

BRITISH CANOEING AWARDING BODY

MALPRACTICE AND MALADMINISTRATION POLICY

GUIDANCE FOR CENTRES

Definition of Malpractice

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the internal or external assessment process and/or validity of certificates of a qualification awarded by British Canoeing Awarding Body. It covers the deliberate actions, neglect, default or other practice that compromises, or could compromise, the assessment process, the integrity of a regulated qualification, validity of a result or certificate and the reputation and credibility of British Canoeing Awarding Body qualifications. 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.

Examples of Malpractice

Listed below are some examples of centre and learner malpractice:

- Denial of access to premises, records, information, learners and centre personnel to any authorised British Canoeing Awarding Body representative and/or the regulatory authorities;
- Deliberate misuse of British Canoeing Awarding Body logo, brand, name and trademarks;
- Misrepresentation of a centre's relationship with British Canoeing Awarding Body and/or its recognition and approval status with British Canoeing Awarding Body qualifications;
- Deliberate failure to continually adhere to British Canoeing Awarding Body Delivery Centre recognition and/or qualification approval requirements or actions assigned to a Delivery Centre;

- Intentional withholding of information from British Canoeing Awarding Body which is critical to maintaining the rigour of quality assurance and standardisation of qualifications;
- Deliberate failure to carry out internal assessment, internal moderation or internal quality assurance and standardisation monitoring in accordance with our requirements;
- The unauthorised use of inappropriate materials/equipment on assessments;
- Insecure storage of assessment materials and results;
- Unauthorised amendment, copying or distributing of assessment papers/materials;
- Inappropriate assistance/support to learners by Delivery Centre staff, e.g. unfair assistance in helping the learner to pass a qualification;
- Personation, assuming the identity of another learner or having someone assume their identity during an assessment;
- False records or a fraudulent claim for certificates and/or deliberate submission of false information to gain a qualification;
- Deliberate failure to adhere to our learner registration and certification procedures and maintaining appropriate auditable records, e.g. certification claims and/or forgery of evidence.

Definition of Maladministration

Maladministration is defined as any activity, neglect, default or other practice that results in the centre, tutor, assessor, learner or quality assurer not complying with British Canoeing Awarding Body requirements, tutor/assessor and IQA agreements, the general conditions of recognition, or regulatory principles.

Maladministration is, in effect, any activity or practice which results in non-compliance with administrative requirements and regulations, this includes the application of persistent mistakes or poor administration within the centre including inappropriate learner records.

Examples of Maladministration

Listed below are some examples of centre and learner maladministration:

- Persistent failure to adhere to British Canoeing Awarding Body registration and certification procedures;
- Persistent failure to adhere to the British Canoeing Awarding Body Delivery Centre approval criteria and/or qualification requirements and/or associated actions assigned to the centre;
- Late learner registrations (both infrequent and persistent);
- Unreasonable delays in responding to requests and/or communications from British Canoeing Awarding Body;
- Inaccurate claim for certificates;
- Late learner certification requests, e.g. beyond the certification end date for the qualification;
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence;
- Withholding or the delaying of information, by deliberate act or omission, from British Canoeing Awarding Body which is required to assure the Delivery Centre's ability to deliver qualifications appropriately;
- Misuse of our logo and trademarks or misrepresentation of a centre's relationship with British Canoeing Awarding Body;
- Poor administration arrangements and/or records.

REPORTING MALPRACTICE AND MALADMINISTRATION BY CENTRES

We require all our approved assessment centres to report to us any malpractice and maladministration that is suspected on the part of candidates, centre staff or any others involved in providing the British Canoeing Awarding Body's (BCAB) regulated qualifications. The centre representative who is accountable for the quality assurance, standardisation and management of our qualifications is also responsible for making all centre staff aware of these malpractice and maladministration procedures and, after undertaking an initial enquiry, for reporting to BCAB any suspected malpractice and maladministration brought to his/her notice. Malpractice and maladministration can also be reported by other centre personnel, candidates

and others with the knowledge of the suspect assessment activity or evidence. The BCAB's officer to whom malpractice and maladministration should be reported is the Responsible Officer, who will determine whether a full investigation will be required.

EXAMPLES OF MALPRACTICE AND MALADMINISTRATION

Examples of malpractice and maladministration include:

- impersonation during assessment;
- plagiarism (the evidence supplied not being the candidate's own work);
- claiming certificates on the basis of falsified records (including cases where the candidate is still working towards the qualification after the certificate has been claimed);
- providing unauthorised help to candidates with assessment tasks and not assessing all aspects which are supposed to be assessed.

Centres should note that this list is far from exhaustive and that any suspected malpractice and maladministration must be reported to us. If you are unsure as to whether the suspect activity or evidence suggests or constitutes malpractice and maladministration, you should contact the Qualifications Administrator, who will clarify the position for you.

FAILURE TO COOPERATE WITH THE AWARDING BODY

Centres should also note that their failure to cooperate with the requirement to report any suspected malpractice and maladministration can lead to the withholding of certificates and to future entries and/or registrations not being accepted.

