



T: 0800 702 2579

E: enquiries@goldtaptraining.co.uk

W: www.goldtaptraining.co.uk

MALPRACTICE AND MALADMINISTRATION POLICY

Issue: 29-12-2023 v1.1

1. Introduction

This policy sets out how employers, providers, trainers, and individuals will work together to ensure the best quality of service is delivered in order to reduce the risk of malpractice. This agreement also explains the procedures of how Gold Tap Training (“the Company”) will respond should there be any indication of malpractice.

At Gold Tap Training, we aim to ensure that malpractice and maladministration does not occur through quality assurance procedures, monitoring, and documentation. However, should there be a breach, the Company understands that the impact of this can be detrimental to individuals and therefore will investigate any occurrence.

2. What is malpractice and maladministration?

“Malpractice”

Malpractice is an activity or practice that is unethical and/or illegal and that breaches regulations and rules that may be set out by law or contractually binding and that may compromise the validity and reputation of the training that is delivered.

“Maladministration”

Maladministration is an activity or practice which results in unintended non-conformance with our approval or delivery of service, processes, or assessment requirements. Recurring instances of maladministration may be considered serious enough to be treated as cases of malpractice.

Malpractice and maladministration can occur at an employer, provider, trainer, or individual level.

3. Scope

This policy covers the Company’s activities and documentation that relates to training programmes delivered by the Company. Example of poor practice may include but is not limited to:

- Placement of unqualified staff as trainers and/or assessors
- Inaccurate registration of candidates
- Inability to adhere to legislation and regulations set out by law
- Failing to declare conflicts of interest
- Secure storage of assessments, results, and any other confidential material
- Inaccurate assessment of trainees and/or learners
- Delays in responding to subject access requests as per the Data Protection Policy
- Requests for reasonable adjustments or special considerations
- Requests for replacement certificates
- Knowingly allowing the use of AI in creation of learner work

Incidences of this nature may or may not suggest malpractice following investigation and will also identify areas in which improvements can be made in order to reduce the probability of future occurrences of malpractice.

4. Preventing Malpractice and Maladministration

The Company endeavours to take all reasonable steps to ensure that malpractice and maladministration does not occur. An example of these reasonable steps include:

- Appointing competent personnel to facilitate training programs
- Accurate recording of data and reporting
- Ensuring that action is taken when malpractice is reported and learning outcomes are shared with all those affected.

5. Process

To report malpractice and maladministration please write to:

The Training Officer
Gold Tap Training Limited
East Malling Research
East Malling
Kent
ME19 6BJ

We ask that as much information is provided as possible, including: your name, contact information, the company you work for and a clear description of the malpractice or maladministration (enclosing documents were relevant).

Reports of malpractice and maladministration must be made as soon as possible after the incident or occurrence. The Company aims to communicate a full response within 10 working days. Where an investigation takes longer to complete, the Company will endeavour to communicate any such delay as soon as possible.

Following an investigation, if malpractice or maladministration has been found or if insufficient evidence was reported but malpractice and maladministration is deemed as then action will be taken immediately.

This action would include the reporting of malpractice to the awarding body as this would affect certification validity. This malpractice finding will be reported to them in writing.