



Malpractice and Maladministration Policy

Name of centre: Yve Holistic Training

This policy is aimed at Yve Holistic Training, Staff, Tutors and Customers, including Learners, who are delivering, or enrolled on a Yve Holistic Training approved and VTCT accredited qualification who are involved in suspected or actual Malpractice/Maladministration. It is also for use by Yve Holistic Training staff to ensure they deal with all Malpractice and Maladministration investigations in a consistent manner.

It sets out the steps the Centre's, and Learners or other Personnel must follow when reporting suspected or actual cases of Malpractice/Maladministration and Yve Holistic Training's responsibilities in dealing with such cases. It also sets out the procedural steps Yve Holistic Training will follow when reviewing the cases.

CENTRE'S RESPONSIBILITY

It is important that the staff involved in the management, assessment and quality assurance of Yve Holistic Training qualifications, and the Learners, are fully aware of the contents of the policy and that the Centre has arrangements in place to prevent and investigate instances of Malpractice and Maladministration.

A failure to report suspected or actual Malpractice/Maladministration cases or have in place effective arrangements to prevent such cases, may lead to sanctions being imposed on the Centre (see VTCT's Sanctions policy for details of the sanctions that may be imposed.)

The Centre's compliance with this policy and how it takes reasonable steps to prevent and/or investigate instances of Malpractice and Maladministration will be reviewed by Yve Holistic Training periodically through our on-going Centre monitoring arrangements.

Should an investigation be undertaken into the Centre, the Head of Yve Holistic Training will:

- Ensure the investigation is carried out by competent investigators who have no personal involvement in the incident or interest in the outcomes
- Ensure the investigation is carried out in an effective, prompt and thorough manner and that the Investigator(s) look beyond the immediate reported issues to ensure that arrangements at the Centre are appropriate for all qualifications
- Respond speedily and openly to all requests relating to the allegation and/or investigation
- Co-operate and ensure that all staff co-operate fully with any investigation and/or request for information

REVIEW ARRANGEMENTS

Yve Holistic Training will review the policy annually as part of our annual self-evaluation arrangements and revise it as and when necessary in response to VTCT, Customer and Learner feedback; changes in Yve Holistic Training and Yve Holistic Training's practices; actions from the Regulatory Authorities or External Agencies; changes in Legislation; or trends identified from previous allegations.

In addition, this policy may be updated in light of operational feedback to ensure Yve Holistic Training's arrangements for dealing with suspected cases of Malpractice and Maladministration remain effective.

If you would like to feedback any views please contact us at:

Yve Holistic Training, Norwich Wellbeing Centre, 15 Chapel Field east, Norwich, Norfolk, NR2 1SF
email: info@massagetrainingnorfolk.co.uk

DEFINITION OF MALPRACTICE

Malpractice is essentially any activity or practice, which deliberately contravenes Regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise any of the following:

- The assessment process
- The integrity of a Regulated Qualification
- The validity of a result or certificate
- The reputation and credibility of VTCT and/or Yve Holistic Training
- The qualification or the wider qualification's community

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.

For the purpose of this policy, this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of Learners.

DEFINITION OF MALADMINISTRATION

Maladministration is essentially any activity or practice which results in non-compliance with Administrative Regulations and requirements and includes the application of persistent mistakes or poor administration within a Centre (e.g., inappropriate Learner records.)

EXAMPLES OF MALADMINISTRATION

The categories listed below are examples of Centre and Learner Maladministration. Please note that these examples are not exhaustive and are only intended as guidance on VTCT and Yve Holistic Training's definition of Maladministration:

- Persistent failure to adhere to VTCT and Yve Holistic Training Learner registration and certification procedures
- Persistent failure to adhere to VTCT and Yve Holistic Training Centre recognition 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 Yve Holistic Training
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g., certification claims and/or forgery of evidence
- Withholding of information, by deliberate act or omission, from us which is required to assure VTCT or Yve Holistic Training of the Centre's ability to deliver qualifications appropriately
- Failure to adhere to, or to circumnavigate, the requirements of VTCT's Reasonable Adjustments and Special Considerations Policy

EXAMPLES OF MALPRACTICE

The categories listed below are examples of Centre and Learner Malpractice. Please note that these examples are not exhaustive and are only intended as guidance on VTCT and Yve Holistic Training's definition of Malpractice:

- Denial of access to premises, records, information, Learners and staff to any authorised VTCT representative and/ or the Regulatory Authorities
- Failure to carry out internal assessment, internal moderation or internal verification in accordance with VTCT's requirements
- Deliberate failure to adhere to VTCT's Learner registration and certification procedures
- Deliberate failure to continually adhere to VTCT's Centre recognition and/or qualification approval requirements or actions assigned to the Centre
- Deliberate failure to maintain appropriate auditable records, e.g., certification claims and/or forgery of evidence
- Fraudulent claim for certificates
- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g., mobile phones)

- Intentional withholding of information from us which is critical to maintaining the rigor of quality assurance and standards of qualifications
- Deliberate misuse of VTCT's logo and trademarks or misrepresentation of a Centre's relationship with VTCT and/or its recognition and approval status with VTCT
- Collusion or permitting collusion in exams/assessments
- Learners still working towards qualification after certification claims have been made
- Persistent instances of Maladministration within the Centre
- Deliberate contravention by a Centre and/or its Learners of the assessment arrangements as specified for VTCT qualifications.
- A loss, theft of, or a breach of confidentiality in, any assessment materials
- Plagiarism by Learners/staff
- Copying from another Candidate (including using ICT to do so)
- Personating -assuming the identity of another Candidate or having someone assume your identity during an assessment
- Unauthorised amendment, copying or distributing of exam/assessment papers/materials
- Inappropriate assistance to Learners by Centre staff (e.g., unfairly helping them to pass a unit or qualification)
- Deliberate submission of false information to gain a qualification or unit
- Deliberate failure to adhere to, or to circumnavigate, the requirements of Yve Holistic Training's Reasonable Adjustments and Special Considerations Policy
- False ID used at the registration stage
- Creation of false records
- Impersonation of a Learner for assessment
- Inappropriate use of technology during assessments (e.g., mobile phone)
- Cheating
- Cash for certificates (e.g., the selling of certificates for cash)
- Selling papers/assessment details
- Extortion
- Fraud
- Failure to manage and prevent Conflicts of Interest

CONFLICTS OF INTEREST

Centres must ensure that assessments are not undertaken by any person who has a personal interest in the result of the assessment (e.g., Internal Verifiers signing off their own assessments; someone assessing the work of a family member; or someone whose pay is influenced by positive assessment results.) Centres are not permitted to offer financial reward for any of their staff involved in the assessment of Learners in respect of the assessment outcomes of those Learners (other than normal pay associated with the role of Assessors, etc) that may lead to doubts about the integrity of their decisions.

In addition, EVs/Examiners will check this aspect when reviewing assessment arrangements at Centres and will record details of any such checks/conflicts recorded in the associated Centre quality assurance reports.

Those responsible within the centre are:

Name: Yvonne Potter

Name: Sharon Tomasso

The centre agrees to comply with the appeals procedure as outlined above:

Updated 10th January 2019