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 programmes.

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 are responsible for reporting suspected or actual maladministration or malpractice as soon as reasonably practicable. Reports must be made in good faith and may be submitted confidentially to the compliance officer. Information will be shared only with those who need it to assess or investigate the matter, subject to legal and regulatory requirements.

Reports should include the reporter's contact details, where appropriate, a description of the suspected maladministration or malpractice, the people and activities involved, relevant dates, and any available supporting evidence. Reports may be made verbally or in writing. Anonymous reports will be considered where sufficient information is provided to enable an investigation.

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 action will be determined. This may include reassessment, corrective action, disciplinary action, notification of an awarding or regulatory body, or referral to another relevant external authority.

Investigations will be conducted fairly, objectively, confidentially, and without unreasonable delay. The person responsible for the investigation must have no conflict of interest. Relevant parties will be informed of the allegations, given a reasonable opportunity to respond, and notified of the outcome where appropriate. Investigation records and supporting evidence will be retained securely in accordance with applicable data-protection and record-retention requirements.

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.

A person directly affected by an investigation outcome may submit a written appeal to the compliance officer within a reasonable period of receiving the outcome. The appeal must state the grounds and provide any supporting evidence. Where practicable, the appeal will be reviewed by a person who was not involved in the original decision. The appellant will be notified of the final decision in writing.

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.

Staff involved in administration, training, assessment, internal quality assurance, and certification will receive appropriate induction and refresher training. Access to learner records, assessment materials, and certification systems will be restricted according to role. Identified errors, control failures, and investigation findings will be recorded, addressed through corrective action, and monitored to reduce the risk of recurrence.

10. Monitoring and Review

This policy will be reviewed every five years, 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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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.