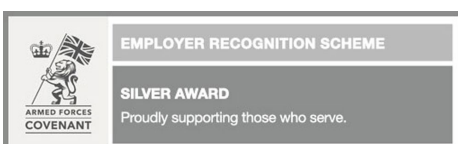




MADE TO MEASURE MENTORING LTD
MALPRACTICE AND MALADMINISTRATION POLICY

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1. INTRODUCTION

1.1. Made to Measure Mentoring Limited (M2M2[®]) is a company registered in England and Wales (Number: 10653662). This procedure also covers all subsidiary companies in M2M2's ownership.

2. CONTACTS

Name	Role		Telephone
Sibbald, Duncan (DS)	Director	duncansibbald@m2m2.co.uk	07776 092 806
Miles, Andy (AM)	MD (Academic)	andymiles@m2m2.co.uk	07730 119958

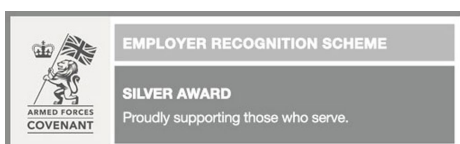
3. SCOPE AND PURPOSE

3.1. This policy sets out how M2M2 will ensure that the actions of its staff and candidates remain in line with acceptable standards and practices and how any cases of suspected malpractice or maladministration will be dealt with. The policy is aimed at staff involved in the delivery and assessment of M2M2 courses and qualifications and also at the candidates who participate in these course and qualifications.

Also, it sets out the steps it will take if there is any suspicion of malpractice or maladministration from staff or candidates. It is also in place to identify our processes in light of suspected or actual case of malpractice or maladministration. M2M2 will act upon any reports of suspected or actual cases it receives which may affect the integrity of its training courses and quality assurance systems.

3.2. For the purpose of this policy, the following terms apply:

- 3.2.1. 'Staff' refers to any person requested by M2M2 to deliver and or assess products or services on its behalf regardless of their employment or contractual status
- 3.2.2. 'Candidate' refers to any person receiving a product or service offered under the brand of M2M2 whether directly or through a third party
- 3.2.3. 'Awarding Organisation' refers to any organisation whose courses or



qualifications are delivered by M2M2 under a licensed, contracted or Approved Centre status agreement and to whom M2M2 has a quality assurance responsibility

3.2.4. 'Head of Centre' refers to the person, usually the Managing Director (Academic), who is responsible to an awarding organisation for ensuring that qualifications or programmes are delivered and assessed in line with their requirements

3.3. M2M2 is committed to pursuing the highest standards of delivery, assessment and management of its services and products. It aims to eliminate malpractice and maladministration in all aspects of the functioning of the organisation and aims to promote accountability and a climate of openness to encourage the disclosure of allegations of malpractice.

4. DEFINITIONS

4.1. The following definitions apply throughout this policy (see Appendix A for examples):

4.1.1. Malpractice: An act or an instance of improper practice including maladministration. Malpractice is any activity, practice or omission which is either wilfully negligent or deliberately contravenes regulations. It may compromise the internal or external assessment and quality assurance process, the integrity of a regulated qualification, the validity of a result or certificate or the reputation and credibility of M2M2 or an awarding organisation it works with

4.1.2. Maladministration: Any activity, practice or omission which results in M2M2, staff or candidate non-compliance with administrative regulations and requirements

4.1.3. Plagiarism: A specific form of cheating which applies to assignments completed by candidates independently. It is the substantial, unacknowledged incorporation into a candidate's work of materials derived from published or unpublished work by another person and presented as if it were the candidate's own work. Published work includes books, articles and materials found on the internet while examples of unpublished work could be a piece of work previously submitted by another candidate or work about to be submitted by another candidate

4.1.4. Collusion: A form of plagiarism that involves unauthorised co-operation between at least two people with the intent to deliberately mislead or deceive

4.1.5. Cheating: A deliberate attempt to act dishonestly, defraud or deceive any assessor, examiner and/or internal or external verifier.

