



MALPRACTICE AND MALADMINISTRATION POLICY

Policy Owner	Compliance Manager
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1. Introduction

B-TIC is highly responsible to maintain and improve the quality of the Qualifications delivery as per the standard and recommend of the Awarding Bodies.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Awarding Bodies and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following product:

B-TIC Campus



3. Audience

This document is for use by the following:

- a. B-TIC Staff
- b. Learners

Relevant Policies to be used in conjunction with,

1. B-TIC Academic Misconduct Policy
2. B-TIC Assessment Policy
3. B-TIC Appeal Policy
4. B-TIC Data Protection Policy
5. B-TIC Standardisation Policy

4. Definitions

Academic Malpractice	Malpractice covers any deliberate actions, neglect, default or other practices that comprises the integrity of the Qualification.
Maladministration	Maladministration is defined as any activity, neglect, default or other practice that results in non-compliance of specified requirements and regulations for delivery of the Qualification set out by the contract and the Policy

5. Policy Statement

5.1 Malpractice

Academic Malpractice consists of the following practices,

- a. Improper assistance to Learners (dictating answers/offering the correct answers during Assessment) where the support has the potential to influence the Outcomes of Assessment.
- b. Misuse of Assessments (inappropriate adjustments to Assessments, repeated Assessments against requirements).
- c. Impersonation of a Learner.
- d. Any act which breaks the confidentiality of Assessment.
- e. Any act which breaks the confidentiality of the Learners.
- f. Inventing or changing Grades/Marks for internally assessed work where there is insufficient evidence of the candidates' achievement to justify the marks given or Assessment decisions made.
- g. Producing falsified witness statements, as evidence that the Learner has not generated.
- h. Allowing evidence, which is known by the Staff Member not to be the Learner's own to be included in a Learner's work
- i. Misusing the conditions for special Learner requirements, for example where Learners are permitted support such as an amanuensis. This is permissible up to the point where the support doesn't have any potential to influence the Outcome of the Assessment.

5.2 Maladministration

Maladministration consists of the following practices,

- a. Failure to disclose conflict of interest matter under Maladministration
- b. Failure by B-TIC to notify, investigate and report to allegation of suspected Malpractice
- c. Falsification of records in order to claim Certification.
- d. Fraudulent Certificate claims that is claimed for a Certificate prior to the Learner completing all the requirements of Assessment.
- e. Failure to maintain appropriate auditable records – e.g. Certificate claim and/or forgery of evidence.
- f. Withholding or delaying of information by deliberate acts or omission
- g. Inappropriate administration arrangements and/or records.
- h. Falsifying records/Certificates for example by alteration, substitution or by fraud.

5.3 Allegations of Malpractice and Maladministration

Anybody who identifies or is made aware of suspected or actual cases of Malpractice or Maladministration at any time must immediately notify the Compliance Manager. In doing so they should put them in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible),

- a. Learner's name and B-TIC registration number.
- b. B-TIC's Staff Members name and job role - if they are involved in the case.
- c. Details of the Qualification affected or nature of the service affected.
- d. Nature of the suspected or actual Malpractice and Maladministration and associated dates details and outcome of any initial investigation carried out or anybody else involved in the case including any mitigating circumstances.

The Compliance Manager will then conduct an initial investigation prior to ensuring that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation.

In all cases of suspected Malpractice and Maladministration reported, B-TIC will protect the identity of the 'informant' in accordance with B-TIC Data Protection Policy.

5.4 Responsibility of Investigation

The Compliance Manager will acknowledge receipt as appropriate to external parties within 48 hours.

Compliance Manager will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this Policy and will allocate a relevant member of staff to lead the investigation and establish whether or not the Malpractice or Maladministration has occurred and review any supporting evidence received or gathered by B-TIC.

5.5 Investigation Timelines and Summary Process

B-TIC aims to take action and resolve all stages of the investigation within 10 working days of receipt of the allegation.

The investigation may involve a request for further information from relevant parties and/or interviews with personnels involved in the investigation.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner ensuring that all relevant evidence is considered without bias. In doing so investigations will be based around the following broad objectives,

- a. To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred.
- b. To identify the cause of the irregularities and those involved.
- c. To establish the scale of the irregularities.
- d. To evaluate any action already taken.
- e. To determine whether remedial action is required to reduce the risk to current Registered Learners and to preserve the integrity of B-TIC and the Qualification

Either at notification of a suspected or actual case of Malpractice or Maladministration and/or at any time during the investigation B-TIC reserve the right to withhold a Learner's and/or cohort's results. Where a member of B-TIC's Staff or B-TIC Associate is under investigation we may suspend them or move them to other duties until the investigation is complete.

Throughout the investigation Compliance Manager will be responsible for overseeing the work of the investigation team to ensure that due process is being followed. Appropriate evidence has been gathered and reviewed and for liaising with and keeping informed relevant External Parties.

