

MALPRACTICE AND MALADMINISTRATION POLICY

Training providers offering AAT qualifications have a responsibility to have in place:

- policies and procedures to prevent malpractice/maladministration occurring
- policies and procedures for reviewing suspected/actual cases of malpractice/maladministration.

The following outlines White Horse Training policies and procedures in these areas and White Horse Training will ensure that all staff and students are aware of these.

Malpractice refers to any deliberate action(s), neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of AAT qualifications
- the validity of a result or certificate
- the reputation and credibility of the awarding organisation or the qualification or the wider qualifications community

In short, malpractice can be the breach of any published regulations or code of practice, whether intentional or inadvertent, or any practices which place the integrity of qualifications at risk. It can be caused by training providers and their staff, their candidates, and/or awarding organisations

The following are examples of malpractice:

TRAINING PROVIDERS

- assessment materials are not kept securely
- assessment and/ or internal verification records are fabricated
- candidates are prompted or assisted with the production of answers
- there is abuse of on line logging systems
- there has been misleading recruitment of candidates
- records are falsified in order to claim certificates
- any identified issue or malpractice is not dealt with appropriately

CANDIDATES

- copying from other candidates
- plagiarising material
- taking unauthorised material into an examination room
- breaching invigilator instructions for the conduct of assessments
- impersonating other candidates, or allowing themselves to be impersonated, for the taking of controlled assessments or examinations.

Maladministration is any activity, neglect, default or other practice that results in the training provider or candidate not complying with the specified requirements for delivery of the qualifications.

The following are examples of maladministration:

- failure to invigilate according to AAT guidelines
- failure to ensure that an examination venue complies with AAT requirements
- granting inappropriate access arrangements
- inaccuracies in assessment, verification and/or registration records
- poor certificate security/administration.
- failure to maintain appropriate records or systems

PROCEDURES TO PREVENT MALPRACTICE OR MALADMINISTRATION

White Horse Training will ensure:

- that all staff are familiar with AAT requirements for the conduct of assessments and examinations
- that all examinations are conducted in accordance with AAT guidelines and that any issues are correctly recorded and reported
- that on completion of any computer-based exam all live assessment material will be removed from the computer system so that it cannot be accessed by other students
- that the examination venue complies with AAT requirements
- that all records are retained securely and that access to examination administration software is correctly restricted

- that all assessments are carried out in accordance with AAT requirements by suitably qualified staff and that, where necessary, an approved programme of internal verification is put in place and completed by a suitably qualified member of staff
- that requests for access arrangements and reasonable adjustments are properly based on reliable evidence and that such evidence is retained securely.
- that any suspicion of malpractice or maladministration is identified and notified to the AAT and that it is investigated if required

White Horse Training will require students to:

- Comply with AAT examination regulations
- Avoid cheating and plagiarism (see below)
- Produce photo ID as required at exams
- Report suspicions of malpractice or maladministration to staff or directly to the AAT as appropriate
- Follow the AAT ethical code

PLAGIARISM AND CHEATING

Examples of plagiarism and cheating include:

- Copying, giving or sharing information or answers, unless part of a joint project.
- Using an unauthorised aid during an assessment or examination.
- Copying another student's answers during an assessment or examination.
- Talking to another student during an assessment or examination
- All allegations of cheating and plagiarism will be notified to the AAT and may lead to a full investigation

REVIEW OF SUSPECTED MALPRACTICE OR MALADMINISTRATION

Investigations will normally be carried out by White Horse Training's Head of Centre acting on behalf of the awarding body, or if necessary by a nominated senior manager, and reported to the awarding body when completed.

The Head of Centre, or their representative, will:

- report to AAT within two days all suspected or actual incidents of malpractice or maladministration
- supervise all investigations resulting from an allegation of malpractice or maladministration
- respond as quickly as possible to all requests for an investigation into an allegation of malpractice or maladministration
- co-operate and ensure staff co-operate fully with an enquiry into an allegation of malpractice or maladministration and inform staff members and candidates of their individual responsibilities and rights
- pass on to the individuals concerned any warnings or notifications of penalties, and ensure compliance with any requests made by the awarding organisation as a result of a malpractice or maladministration case.

Reviewing malpractice/maladministration will normally involve:

- identification
- notification to the AAT

and, if required by the AAT:

- investigation
- report to the AAT

It will then be the AAT's role to make a decision, apply sanctions where appropriate and administer the appeals process

Anyone who suspects malpractice/maladministration should report it immediately to the Head of Centre or to the AAT. Full details should be provided.

All investigations must be undertaken in a fair, reasonable and legal manner ensuring that all evidence is considered without bias. Where the investigation has been undertaken by White Horse the Head of Centre or nominated senior manager will submit a written report to the AAT.

Please also see aat.org.uk/support/quality-assurance/resources