

Crystal&Co Malpractice and Maladministration

Policy and Procedure

Purpose

The purpose of this Policy and Procedure is to provide a comprehensive framework for identifying, reporting, and managing malpractice and maladministration within Crystal&Co. This policy applies to all qualifications and training offered by Crystal&Co and sets out how allegations of malpractice are handled.

Scope

This policy applies to all staff, assessors, trainers, learners, and any other individuals involved with Crystal&Co. It also covers situations where malpractice or maladministration is suspected or reported.

Introduction

Definition of Malpractice:

Malpractice is defined as any act or failure to act that threatens or compromises the integrity of the assessment process or the validity of qualifications and certification. This includes, but is not limited to:

- Maladministration and failure to maintain appropriate records or systems.
- Deliberate falsification of records or documents related to qualifications.
- Plagiarism and use of artificial intelligence (AI) during assessments.
- Actions that compromise the reputation or authority of our awarding bodies, centres, assessors, employees, agents, and partners.

Definition of Maladministration:

Maladministration refers to any non-deliberate activity that neglects or defaults on regulatory requirements, potentially compromising the integrity of qualifications, assessment processes, and certification.

Policy Guidelines

Malpractice by Learners

- Examples of learner malpractice include but are not limited to:
- Obtaining examination or assessment material without authorization.
- Impersonating another learner.
- Using AI or AI-based software to complete assignments or assessments.
- Plagiarism or submitting work not completed by the learner.

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- Disruptive behaviour during assessments or training.
- Forging or falsifying documentation, including certificates.

Malpractice by Employees and Stakeholders

Examples of malpractice by assessors, trainers, and other staff include, but are not limited to:

- Failing to adhere to relevant regulations and procedures.
- Allowing unauthorized individuals to impersonate learners.
- Assisting in the completion of assessments or assignments beyond reasonable expectations.
- Divulging confidential information about learner performance.
- Allowing disruptive behaviour to go unchallenged.

Possible Sanctions

Upon investigation, if malpractice or maladministration is upheld, Crystal&Co may impose the following sanctions:

For Learners:

- Written warning.
- Notification to relevant authorities or employers.
- Removal from the course or termination of assessment.

For Staff and Stakeholders:

- Written warning.
- Imposition of special conditions for future involvement.
- Informing relevant organizations of the outcome.
- Unannounced monitoring of practices.
- Dismissal.

Procedure

Reporting a Suspected Case

- Report suspected malpractice to the designated Centre Coordinator.
- Submit a written report detailing the incident, evidence, and actions taken.
- Reports must be made within two working days of discovery.

Administering Suspected Cases

- Investigate each case promptly to establish facts and circumstances.
- Acknowledge reports within five working days and contact involved parties within 10 working days.
- Inform individuals of the investigation, their right to respond, and the potential sanctions.

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- Maintain confidentiality and inform relevant authorities if necessary.

Review and Appeals:

- Records of malpractice cases are maintained for at least five years and reviewed regularly.
- Individuals have the right to appeal against decisions if they believe the process was not followed properly.

Policy Review

This policy will be reviewed annually to ensure its continued relevance and effectiveness. Any necessary updates or changes will be made to reflect current legislation, best practices, and feedback from staff and stakeholders.

Approval

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

Managing Director

Signature:*Ramona Marcu*.....

Name: Ramona Marcu

Date: 04/09/2025

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