

Phoenix College

Malpractice & Maladministration Policy

1. Purpose

This policy outlines Phoenix College's approach to preventing, identifying, investigating, and managing incidents of malpractice and maladministration. It ensures compliance with regulatory requirements set by awarding bodies and Ofqual, and upholds the integrity of qualifications awarded by the College.

2. Scope

This policy applies to all staff, learners, contractors, and any third parties involved in the delivery, assessment, and administration of qualifications at Phoenix College.

3. Definitions

- **Malpractice:** Any act, default, or practice which compromises the integrity of the assessment process, the validity of certificates, or the reputation of the awarding body. Examples include:
 - Plagiarism or collusion
 - Impersonation
 - Fabrication of assessment evidence
 - Unauthorised access to assessment materials
 - Failure to follow assessment procedures
- **Maladministration:** Any activity or practice which results in non-compliance with administrative regulations and requirements. Examples include:
 - Inaccurate recording of assessment decisions
 - Failure to maintain appropriate records
 - Inadequate invigilation
 - Misuse of assessment materials

4. Responsibilities

- **Principal:** Overall responsibility for ensuring compliance with this policy.
- **Quality Assurance Manager:** Oversees implementation, monitoring, and review of the policy.

- **Assessors and Internal Verifiers:** Ensure assessments are conducted fairly and in line with awarding body requirements.
- **Learners:** Must comply with assessment regulations and report any concerns.

5. Prevention Measures

- Staff training on assessment regulations and ethical practices
- Learner induction covering academic integrity
- Secure storage and handling of assessment materials
- Clear communication of assessment procedures and expectations

6. Identification and Reporting

- Any suspected malpractice or maladministration must be reported immediately to the Quality Assurance Manager.
- Reports can be made by staff, learners, or third parties.
- All reports will be treated confidentially and investigated promptly.

7. Investigation Process

- Initial review to determine if a full investigation is warranted
- Appointment of an investigating officer
- Collection and analysis of evidence
- Interviews with relevant parties
- Findings documented in a formal report

8. Outcomes and Sanctions

Depending on the severity and nature of the incident, outcomes may include:

- No further action
- Reassessment opportunities
- Formal warnings
- Disciplinary action (staff or learners)
- Notification to awarding bodies
- Withdrawal of certification or registration

9. Appeals

Individuals have the right to appeal decisions made under this policy. Appeals must be submitted in writing within 10 working days of the decision, and will be reviewed by an independent panel.

10. Monitoring and Review

This policy will be reviewed annually by the Quality Assurance Manager and updated as necessary to reflect changes in legislation, guidance, or college procedures.

11. Related Policies

- Assessment Policy
- Complaints Policy
- Equality and Diversity Policy
- Disciplinary Policy
- Data Protection Policy

12. Contact Information

For further information or to report concerns, please contact:

Phoenix College

Email: info@pskills.co.uk

Phone: +44 (0)20 8960 3719

Review Date: September 2025

Next Review Date: October 2027