



## **SR TRAINING AND SERVICES LTD**

### **Malpractice and Maladministration Policy**

#### **Introduction**

This policy is designed for all persons involved with training and/or assessing at any location within the Approved Training Centre/Provider (ATC/P). It details the process to follow for suspected malpractice/maladministration and how the ATC/P intends to respond.

#### **Definition of Malpractice**

Any practice which does not follow the regulations/criteria set by the awarding organisation, therefore affecting the integrity of the qualification and the validity of any certificates awarded. Malpractice may be down to deliberate behaviour or neglect and may include altering records to claim certificates.

#### **Definition of Maladministration**

Any practice which does not follow regulations/criteria set out by The awarding organisation resulting in persistent mistakes and/or insufficient candidate records.

#### **Procedure**

- Candidates/Trainers/Assessors who feel they have witnessed malpractice/maladministration should contact The Director directly in writing within 28 days of the suspected malpractice/maladministration occurrence.
- Written correspondence can be sent through email to [sam@srtrainingservices.co.uk](mailto:sam@srtrainingservices.co.uk) or a letter addressed to Sam Reed, SR training services, 165 Frome road, Trowbridge, BA14 ODU
- The correspondence should include an account of the suspected malpractice/maladministration, including the date and names of anyone involved.
- The Director/ATP coordinator will send a confirmation email in response to any correspondence within 7 days of receiving it.
- The suspected malpractice/maladministration will be investigated by The Director/ATP coordinator and will come to a decision and respond to the candidate within 14 days.
- Candidates who are not satisfied with the decision have an opportunity to appeal - <https://www.srtrainingservices.co.uk/policies> or contact the awarding organisation.
- Any suspected cases of malpractice/maladministration not resolved by the ATC/P or needing further support will be escalated to The appropriate awarding organisation via email or in writing.

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<https://www.sta.co.uk/contact-us/>

### **Review arrangements**

SR Training services Ltd will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us via the details provided below.

info@srtrainingservices.co.uk

(Last reviewed Oct 2018)