

Europe Netball Malpractice and Maladministration Policy

1. OPENING STATEMENT

Europe Netball operates a robust internal quality assurance (IQA) policy which aims to prevent any occurrences of malpractice or maladministration, however there may be times when an individual wants to report a case. This policy incorporates all involved, including, learners, tutors, assessors and quality assurers.

2. PURPOSE

- Help identify any potential malpractice or maladministration
- Ensure all allegations of malpractice or maladministration can be investigated in line with the procedures outlined in this policy
- To deal with any negative effects from malpractice or maladministration promptly, in order to uphold the validity of qualifications/awards
- Ensure procedures are kept under review to ensure cases of malpractice are prevented wherever possible.

3. DEFINITIONS

Malpractice

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the internal assessment process and/or validity of achievement of a qualification or award through Europe Netball.

Examples can include:

- Impersonating another learner or providing forged identification documentation
- Submission of false information, including authenticity statements
- A loss, theft of, or breach of confidential assessment materials
- Deliberate failure to adhere to reasonable adjustment, or improperly assisting a learner
- Plagiarism and use of AI to evidence work

Maladministration

Maladministration is defined as any deliberate activity, neglect, default or other practice which results in non-compliance with administrative requirements and regulations, this can include persistent mistakes or poor administration within the centre.

Examples can include:

- Persistent failure to adhere to certificate procedures
- Failure to keep auditable records
- Failure to adhere to delivery, assessment and certification requirements
- Unreasonable delays in responding to requests and/or communications

4. RESPONSIBILITIES

The Europe Netball Coaching and officiating Leads are responsible for ensuring that this policy is reiterated to anyone encompassed within the Europe Netball and taking reasonable actions to prevent instances of malpractice and maladministration. Additional responsibilities may include:

- Remain up-to-date with organisation policies
- Provide the relevant training/updates for staff to ensure compliance

- Ensure tutors and assessors are aware of how to report suspected instances of malpractice and maladministration
- Ensure learners are aware of how to report suspected instances of malpractice and maladministration
- Take reasonable actions to prevent and/or investigate instances of malpractice and maladministration
- Monitor and record any suspected and/or actual cases of malpractice or maladministration
- Implement an effective policy to resolve any complaints surrounding malpractice or maladministration
- Investigate and produce a report for any suspected cases of malpractice or maladministration.

Tutor

The tutor is responsible for ensuring that they personally abide by this policy and making sure learners are made aware of this policy and procedures. Responsibilities include:

- Remain up-to-date with relevant policies
- Promote positive, compliant practices and accurate records for all courses
- Ensure equal learning opportunities and fair assessment for all learners without compromising the integrity of qualifications/awards, utilising the reasonable adjustments and special consideration policy as necessary
- Report promptly any suspected and/or actual cases of malpractice or maladministration to the relevant Coaching/Officiating Europe Netball Lead
- Refer complainants to the procedures within this policy as necessary

Assessor

The assessor is responsible for ensuring that they personally abide by this policy and making sure learners have been made aware of this policy and procedures. Responsibilities include:

- Remain up-to-date with relevant policies
- Promote positive, compliant practices and accurate records for all courses
- Ensure equal learning opportunities and fair assessment for all learners without compromising the integrity of qualifications, utilising the reasonable adjustments and special consideration policy as necessary
- Report promptly any suspected and/or actual cases of malpractice or maladministration to the relevant Coaching/Officiating Europe Netball Lead
- Refer complainants to the procedures within this policy as necessary

Internal Quality Assurer (IQA)

The IQA is responsible for ensuring that they personally abide by this policy and making sure learners have been made aware of this policy and procedures. Responsibilities include:

- Remain up-to-date with relevant awarding organisation policies and STA Excel policies
- Promote positive, compliant practices and accurate records for all courses
- Ensure equal learning opportunities and fair assessment for all learners without compromising the integrity of qualifications, utilising the reasonable adjustments and special consideration policy as necessary
- Report promptly any suspected and/or actual cases of malpractice or maladministration to the relevant Coaching/Officiating Europe Netball Lead
- Keep current, valid quality assurance records
- Investigate any reports of malpractice.

5. PROCEDURE

Reporting a Suspected Incident

Individuals are encouraged to discuss any concerns surrounding suspected incidences of malpractice or maladministration with the relevant Coaching/Officiating Europe Netball Lead, this may be via face-to-face discussion, email, letter or phone call. Alternatively the concern should be sent direct to:

Lauren Hoare at: lauren.europe.netball@gmail.com

Investigating a Suspected Malpractice

Every report will be investigated on a case-by-case basis by an individual with no personal interest in the outcome of the investigation, usually this will be the relevant Coaching/Officiating Europe Netball Lead, along with an internal quality assurer. The relevant lead will review the written submission and carry out an investigation with the following objectives:

- Establish the facts relating to the allegations in order to determine whether any irregularities have occurred
- Identify the cause of any irregularities
- Identify the people involved in the allegations and/or may be able to provide relevant information/evidence
- Establish the level of risk involved within the irregularities
- Ascertain if any action is required in respect of certificates already issued to learners
- Obtain clear evidence to support the sanctions to be applied in accordance with this policy and/or awarding organisations guidelines
- Identify any adverse patterns or trends.

If the relevant Coaching/Officiating Europe Netball Lead deems the suspected case of malpractice is of high risk, they may place temporary sanctions on the accused party to protect the learners and centre compliance. For learners this may include withholding the certification until the outcome is determined. For tutors/assessors/IQAs this may involve a temporary high risk IQA rating, depending on the severity of the accusation.

Outcomes of Investigations

Timescales

Europe Netball aims to conclude any suspected malpractice investigation within 28 days from the submission of the initial report. The relevant parties will be informed of the outcome within the 28 days. In the event that the investigation is more complex and takes longer than 28 days, the relevant parties will be informed of the extension period before the 28-day period is reached.

Notification of Outcomes

If the allegation is found to be unsubstantiated the relevant parties will be informed in writing of the decision and any temporary sanctions will be removed.

If there is sufficient evidence of malpractice or maladministration, the written confirmation will contain the following points:

- The outcome and evidence to support the decision
- The sanctions and/or conditions moving forwards
- The opportunity for the accused to consider and respond to the findings
- Reference to the Appeals Policy if any party wishes to appeal against the decision
- Note that the relevant awarding bodies have been made aware of the investigation and decision.

Actions

If findings conclude that there is evidence that malpractice or maladministration has taken place, the centre is required to act to reduce the risk to learners, ensure standards are not compromised and prevent similar instances reoccurring. The following points are not an exhaustive list and are intended simply as a guidance for what actions may be implemented.

Learner

- Requirement to provide the missing information
- Resubmit information
- Retake the course
- Retake the assessment or any other part of the course
- Pay any further costs
- Report to the relevant awarding organisation

Tutor/Assessor/IQA

- Standardisation/CPD training
- High risk IQA rating
- Shadowing
- Removal from Europe Netball bank of tutors/assessors

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- Review policies and procedures
- Review centre personnel and responsibilities
- Offer alternate arrangements for learners to complete their qualification
- Compensate learners
- Report to the relevant awarding organisation

Appealing a Decision

If the accused is not satisfied with the outcome of the investigation they may be referred to Europe Netball Appeals Policy.

6. MONITORING AND REVIEW

This policy and its implementation will be reviewed annually or at the point of any proven occurrences of malpractice or maladministration.

Agreed date: 30.04.2024

Signed by: *Catherine Lewis*

Role: Catherine Lewis

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Next review: 4 April 2026