

Policies & Procedures

Owner: Quality Manager

Function: Business Administration

Title: Malpractice and Maladministration Policy

Recent history

Rev No.	Nature of change	Author	Approved By	Date
0	First Issue	A Bowness	R Fletcher	29/09/2017
1	Changes re audit 2017/08	A Bowness	T Austin	26/02/2018
2	Changes re Audit 2018/07	A Bowness	T Austin	11/12/2018
3	Changes re review 2020/11	J Palmer	Z Whittington	24/11/2020
4	Update to process	J Palmer	Z Whittington	28/06/2021
5	Addition of updated appeals and complaints	S Vickers	Z Whittington	13/6/2023
6	Rebranded	A Wallbank	A Wallbank	10/10/2024

Summary

Key Activities and Interfaces

Compliance with Ofqual General Conditions of Recognitions – condition A8

Associated Processes and Forms

- EPA Appeals policy
- EPA Complaints policy

Contents

- 1.0 – Policy Purpose..... 3
- 2.0 - What is Malpractice/Maladministration? 3
 - 2.1 - Definition of Malpractice: 3
 - 2.2 - Definition of Maladministration:..... 3
 - 2.3 - Examples of Malpractice/Maladministration: 3
- 3.0 - Reporting suspected Malpractice/Maladministration:..... 4
- 4.0 - What action NSAN will take: 4
- 5.0 - Appeals..... 4
- 6.0 - Complaint..... 5

1.0 – Policy Purpose

National Skills Academy for Nuclear (NSAN) treats all cases of suspected malpractice or maladministration very seriously and will investigate all suspected and reported incidents of possible malpractice. The purpose of this Policy is to set out how allegations of malpractice and maladministration in relation to all NSAN operations are dealt with. The scope of the policy is to provide:

- a definition of malpractice and maladministration
- examples of malpractice and maladministration;
- how suspected malpractice and maladministration will be dealt with.

2.0 - What is Malpractice/Maladministration?

2.1 - Definition of Malpractice:

Malpractice is any intended activity or practice that deliberately breaches the requirements of NSAN, or any contracted partner of NSAN, and compromises or could compromise the integrity of the processes, assessments or end point assessment.

2.2 - Definition of Maladministration:

Maladministration is any activity or practice which results in unintended non-compliance with the requirements or procedures of NSAN or the qualification or assessment requirements. Recurring instances of maladministration may be considered serious enough to be treated as cases of malpractice.

2.3 - Examples of Malpractice/Maladministration:

This is not an exhaustive list but examples of malpractice/maladministration could include: For apprentices, employers and training providers:

- Obtaining examination or assessment material without authorisation.
- Arranging for an individual other than the student to sit an assessment or to submit an assignment not undertaken by the student.
- Impersonating another student to sit an assessment or to submit an assignment on their behalf.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language, at centre or assessment venue (including aggressive or offensive language or behaviour).
- Intentional or unintentional attempts at passing someone else's work off as their own, including the use of artificial intelligence (AI).

For employees and/or Contracted Partners:

- Moving the time or date of a fixed examination.
- Failure to keep examination question papers, examination scripts or other assessment materials secure, before during or after an examination.
- Allowing a student to possess and / or use material or electronic devices that are not permitted in the examination room.
- Allowing students to communicate by any means during an examination in breach of regulations.
- Allowing a student to work beyond the allotted examination time.
- Leaving students unsupervised during an examination.
- Assisting or prompting candidates with the production of answers.

For NSAN:

- Failure to retain all required records
- Failure to meet the requirements of external parties for regular verification interventions
- Failure to adhere to external parties' policies and procedures
- Incomplete or falsification of evidence, assessment and learner records or documents

3.0 - Reporting suspected Malpractice/Maladministration:

Where notified by students/employees or contracted partners or where NSAN suspect any malpractice/maladministration, NSAN will notify the following: (where applicable)

- GQA – Health Physics Monitor in Nuclear (NHPM) written exam or the Award for Nuclear Industry Awareness (ANIA) exam: report in writing within five working days of the offence. If NSAN knowingly fails to disclose, or delays disclosure of any suspected malpractice/maladministration, this may lead to certificates not being issued or withdrawn, and future entries and/or registrations not being accepted.
- IfATE/Ofqual – End Point Assessments (EPA): report in writing within five working days of the offence. If NSAN knowingly fails to disclose, or delays disclosure of any suspected malpractice/maladministration, this may lead to an apprentice failing their apprenticeship and certificates not being issued.
If other awarding organisations may also be affected by the suspected malpractice, NSAN are required to notify those organisations.
- NI or other professional Institute – EPA assessors: report in writing within five working days of the offence. If NSAN knowingly fails to disclose, or delays disclosure of any suspected malpractice/maladministration, this may lead to certificates not being issued or withdrawn, and future entries and/or registrations not being accepted.

4.0 - What action NSAN will take:

NSAN will conduct a full investigation of instances of alleged or suspected malpractice/maladministration, and must take such action, with respect to the learners and employers concerned, as is necessary to maintain the integrity of the qualification.

The actions and sanctions taken by NSAN will be commensurate with the gravity of the malpractice/maladministration and will be escalated to the SMT and/or Board for approval.

NSAN will immediately advise the Regulatory Authorities of cases, or suspected cases, of malpractice/maladministration, as deemed appropriate to meet the Regulatory requirements.

5.0 - Appeals

If you are dissatisfied with the outcome of a decision relating to malpractice/maladministration, have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you have the right to appeal. Refer to NSAN's EPA Appeals policy.

6.0 - Complaint

If you are dissatisfied with the service you have received at any stage of the EPA, have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you also have the right to complain. Please refer to NSAN's EPA Complaints policy.

You also have the right to contact Ofqual, as the regulator for EPA; however, Ofqual would require evidence that all stages of NSAN's internal processes have been exhausted.