



# Malpractice and Maladministration Policy



## **Paddles Up Training Malpractice and Maladministration**

### **Content**

<b>Introduction</b> .....	<b>3</b>
Definitions.....	3
<b>Paddles Up Training’s Responsibility</b> .....	<b>4</b>
Reporting.....	5
Confidentiality and Whistleblowing.....	6
Paddles Up Trainings Approach to Reports.....	7
Notifying relevant parties.....	7
Investigation process.....	8
Policy Review Arrangements.....	8
Contact us.....	8
Appendix 1. Example of Malpractice and Maladministration.....	9
<b>Further Reading</b> .....	<b>12</b>

## Introduction

Paddles Up Training strives to treat all of its Learners and Providers fairly without favour or bias and views Malpractice and / or Maladministration by anyone as a threat to the equity and openness of the organisation.

This policy relates to suspected or actual malpractice and maladministration on the part of Learners, Providers, Tutors, Assessors and anyone involved in the delivery of British Canoeing Awarding Body Awards (BCAB) qualifications.

## Definitions

**Learner** is anyone undertaking training, development or assessment.

**Staff** includes everyone who is involved in the administration of training and assessment courses, tutor and assessor training, quality assurance and standardisation, e.g Responsible Officer, Coaching Administration Lead, Coaching Advisors, Event Coordinators, Standards Officers, Trainers and Quality Assurance Officers.

**Tutor** includes everyone who facilitates or delivers learning in any environment e.g. tutor, trainer, coach, teacher, facilitator, provider.

**Assessor** includes everyone who is involved in assessment decisions. These decisions could be of competence-based performance in a work environment, however they could also be the marking of assignments, assessing simulations, etc.

**Malpractice** is any activity or practice which deliberately contravenes regulations and compromises the integrity of qualifications.

Malpractice covers any deliberate actions, neglect, default or other practice that compromises, or could compromise the:

- Assessment process
- Integrity of a qualification

- Validity of a result or certificate
- Reputation and credibility of BCAB Awards
- Qualification or the wider qualification community

Malpractice may include a range of issues from the failure to follow correct assessment procedures, to the deliberate falsification of records in order to claim certificates.

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

**Note:** [Appendix 1](#) lists examples of malpractice.

**Maladministration** is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes mistakes being made and poor administration.

**Notes:** (1) [Appendix 1](#) lists examples of maladministration.

(2) More serious or persistent cases of maladministration may be malpractice.

### **Paddles Up Training's Responsibility**

Paddles Up Training takes all reasonable steps to prevent the occurrence of malpractice or maladministration in the delivery of qualifications which it makes available or proposes to make available.

Centre staff, providers, tutors, assessors and learners involved in the management, delivery, assessment and quality assurance of BCAB qualifications should be fully aware of the:

- [British Canoeing Awarding Body Malpractice and Maladministration Policy](#)
- Paddles Up Training Malpractice and Maladministration Policy (this policy)



Through monitoring and periodic sampling reviews, Paddles Up Training will prevent and/or investigate instances of malpractice and maladministration.

If we suspect/ investigate a suspected or actual malpractice/maladministration case, the Course Provider/ Tutor/ Assessor/ Learner will:

- Respond quickly and openly to all requests relating to the allegation and investigation.
- Cooperate and make sure staff cooperate fully with any investigation and requests for information

The Paddles Up Training Responsible Officer will

- Immediately inform BCAB that a malpractice/maladministration investigation is being carried out

## **Reporting**

Anyone who identifies or becomes aware of suspected or actual cases of malpractice or maladministration must immediately notify Paddles Up Training by using this form:

<https://forms.paddlesuptraining.com/live/form/PaddlesUpTrainingForms/formperma/SzPoAt5Kh7-gGyqoY6IGFmBv7SvKOtTFmcgKJf92h9A>



All forms must include (if possible):

- Provider/ Assessor/ Tutor's name, address and membership number
- Learner's name (if appropriate)
- Centre personnel's details (name, job role) if they are involved
- Details of the BCAB course/qualification affected or nature of the service affected
- Nature of the suspected or actual malpractice/maladministration and associated dates

Anyone submitting a Malpractice or Maladministration Form will receive acknowledgement within 5 working days.

### **Confidentiality and Whistleblowing**

A person making an allegation of malpractice or maladministration may want to remain anonymous.

Although it is preferable to reveal your identity and contact details to us, if you are concerned about possible adverse consequences, you may ask us not to divulge your identity. Paddles Up Training confirms we are not obliged (as recommended by the BCAB) to disclose information if this would be a breach of confidentiality or other legal duty.

Please refer to the Paddles Up Training [Whistleblowing Policy](#) for further details on how we manage such cases.

## **Paddles Up Trainings Approach to Reports**

In accordance with regulatory requirements, we will promptly investigate all suspected cases of maladministration or malpractice to establish if either has occurred. We will take all reasonable steps to prevent any adverse effect from occurring as defined by the BCAB. The way we manage investigations is detailed in the Paddles Up Training Complaints procedure.

