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**IFD College Malpractice and Maladministration Policy**

**Introduction**

The IFD College is a working place training provider operating in the field of vocational qualifications for the funeral profession. It is an approved centre with AIM, the Awarding Organisation (AO), and is committed to ensuring that all aspects of the delivery of these qualifications meet the AO’s standards for professionalism and integrity.

1. **Definition - Malpractice**

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.

Examples of malpractice by centres/providers:

* Deliberate misuse of the AO logos by the centre/provider.
* Falsification of documents.

Examples of malpractice by learners:

* Cheating of any nature by learners, including plagiarism
* Repeated maladministration (normally three consecutive incidents).

(For specific guidance on plagiarism and cheating please see the IFD College Plagiarism Policy)

1. **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.

Examples of maladministration:

* Late registration of learners with awarding bodies.
* Claiming certification for incorrect units.

Staff and learners should take all reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of the AO’s qualifications and courses.

(For more general concerns or complaints please see the IFD College Complaints Policy.)

**Process**

All staff have a responsibility to be aware of the serious nature of malpractice and maladministration. Such situations must be carefully managed to ensure that it does not impact on the standards of delivery of any qualification.

The College Governors or Lead Internal Verifier will communicate the Policy to all staff as part of the Induction process. All documented instances of malpractice or maladministration are to be reported to the Chair of the Governors.

When a potential malpractice or maladministration is identified, the individual and the Chair of the Governors should document this and the activities that must be avoided to prevent any further malpractice in the delivery of the qualification. The document should be signed by both parties.

All suspected or alleged cases of malpractice or maladministration must be reported to the appropriate Awarding Organisation. The AO will follow its procedures for investigating such cases.

**Action**

The AO 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
* The 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 the police
* Awarding Organisation membership may be withdrawn for the learner/s.
* If a learner wishes to appeal against a decision to take action as recommended in the investigation report, they will be referred to the IFD College Appeals Policy.

Policy introduced September 2024

To be reviewed annually