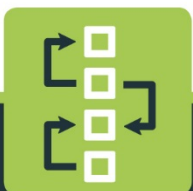


Policy Number	CPP 007
Level	3
Issue	1
Issue date	20/08/2020
EIA	06/08/2020
Review Date	20/08/2023
Author	L. Lyall
SMT approval	20/08/2020



For the future you want

# Maladministration Policy



Curriculum Planning &  
Performance

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## 1. SCOPE

This policy covers all cases of maladministration.

## 2. OBJECTIVES

The purpose of this policy is to provide guidance on how instances of maladministration will be dealt with. It sets out the responsibilities of all concerned in declaring maladministration, engaging in the process of investigating the maladministration and carrying out actions to avoid potential maladministration situations.

### Definition of Maladministration

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements and includes poor administration within a Centre.

Examples of Maladministration: (Please note that these examples are not exhaustive and are only intended as guidance)

- Failure to adhere to candidate registration and certification procedures
- Failure to adhere to Centre approval requirements and/or associated actions
- Late candidate registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from awarding bodies
- Inaccurate claims for certificates (including certificates claimed 'in error')
- Failure to maintain appropriate auditable records (e.g. certification claims)
- Withholding of information which is required to assure an awarding body of the Centre's ability to deliver
- Failure to adhere to requirements to make 'reasonable adjustments'
- A loss or breach of confidentiality in any assessment materials

### 3. LINES OF RESPONSIBILITY

The Centre Coordinator is the first point of contact if any potential maladministration is suspected. Any member of staff, candidate or other party should contact the Centre Coordinator in the first instance for guidance on how to proceed. It is the responsibility of all candidates and members of staff to take all reasonable steps to avoid maladministration occurring and to report it wherever it arises.

The Centre Coordinator will notify the awarding body of any suspected or actual cases of maladministration immediately and will declare any personal or conflict of interest they may have in the matter at the outset.

Should the awarding body undertake an investigation, the Centre Coordinator will cooperate and respond to all requests relating to the allegation and/or investigation, ensuring that staff cooperate fully with any investigation and/or request for information.