5. M2M2 OBLIGATIONS

5.1. M2M2 will ensure that:

- 5.1.1. Candidates will be given access to advisory documentation (e.g. Definitions of Malpractice and Appendix A - Examples of Malpractice) either directly or via signposting to this and related policy documents on the M2M2 website
- 5.1.2. Candidates have received adequate guidance on what malpractice is and how to reference work that is not their own, and acknowledge this by signing a declaration
- 5.1.3. Staff have adequate training and guidance relating to malpractice and reporting procedures (e.g. face-to-face training and Appendix B – What to look out for – Assessors Guide) and signposting to this and related policy documents
- 5.1.4. Arrangements are in place to offer individuals a safe and accessible procedure for reporting allegations of malpractice in a confidential manner, on the basis that M2M2 will take appropriate steps to ensure that individuals reporting allegations are not penalised, are protected and that individuals accused will be protected against false, malicious or anonymous accusations
- 5.1.5. Staff and candidates and any relevant third parties/individuals are encouraged to report allegations without fear and will ensure that any disclosure is treated with the utmost confidentiality
- 5.1.6. Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken
- 5.1.7. Staff, candidates and any relevant third parties/individuals who commit malpractice (any forms of the definitions above) be allowed to offer a defence and have their case investigated appropriately
- 5.1.8. Staff, candidates and any relevant third parties/individuals found guilty of malpractice (any forms of the definitions above) be punished in a proportionate manner
- 5.1.9. The outcome of an internal investigation conducted by M2M2 is conveyed to the awarding organisation if malpractice is suspected within 20 Days of the incident

5.1.10. Any suspected cases of malpractice or non-compliance by Staff, candidates and any relevant third parties/individuals is reported promptly. The untimely withholding of information or failing to report may result in the imposition of sanctions/penalties on staff, candidates or M2M2 with a possible outcome being the suspension of any employment, certification, registration or recognised centre status.

6. STAFF OBLIGATIONS

6.1. M2M2 will ensure that staff:

- 6.1.1. Access adequate training and guidance relating to malpractice and its reporting procedures – (e.g. face-to-face training and Appendix B – What to look out for – Assessors Guide) as well as regularly familiarising and updating themselves with all relevant M2M2 advisory documentation
- 6.1.2. Report any suspected cases of malpractice or non-compliance by staff, candidates and any relevant third parties/individuals in an appropriate and timely manner
- 6.1.3. Follow the M2M2 Malpractice Reporting Procedure laid out in this policy.

7. CANDIDATE OBLIGATIONS

7.1. The candidate will ensure that:

- 7.1.1. They access and familiarise themselves with all relevant M2M2 advisory documentation (e.g. Definitions of Malpractice and Appendix A - Examples of Malpractice and this and any related policy documents)
- 7.1.2. They take every reasonable step to avoid malpractice (any forms of the definitions above) when completing and submitting work for assessment
- 7.1.3. On submitting any assessment material, they sign the Candidate Declaration statement accompanying any work to confirm that their work:
 - 7.1.3.1. is their own work
 - 7.1.3.2. has not, in whole or in part, been knowingly shared with another

candidate who is submitting, or has submitted, or likely to submit, work for the same qualification

7.1.3.3. has not, in whole or in part, been knowingly submitted elsewhere for assessment

7.1.4. Where material has been used from other sources it has been properly acknowledged

7.1.5. They have not, in whole or in part, knowingly shared their work with another candidate who is submitting, or has submitted, or likely to submit, work for the same qualification.

8. GENERAL PROCESS AND PROCEDURES TO BE IMPLEMENTED IN THE INVESTIGATION OF CASES OF SUSPECTED MALPRACTICE

8.1. Malpractice may be detected in a number of ways including:

8.1.1. Identification by an M2M2 member of staff or a partner deliverer or assessor

8.1.2. Identification by an M2M2 Internal Quality Assurer, the Quality Assurance Manager or another member of staff performing a quality assurance role

8.1.3. Identification by an External Quality Assurer from an awarding organisation or external licensed, contracted or Approved Centre status partner

8.1.4. Verbal or written allegations that are reported openly or anonymously by a candidate, third party or other interested party. This could be an individual who has been made aware by word of mouth through a third party that something untoward has happened or is happening that has not been authorised or is inappropriate, or something they have identified or witnessed personally.

