

Optimal Risk Training

Maladministration Policy

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Change history

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1. Distinction between Policies

Malpractice and or Maladministration are two closely related, but very distinct matters and therefore we have separate policies to avoid conflating the issues.

The result is generally the same, in that one or more learner's work or assessment outcomes will be adversely affected; the learner(s) will achieve either a better or lesser outcome than would have been achieved had it not been for the Malpractice and or Maladministration.

1.1. Distinctions

Malpractice is generally an intentional act, the person(s) doing so knows what they are doing is improper and they continue to do so any way.

Maladministration, is generally unintentional or an oversight. The person(s) doing so, does not know what they are doing is improper and if they were to realise such, they would cease.

1.2. Maladministration

Unintentionally cheating!

Any negligent or unintentional action(s) that can be seen as causing an improper learner outcome.

This can include, but is not limited to **Unintentionally**:

- Developing course materials that fail to meet a relevant specification
- Disclosing confidential information concerning assessment criteria
- Providing inaccurate or misleading information
- Failing to correctly record relevant information
- Failing to respond to relevant queries in a timely manner
- Plagiarising other sources of information

Most incidents of maladministration are carried out by the training centre, but potential examples may be caused or influenced by the actions of learners.

Serious, repetitive or a combination of lesser maladministration matters may be escalated and deemed to be malpractice. Please refer to our Malpractice Policy.

2. Our Policy

All reports of maladministration must be recorded by the Center Manager.

All reports will be investigated and if substantiated, appropriate measures will be put in place to prevent a recurrence.

Where appropriate, reports of maladministration will also be logged as complaints or appeals.

Where appropriate, affected learners may be required to repeat relevant assessments.