

# Maladministration and Malpractice Policy

## 1. Introduction

This policy outlines the procedures for identifying, reporting, and addressing maladministration and malpractice within Midlands Tai Chi Rehab (MTCR). Our business is committed to upholding the highest standards of integrity, professionalism, and ethical behaviour in all aspects of our operations. We expect all staff, learners, and associated stakeholders to adhere to these standards.

## 2. Definitions

- **Maladministration:** Any act of poor or inefficient administration that results in non-compliance with regulatory requirements, procedures, or our internal policies. This includes, but is not limited to, inaccurate record-keeping, failure to follow procedures, or mismanagement of learner records.
- **Malpractice:** Any act, deliberate or otherwise, that undermines the integrity of the training, assessment, or certification process. This includes cheating, plagiarism, deception, and any other unethical behaviour by staff, learners, or any other associated party.

## 3. Scope

This policy applies to all staff members, learners, and other stakeholders involved in the delivery, assessment, and administration of our programs.

## 4. Examples of Maladministration

- Inaccurate recording of learner results or achievements.
- Inefficient or ineffective management of training programs.
- Non-compliance with internal policies, procedures, or regulatory requirements.
- Failure to follow assessment and certification procedures.

## 5. Examples of Malpractice

- Deliberate falsification of learner records or results.
- Collusion between staff and learners to obtain or provide unfair advantages.
- Plagiarism or submission of work that is not the learner's own.
- Breaching confidentiality of learner information or assessment data.
- Misrepresentation of qualifications or certification.

## 6. Reporting Maladministration and Malpractice

All staff, learners, and stakeholders have a responsibility to report any instances of maladministration or malpractice. Reports should be made in good faith and can be submitted confidentially to the compliance officer.

## 7. Investigation Process

Upon receiving a report of suspected maladministration or malpractice, the following steps will be taken:

1. **Initial Assessment:** The compliance officer will conduct an initial assessment to determine the validity of the report.
2. **Formal Investigation:** If warranted, a formal investigation will be launched, which may involve gathering evidence, interviewing relevant parties, and reviewing documentation.
3. **Outcome Determination:** Based on the findings, appropriate actions will be determined, which may include re-assessment, or reporting to external bodies.

## 8. Consequences of Maladministration and Malpractice

The consequences of confirmed maladministration or malpractice may include:

- **For Staff:** Disciplinary action up to and including termination of employment, reporting to regulatory bodies, and legal action if necessary.
- **For Learners:** Disqualification from assessments, revocation of qualifications, or suspension/expulsion from the training program.
- **For Other Stakeholders:** Termination of contracts or agreements, legal action, and reporting to relevant authorities.

## 9. Preventative Measures

To minimize the risk of maladministration and malpractice, the following preventative measures will be implemented:

- Clear communication of assessment and certification procedures to learners.
- Regular audits of administrative processes.

## 10. Monitoring and Review

This policy will be reviewed annually, or more frequently, if necessary, to ensure it remains effective and compliant with regulatory requirements. Feedback from staff, learners, and stakeholders will be considered in the review process.

## 11. Contact Information

For further information or to report suspected maladministration or malpractice, please contact:

- **Compliance Officer:** Mark Peters (business owner)
- **Phone:** 0121 251 6172
- **Email:** Mark.peters@balancedapproach.co.uk

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### Document Control:

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This policy ensures that all stakeholders are aware of their responsibilities and the procedures to follow in the event of maladministration or malpractice within our training business.