

Malpractice & Maladministration Policy

This policy replaces the Malpractice Policy previously implemented in October 2010.

1. Scope

This policy applies to all centres and providers offering qualifications that are regulated and endorsed by the Institute of British Sign Language (IBSL). The policy defines definition and provides examples of Malpractice and Maladministration which may occur in connection with centres, providers or learners.

The process for preventing, investigating and dealing with Malpractice and Maladministration is described. All suspected or alleged instances of malpractice or maladministration must be reported directly to IBSL.

2. Definitions

This IBSL policy is provided for two purposes – to guide you in how to approach IBSL as well as to provide an example of how you might develop and structure your own procedure statement.

2.1 Definition – Malpractice (by centres/providers)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates and IBSL takes it very seriously.

Examples of malpractice:

- Deliberate misuse of the IBSL logo by the centre/provider
- Contravention of examination regulations by the centre/provider
- Falsification of documents.

2.2 Definition – Malpractice (by learners)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates and IBSL takes it very seriously.

Examples of malpractice:

- Cheating of any nature by learners, including plagiarism
- Deliberate misuse of the IBSL logo by the learner
- Contravention of examination regulations by the learner
- Repeated maladministration (normally three consecutive incidents).

2.3 Definition – Maladministration

Maladministration is an activity or practice which results in non-compliance with regulations, but it's normally the result of a genuine mistake rather than any deliberate plan to gain an unfair advantage. Where a centre of provider repeatedly makes mistakes then this would eventually constitute Malpractice (see Definition of Malpractice).

Examples of maladministration:

- Late registration of learners with IBSL
- Claiming certification for incorrect units

Centres, providers and learners should take all reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of IBSL qualifications and programmes.

For more general concerns or complaints please see the Complaints Policy.

3. Process

As part of the IBSL approval process you must have your own policy in relation to malpractice and maladministration. This is a regulatory requirement. You must ensure that you and your learners understand malpractice and maladministration and the associated consequences.

You must report all suspected or alleged cases of malpractice or maladministration straight away to the Chief Executive by emailing admin@ibsl.org.uk

The Chief Executive will appoint a lead independent investigator who will prepare a response within 30 days.

In cases where breaches have occurred due to maladministration rather than malpractice, the matter will be referred to the IBSL Quality regulatory Group to agree action to prevent any future occurrences.

The outcome will be communicated to the centre and other relevant parties no more than 21 working days later. The report and any actions arising will be communicated to the IBSL Quality Regulatory Group

4. Action

The IBSL Quality Regulatory Group will oversee the investigation process and will ratify the outcome. If the investigation confirms that malpractice by a centre/provider has taken place, dependant on the gravity and scope, one or more of the following actions will be taken:

- Disallowing all or part of a learner/s assessment evidence or marks
- The learner/s certificates will not be issued, or previously issued invalid certificates

- for that learner/s will be withdrawn
- No further registrations will be accepted for the learner/s
- Your centre or provider risk rating will be reviewed which could lead to the suspension of registrations, suspension of certification or suspension of centre approval and/or qualification approval
- A report will be made to the relevant regulatory bodies and may be shared with other awarding organisations and/or other agencies such as funding bodies or the police
- IBSL membership may be withdrawn for the learner/s
- Corporate or individual tutor membership may be withdrawn

If you wish to appeal against our decision to take action as recommended in the investigation report, please refer to the Appeals Policy.

5. Continuous improvement

The Chief Executive will review all investigations for malpractice and maladministration. They are also reviewed annually by the Board of Trustees to ensure that our qualifications and programmes are accessible to all whilst maintaining quality in implementation.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.