8.2. All suspected or alleged cases of malpractice or maladministration must be reported to the Managing Director (Academic) using the form in Appendix C (Step 1 – Reporting of Initial Suspicion) within 10 days of being identified. In the event that the allegation is against the Managing Director (Academic) then the incident should be reported to the M2M2 Quality Assurance Manager.

- 8.3. The Managing Director (Academic) or the M2M2 Quality Assurance Manager will either act as, or appoint, an independent Investigating Officer who will then make an initial judgement regarding the allegation based on the evidence offered. If sufficient suspicion is present the case will be escalated to Step 2 – Internal Investigation. If insufficient suspicion exists, then the Investigating Officer will record a No case to answer decision and the case will be closed.
- 8.4. In exceptional cases or where the allegation is against a senior member of M2M2 staff (e.g. the Managing Director (Academic), the Managing Director (Commercial) or the Quality Assurance Manager) the Investigating Officer may refer the case directly to the M2M2 Board for consideration.
- 8.5. Should the case be escalated to Step 2 then the Investigating Officer will seek further information from either the person(s) reporting the malpractice or from additional parties who may have relevant information and/or a statement of defence from the person(s) accused of malpractice.
- 8.6. The Investigating Officer will then make a further judgement regarding the allegation. Based on the additional evidence offered the Investigating Officer may conclude that:
- 8.6.1. there is no case to answer and the case will be closed, or
 - 8.6.2. the allegation is upheld and an appropriate, proportionate sanction should be applied, or
 - 8.6.3. a final decision cannot be reached and the case is referred to the M2M2 Board or, where appropriate, the relevant awarding organisation.
- 8.7. M2M2, via the designated Investigating Officer, will keep the person(s) accused of malpractice informed of the progress of their case in writing at each Step throughout the process.
- 8.8. They have the right to appeal any decision in line with the M2M2 Appeals Policy and if they wish to do so should do so within 10 days of the final decision being conveyed to them.

9. MALPRACTICE INVESTIGATION FORM (STEP 1: REPORTING OF INITIAL SUSPICION)

Details	
Centre number	
Who is the suspected allegation against?	
Qualification or Programme title and code	
Unit code	
Candidate(s) involved	
Staff involved	
Location of incident	
Nature of incident	
Person reporting incident	
Supporting evidence attached	
Summary of issue of concern	
For M2M2 office use only:	
M2M2 Investigation code	
Initial comment by M2M2 Investigating Officer	
Date of initial reporting	
Action to be taken	
Date passed to Step 2	

10. MALPRACTICE INVESTIGATION FORM (STEP 2: INTERNAL INVESTIGATION)

Details	
For M2M2 office use only:	
Action from Step 1	
M2M2 Investigation code	
Date of initial reporting	
Date of progression from Step 1	
Further details as necessary (e.g. Defence statement, Investigation report)	
Final comment by M2M2 Investigating Officer	
Date of final internal reporting	
Final internal action to be taken	
Date passed to Stage 3	
Details of any sanctions	


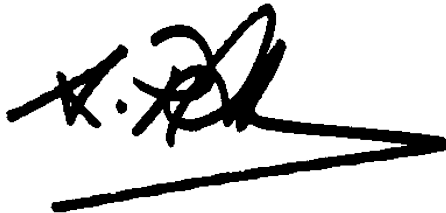


11. MALPRACTICE INVESTIGATION FORM (STEP 3: EXTERNAL NOTIFICATION TO AWARDING ORGANISATION)

Details	
For M2M2 office use only:	
M2M2 Investigation code:	
Date of initial reporting:	
Date of progression from Step 2:	
Awarding organisation alerted on:	
Date report sent to Awarding Organisation:	
Comments:	
Outcome of Awarding Organisation Investigation:	
Date of final conclusion:	
Final action to be taken:	
Date case closed:	
Details of any Awarded Organisation sanctions:	
Any further action to be taken by M2M2:	
Date action addressed:	

12. POLICY REVIEW

12.1. This policy is kept under regular review. The latest review date is published on our website at <https://m2m2.co.uk/company-policies>.

13. SIGNATURES

Name	Signed	Role
Miles, Andy (AM)		Director
Robinson, Tony (TR)		Director
Robinson, Peter (PR)		Director
Sibbald, Duncan (DS)		Director

Made to Measure Mentoring Limited