



Malpractice and Maladministration Policy

INTRODUCTION

Summit Groomer Training Group and its associated centres aim to always deliver first class customer service. The delivery of an outstanding customer experience is a key element of its strategic objective and organisational values.

DEFINITION

Malpractice can be defined as:

a practice, fault or act that is a breach of regulations

or which:

gives rise to prejudice to learners

and/or

compromises public confidence in qualifications

and/or

compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate

and/or

damages the authority, reputation or credibility of any awarding organisation or centre or any officer, employee or agent of any awarding organisation or centre.

Malpractice includes maladministration and instances of non-compliance with the regulations and requirements.

Maladministration can be defined as:

any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements.

This policy aims to ensure that issue of malpractice or maladministration are resolved as fairly and quickly as possible. It also aims to ensure that, where practical, lessons can be learnt, and improvements made to the service which we provide.

REPORTING PROCEDURE

Anybody identifying cases of suspected or actual malpractice/maladministration should report them to the centre manager. The centre manager will acknowledge receipt and respond in writing to the person identifying the issue and the people involved within 3 days. The centre manager will then investigate in accordance with the steps below. If an investigation finds evidence of malpractice or maladministration, Summit will take steps to ensure that the learners' interests are protected as far as reasonably practicable. This may involve learners being re-assessed

THE INVESTIGATION PROCESS

The investigation may involve:

- A request for further information
- Interviews with people involved in the investigation
- Informing the relevant awarding body
- Summit will make informed decisions based on the evidence
- Summit will protect the identity of a whistleblower where possible
- Summit will share information with external parties as necessary

LEARNER MALPRACTICE SANCTIONS

Where an investigation confirms that learner malpractice has taken place, Summit may impose one or more of the following sanctions on the learner. Please note this list is not exhaustive.

- Disallowing all or part of the learner's assessment evidence
- Not issuing the learner's certificate
- Not accepting any further registrations from the learner
- Disqualification from the training course
- No refunds for fees will be paid

TEACHER/ ASSESSOR/ INVIGILATOR MALPRACTICE

If the investigation confirms that a teacher/assessor/invigilator malpractice has taken place, Summit may impose one or more of the following sanctions on them.

- Suspension of teacher/assessor/invigilation duties for all Summit qualifications
- No refunds for fees will be paid.
- Reporting the incident to the relevant awarding body

APPEAL

1. A learner/ tutor/assessor/invigilator has the right to appeal if they do not agree with the outcome; a written letter or email should be sent to Summit detailing reasons why they disagree with the outcome and requires further investigation. At this stage a fee of £90 is payable within 7 working days. This fee is non-refundable
2. The appeal will then be delegated to a Summit Conciliation Panel for their comments and a response will be issued within 10 working days of the receipt of payment.