose of this policy is to implement Bliss College commitment to develop a learning environment where all applicants and learners are given the opportunity to demonstrate and realise their full potential. It is aimed at ensuring that Bliss College's management is made aware of its responsibilities to ensure that as much as possible, all staff and learners are not in breach of any condition that will be construed as malpractice.

3 Location of the policy

You can obtain of this policy by ringing our administration team on 02085144977.

4 Communication of the policy

It is important that:

- personnel involved in the management, assessment, and quality assurance of all programs on offer, are fully aware of the contents of the policy.
- management will assume the responsibility for communicating all updates to this policy to all stakeholders affected by it.

5 Review of the policy

This policy is a live document and will evolve over time. Although the review dates are scheduled above, this may change due to feedback from stakeholders, external agencies, and regulatory authorities. The review of the policy will ensure that procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgments in promoting a fair and inclusive learning and teaching environment for all.

6 Definition of Malpractice

Malpractice is, essentially, any activity or practice, which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers misconduct.

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7 Examples of Malpractice

The categories listed below are examples of college and candidate malpractice.

Please note that these examples are not exhaustive and are guidance on an Awarding Body's definition of malpractice:

1. Contravention of Awarding Body's college and programme approval conditions.
2. Failure to satisfactorily implement conditions of approval within stated timescales.
3. Denial of access to resources (premises, records, information, candidates, and staff) by any authorised Awarding Body's representative and/or the regulatory authorities.
4. Actions required by our External Contractors not being met within agreed timescales.
5. Failure to carry out delivery, internal assessment, internal moderation, or internal verification in accordance with Awarding Body's requirements.
6. Failure to adhere to our candidate registration and certification procedures.
7. Failure to continually adhere to our course/college approval criteria.
8. Failure to maintain auditable records, e.g., certification claims.
9. Fraudulent claim for certificates.
10. Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance.
11. Deliberate misuse of Awarding Body's logo.
12. Forgery of evidence.
13. Plagiarism of any nature by candidates.
14. Contravention by colleges and their candidates of the regulations for external assessments as set out in our Regulations for the Conduct of External Assessment, e.g., insecure storage of external assessment papers.
15. Non-adherence to our invigilation requirements by college staff and candidates.
16. Plagiarism of any nature by candidates.
17. Unauthorised amendment, copying or distributing of external assessment papers.
18. Submission of false information to gain a proxy or a qualification.
19. Disruptive behaviour by candidate.
20. Failure to carry out actions identified from Awarding Body's external assessment monitoring visits ('spot checks') in the required timescales.
21. Failure to adhere to the requirements of our Reasonable Adjustments and Special Considerations Policy.

8 Maladministration

Maladministration is any activity or practice which results in non-compliance with regulations. As much as possible, Bliss College will ensure that:

- Anybody identifying cases of maladministration should report them first to the Bliss College contact, who will then report to the Awarding Body's Support team if necessary.

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- All cases of maladministration will be investigated along with the parties concerned. Investigations will be led by Senior member of the team.
- If a senior member is a suspect, the investigation will be led by the Dean.
- If an investigation results in evidence of maladministration, appropriate sanctions may be imposed by Bliss College management and reported to the Awarding Body's Support Team.

9 Procedure for dealing with allegations of malpractice

9.1 Reporting suspected malpractice

Within the College

- All staff have a responsibility for reporting any suspected incidences of staff or learner malpractice through the appropriate channels. Learners will be made aware of the procedure for reporting any allegations of suspected malpractice via the Learner Assessment Malpractice Policy.
- In addition, allegations of suspected malpractice may be made by external moderators, verifiers, examiners and reported to the college via the awarding organisation.

Allegations made by learners:

- All of the staff have a responsibility to ensure that any allegations made to them in their professional capacity are taken seriously and reported through the correct channels.
- Allegations of suspected staff malpractice and/or learner malpractice to be reported to the Director.
- Bliss College will consider allegations that are made verbally but will request in all cases that allegations are put in writing with any supporting evidence that is available. The Director will inform the Head of Quality and Learner Services of any allegations that are made.
- Any suspected cases or actual cases of malpractice and maladministration will be taken seriously by Bliss College's management.
- Any case will be investigated within 3 working days and, if necessary, will file a report to the Awarding Body's Support Team within 7 working days.
- All cases will be treated in the strictest confidence to ensure that no party suffers any undue stress or discrimination in the process.
- Bliss College will aim to have all cases investigated and resolved within 3 weeks.

10 The outcome of the investigation

10.1 College Malpractice

In the event of any investigation, *Bliss College* will consider all factors put forward by you or the candidate in determining the appropriate sanctions.

If the investigation confirms that malpractice has taken place, according to contractual agreements, it is understood that Awarding Body's may impose sanctions including the following:

- Suspension of college's approval status for all Awarding Body's programmes.
- Suspension of approval to run a specific Awarding Body's programme.
- Suspension of a candidate's registration and/or certification service for one or more programmes.
- Increased level of external moderation.
- Training for your staff.

10.2 Candidate malpractice

In cases of malpractice by candidates, the final results may be void if the case is proven and any certificates which have already been issued may be deemed to be invalid and will need to be returned to Awarding Bodies.

In addition, if the investigation confirms that candidate malpractice has taken place, Awarding Bodies can impose any one of the following sanctions:

- Disallowing all or part of the candidate's internal assessment evidence.
- Disallowing all or part of the candidate's external assessment marks.
- Not issuing the candidate's certificate(s).
- Not accepting any further registrations for the candidate.
- Disqualification from the programme.

End.