5.6 Investigation Report

After an investigation B-TIC will produce a draft report for the parties concerned to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves. The report will,

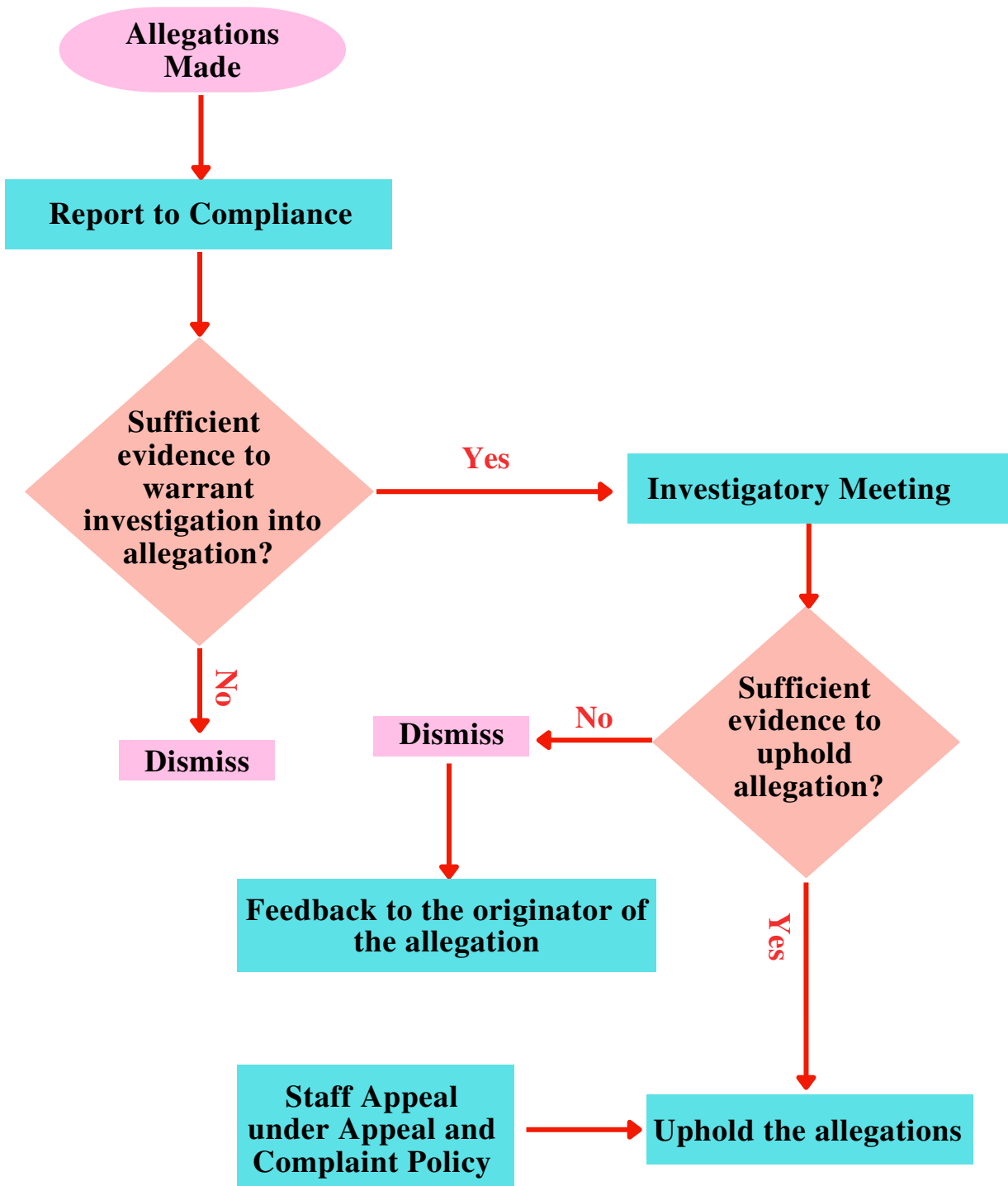
- a. Identify where the breach, if any occurred
- b. Confirm the facts of the case
- c. Identify who is responsible for the breach (if any)
- d. Confirm an appropriate level of remedial action to be applied

B-TIC will make the final report available to the parties concerned and to the regulatory authorities and other external agencies as required.

If it was an independent/third party that notified us of the suspected or actual case of Malpractice, B-TIC will inform them of the outcome – normally within 10 working days of making the decision - in doing so we may withhold some details if to disclose such information would breach a duty of confidentiality or any other legal duty.

If it's an internal investigation against a member of our Staff the report will be agreed by the Compliance Manager and appropriate internal disciplinary procedures will be implemented.

6. Process



7. Coalition Detection Mechanisms

1. Same assessors shall be used for same unit for each cohort.
2. Same internal verifiers shall be used for same unit for each cohort.
3. Learners shall get approval from the tutor for case or research topic selection.
4. Tutors shall not approve same case or same research topic for assignments for the same cohort.

End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of this document.



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B-TIC

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