



# Focus Management for Business Limited Malpractice and Maladministration Policy

## Purpose

This policy applies to all Focus Management for Business Limited employees and contracted staff. This policy sets out all reasonable steps to prevent the occurrence of any malpractice or maladministration in the development, delivery and award of qualifications which it provides to industry and commerce. Where it is not possible to prevent this, it is in everyone's interest to ensure that all cases of suspected or actual malpractice/maladministration are dealt with quickly, thoroughly and effectively and there is a clear line of responsibility to the awarding body.

## Introduction

Awarding bodies or organisations require Focus Management for Business Limited to publish procedures for dealing with malpractice and maladministration on the part of Learners, Focus Management for Business Limited approved staff and any others involved in providing the qualifications, and to take appropriate action to maintain the integrity of the Focus Management for Business Limited and our awarding bodies' qualifications. This document fulfils that requirement.

## This document:

- Identifies the Codes of Practice and regulations under which assessments operate;
- Defines malpractice and maladministration in the context of delivery and assessments;
- Sets out the rights and responsibilities of Awarding Bodies, Focus Management for Business Limited approved staff and Learners in relation to such matters;

## Definition of Malpractice and Maladministration

### *Malpractice*

The term malpractice covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment process;
- The integrity of a regulated qualification;
- The validity of a result or certificate;
- The reputation and credibility of the Awarding Body; or,
- The qualification or the wider qualifications community.

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

Failure by a Focus Management for Business Limited as a 'Qualification Centre' to deal with an identified issue may in itself constitute malpractice.

### *Maladministration*

Maladministration is any activity, neglect, default or other practice that results in Focus Management for Business Limited or Learner not complying with the specified requirements for delivery of the qualifications as set out in the relevant codes of practice, where applicable.

- All Learners on a Focus Management for Business Limited qualification must be registered within 6 weeks

### *Types of Malpractice*

Malpractice can occur at Focus Management for Business Limited level or at Learner level.

*Examples of Focus Management for Business Limited Centre malpractice could include:*

- A breach of security (e.g. failure to keep material secure, tampering with coursework etc.).
- Deception (e.g. manufacturing evidence of competence, fabricating assessment or internal verification records).
- Failure to comply with requirements for accurate and safe retention of Learner evidence, assessment and internal verification records.
- The provision of improper assistance to Learners (e.g. permitting the use of a reasonable adjustment over and above the extent permitted Focus Management for Business Limited policy, prompting Learners in assessments by means of signs or verbal or written prompts).
- Failure to adhere to regulations/Focus Management for Business Limited stated requirements.
- Excessive direction from assessors to Learners on how to meet national standards.
- Deliberate falsification of records in order to claim certificates.

There may be other instances of suspected malpractice by Focus Management for Business Limited which may undermine the integrity of an awarding bodies qualifications.

### *Learner Malpractice*

Malpractice by a Learner in internal assessment can occur in:

- The compilation of portfolios of internal assessment evidence.
- The presentation of practical work.
- The preparation and authentication of coursework.
- Conduct during an internal assessment.
- Conduct during an external assessment.

Examples of Learner malpractice include:

- Plagiarism - failure to acknowledge sources properly and/or the submission of another person's work as if it were the Learner's own.
- Auto plagiarism – the resubmission of coursework that has been used in other assignments or examination.

- Collusion with others when an assessment must be completed by individual Learners.
- Copying from another Learner (including using ICT to do so).
- Impersonation - assuming the identity of another Learner or having someone assume your identity during an assessment.
- Inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence. This includes vulgarity and swearing that is outside of the context of the assessment, or any material of a discriminatory nature (including racism, sexism and homophobia).
- Inappropriate behaviour during an internal assessment that causes disruption to others. This includes shouting and/or aggressive behaviour or inappropriate language and having an unauthorised electronic device that causes a disturbance in the examination room.
- Frivolous content - Producing content that is unrelated to the question in scripts or coursework.

Irrespective of the underlying cause or the people involved, all allegations of malpractice in relation to delivery and assessment need to be investigated in order to protect the integrity of the Focus Management for Business Limited and the awarding bodies' qualifications.

Management for Business Limited

## Preventing and Dealing with Malpractice

### *Roles and Responsibilities*

Focus Management for Business Limited are responsible for:-

- Ensuring they have written up to date procedures in place.
- Ensuring all staff and contract staff comply with the published Focus Management for Business Limited malpractice procedures.
- Taking reasonable steps to prevent malpractice/ maladministration from arising.
- Advising Learners of the Focus Management for Business Limited policy on malpractice/maladministration during their induction.
- Implementing systems and procedures for recording all suspected instances of Learner malpractice and making this information available to awarding organisations quality managers.
- Notifying without undue delay all awarding organisations of any actual or suspected occurrence of malpractice or maladministration.
- Co-operating with any awarding organisation or Ofqual malpractice or maladministration investigations that they carry out.
- Being vigilant to possible instances of malpractice and maladministration.
- Carrying out or overseeing investigations of cases (or suspected cases) of malpractice/maladministration to establish whether it has occurred.
- Promptly taking all reasonable steps to prevent (or mitigate) any adverse effects arising from the malpractice/maladministration.
- Keeping under review the arrangements put in place by Focus Management for Business Limited for preventing and investigating malpractice and maladministration.
- Taking steps to prevent any malpractice or maladministration from recurring.
- Taking appropriate and proportionate action against those who are responsible for the malpractice/maladministration.
- Taking action required to prevent the recurrence of malpractice/maladministration.