

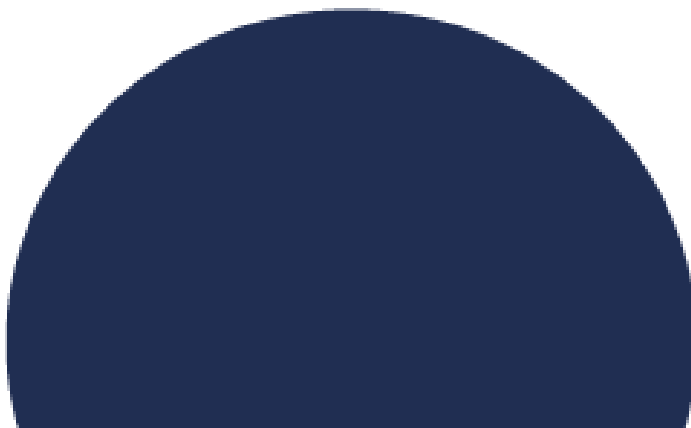
# Apprenticeship Policy

**Malpractice, Maladministration**

**& Raising a Concern.**



**Academy**



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<b>Author</b>	Tom Robinson
<b>Owner</b>	Tom Robinson

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## 1. Malpractice and Maladministration Policy

### 1.1 Purpose

ANS Academy operate robust systems for examinations, assessments and behaviours of learners and staff to ensure a high and fair standard of programme delivery for learners and employers across all accredited centres. All allegations of malpractice in relation to examinations and assessment will be investigated to protect the integrity of the qualification and to be fair to the centre and all learners.

### 1.2 Scope

This policy applies to all learners and delivery staff linked with ANS Academy apprenticeships. This may even extend to team leaders.

### 1.3 Responsibility

It is the responsibility of leaders to ensure the highest standards are maintained and that all cases of malpractice and maladministration are investigated. It is especially important for learners to understand the definitions of malpractice so they can ensure their work is of the highest standards and meets the recommended criteria. It is also the responsibility of the trainer and assessor to understand their role and how they must behave in all aspects of their role.

### 1.4 Policy

#### 1.4.1 Malpractice, maladministration, and behaviour overview

Malpractice refers to intentional wrongdoing or misconduct, while maladministration refers to ineffective, improper, or dishonest management or administration, which may or may not be intentional. These two concepts can overlap. The examples provided below are not exhaustive but serve to illustrate instances of malpractice or maladministration in the context of training, assessment, and certification.

#### Learners:

- Falsifying records
- Impersonating someone else
- Failing to disclose a medical condition that could endanger their own safety or that of others.
- Dishonestly sharing or plagiarizing coursework
- Selling, lending, or misusing skills identity cards
- Cheating during assessments and exams
- Copying text and research from online searches and passing it off as your own work
- Using Chat AI programs to fraudulently present work as their own (use of AI is permitted for research purposes and supporting learning needs, however passing work off as your own when solely created by AI is not acceptable)
- Engaging in bullying, harassment, or exclusionary behaviours

#### Providers, instructors, or assessors:

- Engaging in bullying, harassment, or exclusionary behaviours
- Providing intentionally misleading information
- Failing to conduct assessments as required for the relevant qualification.
- Breaching the confidentiality of assessment materials (including loss or theft)
- Illegally copying test papers
- Making unauthorised changes to materials, including test questions, without prior approval from the certifying body
- Failing to conduct sufficient internal quality assurance procedures.
- Submitting false claims for certificates or skills identity cards
- Refusing to cooperate with individuals conducting quality assurance checks.
- Failing to comply with the approved conditions as an instructor, trainer, assessor, or provider.
- Neglecting thorough identification checks during enrolment and examination (please refer to the Identification of learners section)

- Staff members should declare any conflicts of interest they may have with employers or learners they have interacted with in the past.

### 1.4.2 Identification of learners

During enrolment digital skills coaches must complete the relevant checks of identification using the agreed identification methods below.

The ID must be seen in person and the identification number or reference logged within BUD.

During examination invigilators must complete relevant checks for identification using the agreed methods below. The reference of the identification must be logged within the registration document for exams.

Acceptable forms of photograph identification

- Passport
- Driving licence
- Military identification
- Staff identification
- National identification card
- EEA member state identification card
- UK/EU photo card

The member of staff completing the check is responsible for identifying the individual and ensuring no malpractice in completing assessments or enrolling into the apprenticeship.

### 1.4.3 Conflict of Interest

Conflict of interest includes interactions with learners or employers in which there have been previous interactions and relationships with. Staff will not support assessment or invigilation of learners that they are related to or have prior relationships with, i.e., family friends etc. It is required that staff members inform the centre manager via email of the relationship and the learner so that actions can be put in place.

Staff should also declare, with an email to the centre manager where they have worked for or have prior relationship with the employer. This may include previously working for or assessing apprentices from that employer whilst at another training provider. The centre manager will explore the prior relationship with the employer and garner their approval that the staff member can continue to work with the apprentices.

Failure to report conflicts of interest may lead to members of staff to be held to account under this Malpractice and Maladministration policy.

#### 1.4.4 Raising a concern

Any of the following behaviours need to be reported directly to Tom Robinson ([thomas.robinson@ans.co.uk](mailto:thomas.robinson@ans.co.uk)) and/or Arlene Bulfin ([arlene.bulfin@ans.co.uk](mailto:arlene.bulfin@ans.co.uk)).

#### 1.4.5 Procedure once reported

Once reported the following shall take place.

- The awarding organisation will be informed of the allegation immediately.
- A full investigation will begin.
  - Where learners are involved, they will be interviewed a report detailing the findings.
  - The information will be shared with the awarding organisation for an outcome to be decided.
  - Where staff members are involved, ANS Academy HR will be informed, and a formal internal investigation will be carried out.
  - A report will be created with the findings an outcome shared with the staff member and/or awarding organisation where relevant.
  - The information will be shared with the awarding organisation for an outcome to be decided.

If the complaint involves the recommended people, then please ensure you contact their direct line manager, or report to the Chief People Officer/Chief Executive Officer of ANS as per the Raising a Concern Policy. It can also be raised directly with the awarding organisation (see contact details below)

#### 1.4.6 Outcomes

Where investigations show that malpractice or maladministration has occurred, ANS Academy will take appropriate action. This could include:

- The relevant awarding organisation will be updated, and qualifications may be removed.
- A temporary or permanent ban on completing an apprenticeship with ANS Academy, and potential dismissal from ANS Academy in line within breach of contract and commitment statement.
- A temporary or permanent suspension/dismissal of approval as an instructor or assessor via gross misconduct.
- Dismissal from ANS Academy for gross misconduct.

#### 1.5 Right to Appeal

Those involved in the malpractice or maladministration case may appeal against the outcome of any sanction(s) imposed as a result. Details of how to appeal are included in ANS Academy Appeals Policy.

If you feel you have been unfairly treated, you may also report to the Chief People Officer/Chief Executive Officer of ANS as per the Raising a Concern Policy. It can also be raised directly with the awarding organisation (see contact details below)



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## 1.6 Contact Details for Awarding Organisations

- City & Guilds - <https://www.cityandguilds.com/help/help-for-learners>
- BCS - <https://www.bcs.org/media/2533/complaints-policy.pdf>



One Archway  
Birley Fields  
Manchester, M15 5QJ

0161 227 1000  
enquiries@ansgroup.co.uk  
ans.co.uk

Co. Reg No. 3176761  
VAT No. 245684676

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