

## Maladministration

- Administration errors with course paperwork, i.e. incorrect marking of learner portfolios, worksheets, not signing the declaration etc.
- Failure to adhere to our learner registration and certification procedures
- Late learner registrations (both infrequent and persistent)
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence.

The Centre Management team will carry out a full investigation; if the case is proven to be maladministration the actions below will apply.

Safety Training Awards/the EQA will set action points for the centre to correct the errors within a specific timeframe. The ATC's risk rating may increase depending on the severity of the proven case of maladministration and additional EQA monitoring may be carried out.

If there are persistent errors and non-adherence (non-compliance) to Safety Training Awards requirements, this may become high risk and could lead to a proven case of malpractice. The centre's risk rating may increase, and sanctions will apply.

## Malpractice

- Plagiarism/cheating by learners or centre personnel
- Persistently poor administration arrangements and/or records
- Deliberate failure to carry out internal assessment, internal moderation or internal quality assurance monitoring in accordance with our requirements
- Withholding or the delaying of information, by deliberate act or omission from us which is required to assure Safety Training Awards of the centre's ability to deliver qualifications appropriately.

The Centre Management team will carry out a full investigation and will escalate the case to the Head of Compliance and Assurance to review the evidence and determine what actions will be taken. The centre's risk rating will be increased, additional EQA monitoring will be carried out and sanctions will apply.

The appropriate level of sanction will apply dependent upon the severity of the malpractice, for example suspension of certification status, suspension of registration status and withdrawal of specific qualification approval. Please refer to the sanctions policy for further guidance.