



MALPRACTICE POLICY

THAMES21

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MALPRACTICE POLICY

The purpose of this policy is to set out the procedures to be followed in identifying and reporting suspected or actual malpractice by staff employed by Thames21 and/or learners and the actions that may be taken by the Centre and/or the awarding body (e.g. NCFE). 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.

It is important that staff and learners are fully aware of the contents of the policy.

Failure to meet the requirements of the Awarding Body for assessment, internal moderation or internal verification would be seen as malpractice. Examples of centre staff malpractice could include:

- improper assistance to learners;
- inventing or changing learner evidence (e.g. workbook, learning logs etc);
- failure to keep learner evidence (e.g. workbooks, learning logs etc.) secure;
- fraudulent claims for certification;
- inappropriate retention of certificates;
- failure to meet awarding body and qualification approval requirement.

Centre staff or learners who discover or suspect malpractice must immediately report this to the Internal Verifier who is required to notify the awarding body, at the earliest opportunity, of all incidents of malpractice, actual or suspected.

Malpractice by learners may include:

- a) During the Training and/or Assessment
 - deliberate destruction of another's work
 - impersonation
 - inappropriate behaviour
 - disruptive and/or offensive behaviour
- b) During the Assessment
 - plagiarism of any nature
 - collusion with others
 - copying

Once an incident of malpractice has been reported (by completion of the Thames21 **Malpractice Report Form**) the Training Officer will investigate such instances within twenty working days of the malpractice being reported, when we will advise you of

the outcome of our investigation. The learner suspected of malpractice will be notified of the decision and have the right to appeal as outlined in the Thames21 Appeals Policy.

Malpractice, if identified, will be treated very seriously. The appropriate response may mean the withdrawal of the learner's registration with the Centre and with the awarding body and/or the removal of participants from the learning event. Details will be referred back to their manager.

We expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with us. In instances where a person does not co-operate, we have no alternative but to permanently or temporarily remove them from the training programme and may not accept any further registrations for that learner. We reserve the right to suspend any claim to learner certification.

The policy will be reviewed annually and will be revised in response to customer and staff feedback, changes in our practices, actions from the awarding bodies or changes in legislation.

MALPRACTICE REPORT FORM

Completed form to be returned to:

Internal Verifier
*Thames21, Walbrook Wharf Office
City of London Corporation
78-83 Upper Thames Street
London EC4R 3TD*

Name of Complainant:	Course:
Position/Job title:	Organisation:
Contact No:	Signature:
Date suspected or actual malpractice occurred:	Time:
A. Details of person(s) involved	
B. Details of centre staff or other witnesses	
C. Describe the nature of the suspected malpractice, including details as to how it was discovered, by whom and when.	

D. Were any other learners affected and why?
E. Describe how you dealt with the incident.
F. If there are any other details you feel are relevant to this case please give further information .
G. If you have any supporting evidence from other sources please provide details.
TO BE COMPLETED BY THE INTERNAL VERIFIER