Note: An adverse effect is any act, omission, event, incident or circumstance that prejudices Learners; affects public confidence in qualifications; affects the standards of qualifications which the awarding organisation makes available; or, affects the ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with the Conditions.

We will appoint a relevant staff member to lead the investigation and they will be responsible for making sure the investigation is carried out efficiently, effectively and in accordance with the procedures in this policy and the complaints policy. They will work to establish if malpractice or maladministration has occurred and review all evidence associated with the case. At all times, we will make sure any personnel assigned to the investigation have:

- The appropriate level of training and competence
- No previous involvement or personal interest in the matter

### **Notifying relevant parties**

We will notify the British Canoeing Awarding Body Responsible Office that we will be investigating the matter.

In cases of Learner malpractice, we may ask the Tutor/ Assessor/ Provider to investigate in liaison with our personnel.

We may withhold details of the person reporting the suspicions to avoid a breach in our duty of confidentiality or other legal duty.



If applicable, the Responsible Officer will inform the BCAB if we believe there has been an incident of malpractice or maladministration.

If the suspicion may affect another Delivery Centre and their provision, we will also inform them in accordance with existing BCAB requirements.

### **Investigation process**

Please see the Paddles Up Training Complaints Procedure (<https://paddlesuptraining.com/policies/>) for an overview of how we manage all complaints, appeals and investigations, including expected timescales, outcomes and appeal procedures following an investigation.

### **Policy Review Arrangements**

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

### **Contact us**

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: [coaching@paddlesuptraining.com](mailto:coaching@paddlesuptraining.com)

Darryll Shaw

Paddles Up Training Responsible Officer

## Appendix 1. Example of Malpractice and Maladministration

### Examples of malpractice

Examples of Assessor, Tutor, Provider, Learner and/ or Staff member, malpractice include:

- Denial of access to any authorised representative or regulatory authorities to premises, records, information, Learners and staff
- Deliberate failure to carry out assessment, moderation or quality assurance activities in accordance with our requirements.
- Intentionally withholding information from Quality Assurance which is critical to maintaining the quality assurance and standards of our qualifications
- Deliberate failure to continually adhere to Provider Service Agreements, Terms and Conditions of Course Authorisation or agreed action plans
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims or forgery of evidence
- Deliberate failure to adhere to Learner registration, Learner Check-in, submission of results and certification procedures
- Fraudulent claim for certificates
- Deliberate misuse of our logo or misrepresentation of our relationship/ relationship with BCAB or its recognition and our approval status
- Persistent instances of maladministration
- Deliberate failure to adhere to, or to circumnavigate, the requirements of our [Equality and Diversity Policy](#)

- Creation of false records
- Cash for certificates, e.g. selling certificates for cash
- Extortion
- Fraud
- Deliberate contravention of the assessment arrangements BCAB specify for their qualifications
- False ID used at the registration stage
- Impersonation of a Learner for an assessment
- Selling and/or publishing assessment materials
- A loss, theft of, or a breach of confidentiality in, any assessment materials.
- Unauthorised amending, copying or distributing of materials
- Inappropriate assistance to Learners, e.g. helping them to pass a qualification
- Plagiarism
- The unauthorised use of inappropriate materials/equipment in assessment settings, e.g. mobile phones
- Collusion or permitting collusion during assessments
- Copying from another Learner, including by using IT
- Deliberate submission of false information to gain a qualification
- Repeated instances of maladministration

**Note:** This list is not exhaustive and is only intended as guidance

## Examples of maladministration

Examples of Assessor, Tutor, Provider, Learner and/ or Staff member maladministration include:

- Persistent failure to adhere to Learner registration, Check-in, submission of results and certification procedures
- Persistent failure to adhere to BCAB approval and/or qualification requirements and/or associated actions assigned to assessor, tutor, provider, learner and/ or staff member
- Unreasonable delays in responding to requests and/or communications from Paddles Up Training
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g. certification claims or forgery of evidence
- Withholding information, by deliberate act or omission, from Paddles Up Training which is required to assure us of the assessor, tutor, provider, and/ or staff member to deliver qualifications appropriately
- Misuse of our logo or misrepresentation of a relationship with BCAB or its recognition and approval status of Paddles Up Training
- Failure to adhere to, or to circumnavigate, the requirements the [Equality and Diversity Policy](#)
- Incorrect marking of assessments

- Failure by an assessor, tutor, provider, and/ or staff member to inform us of changes to personnel involved in an qualification

**Note:** This list is not exhaustive and is only intended as guidance.

### Further Reading

- [British Canoeing Awarding Body Malpractice and Maladministration Policy](#)

The following documents can be found on the [Paddles Up Training website](#).

- Appeals Procedure
- Complaints Procedure
- Delivery Centre Fees
- Equality and Diversity Policy
- Sanctions Policy
- Whistleblowing Policy