

# ICTQual AB



## Malpractice and Maladministration Policy

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# **ICTQual AB**

## **Malpractice and Maladministration Policy**

### **Contents**

- 1. Purpose**
- 2. Scope**
- 3. Definitions**
  - 3.1 Malpractice**
  - 3.2 Maladministration**
- 4. Policy Statement**
- 5. Examples of Malpractice and Maladministration**
- 6. Reporting Suspected Malpractice or Maladministration**
- 7. Investigation Process**
  - 7.1 Initial Review**
  - 7.2 Formal Investigation**
  - 7.3 Investigation Outcomes**
- 8. Sanctions**
- 9. Candidate Protection Measures**
- 10. Appeals**
- 11. Monitoring and Review**

### 1. Purpose

The purpose of this policy is to outline ICTQual AB's approach to identifying, preventing and managing malpractice and maladministration to maintain the integrity of qualifications, ensure compliance with UK regulations and protect Candidates' interests.

### 2. Scope

This policy applies to all stakeholders involved in ICTQual AB qualifications, including:

- ICTQual AB staff, contractors and representatives.
- Approved Training Centre's (ATCs).
- Candidates, assessors, internal verifiers, moderators and invigilators.
- Other third parties involved in the delivery or assessment of qualifications.

### 3. Definitions

#### 3.1 Malpractice

Malpractice is defined as any intentional act, default, or omission that compromises:

- The assessment process.
- The integrity, validity, or reliability of ICTQual AB qualifications.
- The interests of Candidates.

**Examples include, but are not limited to:**

- Plagiarism by Candidates.
- Tampering with assessment materials.
- Collusion or falsification of records.
- Non-compliance with awarding body regulations.

#### a. Maladministration

Maladministration refers to any practice or activity that results in non-compliance with ICTQual AB's administrative requirements or awarding body regulations, whether deliberate or unintentional.

**Examples include, but are not limited to:**

- Errors in the management of assessment records.
- Incorrect application of assessment criteria.
- Failing to follow internal verification processes.
- Late or incomplete submission of Candidate data to ICTQual AB.

## 4. Policy Statement

ICTQual AB is committed to:

- Preventing malpractice and maladministration through robust processes and guidance.
- Investigating all suspected cases fairly, transparently and promptly.
- Taking appropriate action to address confirmed cases and prevent recurrence.

## 5. Examples of Malpractice and Maladministration

### 5.1 Malpractice Examples

- **Candidates:** Copying or plagiarizing work, submitting fraudulent assessment evidence, or cheating during assessments.
- **Staff (ATC or ICTQual AB):** Providing Candidates with improper assistance, falsifying results, or fabricating records.

### 5.2 Maladministration Examples

- Failure to maintain accurate records of Candidate progress.
- Errors in assessment documentation or processing Candidate results.
- Mismanagement of resources required for assessments.

## 6. Reporting Suspected Malpractice or Maladministration

### 6.1 Who Can Report

Reports can be made by:

- ICTQual AB staff.
- ATC staff or representatives.
- Candidates.
- External stakeholders.

### 6.2 Reporting Process

- Reports must be submitted using the **Malpractice and Maladministration Reporting Form**.
- Reports should be sent to ICTQual AB's Compliance Officer via email or post.

## 6.3 Information Required

The report must include:

- Details of the suspected malpractice or maladministration.
- Names of individuals or centres involved.
- Supporting evidence, such as assessment records or witness statements.

## 7. Investigation Process

### 7.1 Initial Review

- ICTQual AB will acknowledge the report within 5 working days.
- A preliminary review will determine if there is sufficient evidence to warrant a formal investigation.

### 7.2 Formal Investigation

- An independent investigator will be appointed.
- The investigation will include:
  - Reviewing documentation and evidence.
  - Conducting interviews with all relevant parties.
  - Assessing compliance with ICTQual AB policies and UK awarding body regulations.

### 7.3 Investigation Outcomes

The investigation will result in a report that:

- Summarizes the findings.
- Identifies whether malpractice or maladministration occurred.
- Recommends actions to be taken.

## 8. Sanctions

Depending on the severity of the case, sanctions may include:

### 8.1 Candidates

- Disqualification from the qualification.
- Annulment of results.

### 8.2 ATCs

- Temporary suspension of centre approval.
- Permanent withdrawal of centre approval.

## 8.3 ICTQual AB Staff or Contractors

- Disciplinary action, including termination of contract.

## 9. Candidate Protection Measures

ICTQual AB will ensure that:

- Candidates affected by malpractice or maladministration are not unfairly disadvantaged.
- Alternative arrangements are made for assessments, if necessary.
- Support is provided to help Candidates complete their qualifications.

## 10. Appeals

### 10.1 Right to Appeal

- Individuals or centres have the right to appeal the outcome or sanctions.
- Appeals must be submitted in writing within 14 days of the decision.

### 10.2 Appeal Process

- Appeals will be reviewed by an independent panel.
- The panel will re-evaluate the evidence and provide a final decision.

## 11. Monitoring and Review

This policy will be reviewed annually to ensure compliance with regulatory requirements and effectiveness in managing malpractice and maladministration.

## Contact Us

*For further information or assistance with conflicts of interest, please contact ICTQual AB:*

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