

Malpractice and Maladministration Policy

1.0 Introduction

- 1.1 FeRFA has an obligation to its learners, employers, awarding bodies and partners to ensure that the qualifications its learners receive are a fair and accurate representation of their work, and of the knowledge and skills attained.
- 1.2 The purpose of this policy is to ensure that the integrity of the qualifications is upheld by taking reasonable steps to prevent malpractice and/or maladministration and by approaching in a consistent manner, all reports of suspected or actual cases of malpractice and/or maladministration, whether carried out by learners or staff.

2.0 Definition

- 2.1 Malpractice is a deliberate or reckless act of an individual or business to dishonestly claim learning outcomes and/or certificates for individuals, or to obtain such achievement through fraud or deception.
- 2.2 Maladministration is any activity, neglect, default or other practice that results in the non-compliance with the specified requirements for the delivery of agreed training and qualification.
- 2.3 Fraud is wrongful or criminal deception intended to result in financial or personal gain. Furthermore, fraud is an act that does not comply with FeRFA conditions and brings the authenticity, reliability and integrity of training into question.

3.0 Procedure

- 3.1 Any cases of alleged malpractice, maladministration or fraud must be reported to the CEO of FeRFA whom will in turn report to the CITB if applicable. All staff involved in the delivery, administration or quality monitoring activities will have detailed knowledge of the Malpractice, Maladministration and Counter Fraud and Bribery Policy.
- 3.2 FeRFA has a whistleblowing policy to enable reports such as malpractice, maladministration and /or fraud be reported.