MONITORING AND INVESTIGATING MALPRACTICE AND MALADMINISTRATION BY THE AWARDING BODY

The BCAB will monitor all incidences of malpractice and maladministration – whether reported by the centre representative who is accountable for the qualifications' quality assurance, standardisation and management, by other centre staff, by candidates or by others with the knowledge of the suspect assessment activity or evidence, including our External Verifiers, who are obliged to record any suspected malpractice and maladministration in their reports on

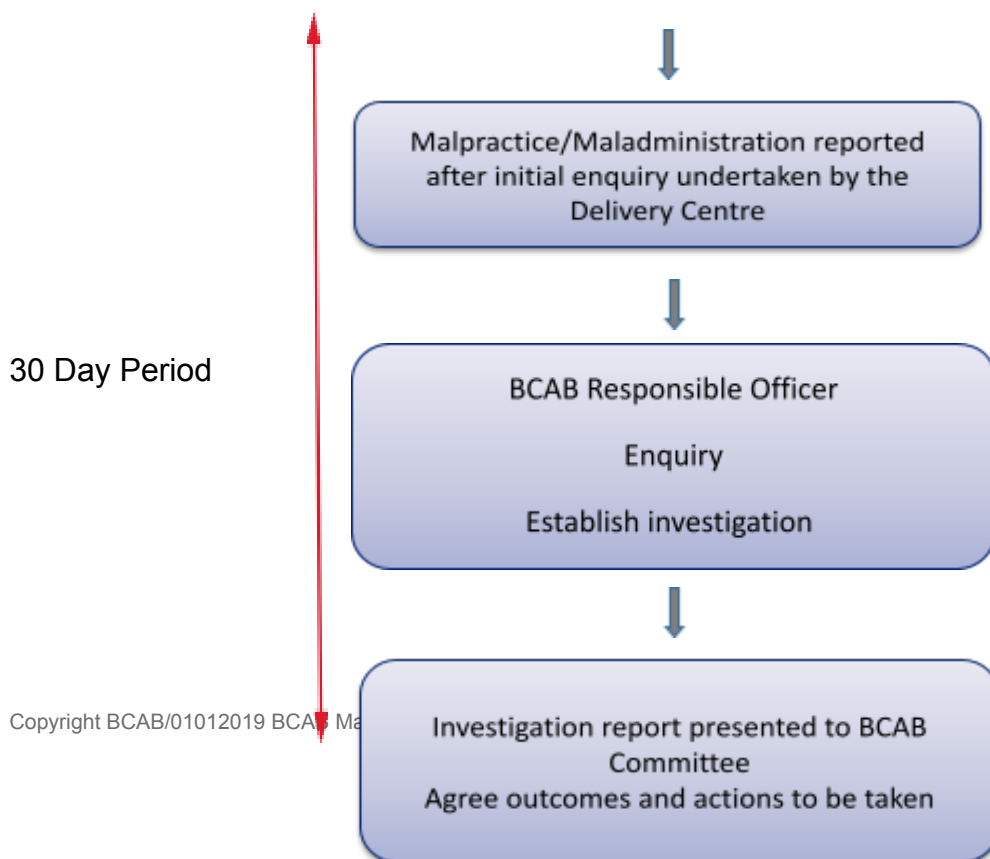
centre visits.

Moreover, we will conduct a full investigation of all instances of alleged or suspected malpractice and maladministration whenever we have grounds to doubt the integrity of the assessment process and/or the legitimacy of claims for certification and will take such action, with respect to the candidates and/or centres concerned, as is necessary to maintain the integrity of the relevant qualifications.

British Canoeing Awarding Body

All centre investigations will be instigated by the Awarding Body Responsible Officer, who will call on appropriate and competent individuals to investigate the allegations/evidence related to the alleged malpractice and maladministration. Within a 30-day period of a reported malpractice and maladministration, a full investigation would be completed and appropriate measures/actions would have been served to the Delivery Centre. The Awarding Body Responsible Officer will ensure that the personnel who carry out these investigations on behalf of the Awarding Body are independent of the management of normal working relationships with the centres concerned in the interests of impartiality. In most cases, members of the BCAB Committee would be nominated to carry out such investigation.

Stages of an Investigation



Whenever we find evidence that certificates may be invalid, we will inform the regulatory authorities and agree with them on an appropriate remedial action.

POSSIBLE REMEDIAL ACTIONS

The actions taken as a result of each investigation which confirms malpractice and maladministration will be commensurate with its gravity. They will range from an entry in the centre's action plan to suspending the right of the centre to claim certificates until we are satisfied that adequate safeguards are in place to guarantee the validity of the certificates being claimed.

For all cases investigated, Awarding Body encourage and support a 'lessons learnt' principle ensuring that all Delivery Centres are informed to consider/evaluate their processes and procedures.

In extreme cases, where there has been an irretrievable breakdown in qualifications' management, quality assurance and standardisation, we may withdraw centre approval in respect of the qualifications affected.

In extreme circumstances that a withdrawal of centre approval has been initiated, due to only one Awarding Body within Paddlesport in the United Kingdom, regulatory bodies would be informed and advice sought on other Awarding Body organisations to be notified.

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	A8
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