



***REAL First Aid Ltd***

**MALPRACTICE POLICY AND  
PROCEDURE**

May 2011

## **What is Malpractice?**

Malpractice is defined as any actions that undermine the integrity of the qualification. The candidate or centre (Real First Aid Ltd) may carry out these actions.

Examples of malpractice carried out by the centre:-

- Failure to meet award approval requirements
- Failure to advise an Awarding Body of any changes with regard to the delivery of the award
- Failure to comply with an Awarding Body's procedures for candidate registration and certification
- Claiming certification for non-active candidates
- Claiming for incorrect units or awards
- Claiming for fictitious candidates
- Claiming a certificate for candidates who have not undergone appropriate assessment or completed the assessment process
- Failure to keep examination material and mark schemes secure
- Offering excessive amounts of help in producing assessed work
- Using falsified witness testimonies
- Allowing candidates to include evidence that assessors know is not the candidates own work
- Changing/falsifying records or certificates

Examples of malpractice carried out by the candidate:-

- Cheating in examinations
- Plagiarism including copying large amounts of work from other sources and not acknowledging or referencing this work
- Pretending to be someone else
- Falsifying or altering witness testimonies
- Claiming group work as individual work without explaining own contributions
- Fabricating evidence or results
- Changing results or certificates
- Failing to follow the instructions or invigilators or assessors
- Bringing unauthorised materials into examinations

## **General**

During an investigation the candidate concerned will not be entitled to claim any certificates.

Real First Aid Ltd reserve the right to withhold a candidate's results for all awards

they may be studying at the time of notification of the suspected malpractice or to refuse to accept future entries and/or registrations.

## **Centre Responsibility**

The Centre expects staff to co-operate fully with any investigations into malpractice. Failure to do so may result in the the Centre's approval status being permanently or temporarily removed.

The Centre is responsible for informing staff and candidates affected by the removal of any Real First Aid Ltd services.

In cases of suspected malpractice by candidates, Centre staff should make candidates aware that their final results may be void if the case is proven.

Centre staff who identify suspected cases of irregularity or malpractice must immediately report their findings in writing with supporting evidence.

Real First Aid Ltd requires its staff to report any malpractice suspected after candidates have been registered, making clear any possible implications of a failure to cooperate for the issue of certificates and the future acceptance of entries.

## **Real First Aid Ltd Responsibility**

Real First Aid Ltd will ensure that the Centre, its own staff and awarding bodies receive copies of this document 'Malpractice Policy and Procedure'.

Real First Aid Ltd will carry out a full investigation of any allegations of malpractice and provide a comprehensive report to the relevant parties.

Real First Aid Ltd will inform the Awarding Body whenever it finds evidence that certificates may be invalid and agree appropriate remedial action with the Awarding Body.

In the case of malpractice by a candidate or Centre employee, Real First Aid Ltd will instruct the appropriate Centre staff to investigate the issue in liaison with the Director.

## **Appeals**

Candidates wishing to appeal against the findings of the malpractice investigation or the penalties and sanctions imposed should contact the Director of Real First Aid Ltd.

Appeals will be accepted from any individual members of staff or candidate who are personally implicated in the decision.

## **PROCEDURE FOR DEALING WITH MALPRACTICE**

1. 'Suspected Malpractice Form' to be completed by the complainant and returned to Real First Aid Ltd. A copy of this form is available at the end of the document or from the Real First Aid Ltd website  
  
[www.realfirstaid.co.uk/policy/malpractice.pdf](http://www.realfirstaid.co.uk/policy/malpractice.pdf)
2. Real First Aid Ltd maintains authority to undertake investigations into alleged irregularities within their Centres.
3. On receipt of the form Real First Aid Ltd will carry out an investigation and report its findings to the Director and Awarding Body. On receipt of the form, Real First Aid Ltd will inform the Director and Awarding Body of the estimated timescale for the completion of the investigation. This will normally be within one month of the receipt of the form.
4. The investigation will be carried out by a team independent of the management of normal working relationships with the Centre or external assessor involved.
5. The final report will contain:
  - The origin of the complaint and mode of discovery
  - The investigations carried out
  - The evidence obtained
  - The conclusions drawn
  - The recommendations for action and the resolution of the matter.
6. The report will be made available to the Director and if appropriate, the Awarding Body.

7. The report will be shared with other external parties if appropriate.
8. Where a decision is taken to invalidate certificates, Real First Aid Ltd will:
9. Seek to protect the interests of individual candidates in so far as is reasonable and possible in the circumstances;
10. Contact the candidates involved and notify them of the status of their certificates and of any arrangements for re-assessment and/or certification;
11. Ensure that the original certificates are cancelled on its database so that duplicates cannot be issued;
12. Inform QCA of the details of the invalidated certificates and, where appropriate, make the information available to public funding bodies.

# **REAL First Aid Ltd**

## **SUSPECTED MALPRACTICE FORM**

To be completed by the complainant and returned to: The Director, Real First Aid Ltd,  
The Old Post Office, Herbrandston, Pembrokeshire, Wales, SA73 3TD.

Centre Name	
Centre Number	
Centre Address	
Centre Staff and/or Candidates involved	
Description of alleged malpractice	
Contents and outcome of any investigation carried out by the centre relating to the issue	
Date/s alleged malpractice occurred	
Title and number of the award in question	
Complainant's name, signature and date of complaint	
Complainant's address, telephone number and e- mail address.	

