



Write-Trak Limited

Malpractice and Maladministration Policy

2025

Date of next Review: 2026

1. Introduction

This policy outlines the procedures for identifying and addressing malpractice and maladministration within the operations of Write-Trak Limited. Write-Trak is committed to maintaining the highest standards in delivering educational services to excluded children. This policy ensures integrity, fairness, and transparency in all processes, applying to all staff, tutors, learners, and associates involved in the delivery and assessment of Write-Trak's services.

Write-Trak adheres to the JCQ General Regulations for Approved Centres (Section 5.11) to manage and prevent malpractice and maladministration in exams. All reasonable steps are taken to prevent malpractice before, during, and after examinations. This policy ensures that all staff and candidates understand the procedures and actions required to prevent, report, and address malpractice.

2. Definitions

Malpractice

Malpractice refers to any act, omission, or practice that violates the integrity of Write-Trak's educational delivery, assessment, or reporting processes. This includes intentional misconduct, such as cheating, falsification of records, or non-compliance with Write-Trak's standards.

Examples include, but are not limited to:

- Plagiarism or cheating by learners.
- Falsification of assessment records.
- Non-compliance with examination or assessment procedures.

Centre Staff Malpractice Examples:

- Breaching exam security (e.g., leaking exam content).
- Dishonesty (e.g., falsifying marks or records).
- Providing improper assistance to candidates.

Candidate Malpractice Examples:

- Cheating (e.g., copying, collusion, using prohibited devices).
- Disruptive behaviour or falsification of work.
- Plagiarism and personation.

Maladministration

Maladministration refers to the inefficient or negligent management of Write-Trak's operations or educational processes that result in an adverse impact on learners, staff, or stakeholders.

Examples include:

- Incorrectly recording learner achievements.
- Delays in issuing progress reports due to administrative errors.
- Poor handling of learner records.

3. Scope

This policy applies to all Write-Trak staff, associates, learners, and any third parties involved in the delivery, assessment, and reporting of Write-Trak's educational services.

4. Identification of Malpractice and Maladministration

Any individual who becomes aware of potential malpractice or maladministration must report it immediately to the designated compliance officer. Reports should be made in writing and include all relevant details.

5. Managing Incidents

Identification

Any suspected or actual malpractice or maladministration must be reported immediately to the Centre Manager.

Investigation

Upon receiving a report, the compliance officer will conduct an initial review to determine if the allegation has merit. If substantiated, the Centre Manager will appoint an investigation team, which may include internal or external personnel. The investigation may involve interviews, document reviews, and other necessary procedures.

Documentation

All findings, evidence, and actions taken during the investigation will be documented using the appropriate forms and reports, such as:

- Incident Report Form
- Investigation Summary Report
- Witness Statements (if applicable)

Personnel Involved

- Centre Manager:

Oversees the investigation and ensures that all procedures are followed.

- Investigation Team:

Conducts the investigation, gathers evidence, and interviews relevant parties.

- Compliance Officer:

Ensures that the investigation adheres to Write-Trak's policies and external regulatory requirements.

- External Bodies (if applicable):

May be involved depending on the nature and outcome of the investigation.

6. Consequences of Malpractice and Maladministration

For Staff

Any staff member found guilty of malpractice or maladministration may face disciplinary action, up to and including termination of employment.

For Learners

Learners found guilty of malpractice may have their progress reports or certifications revoked, and they may be barred from future Write-Trak services.

For Third Parties

Any third-party organisation or individual found involved in malpractice or maladministration may have their contracts terminated.

7. Reporting to Relevant Authorities

Notification

Incidents of malpractice or maladministration will be reported to relevant educational authorities immediately following internal investigations.

Certification Decisions

Write-Trak will inform the relevant authorities of any need to hold or suspend certification decisions while the investigation is ongoing. Authorities will be consulted to confirm if further action is required on their part.

Final Report

A final report will be submitted to the relevant authorities once the investigation concludes, detailing the outcomes and any actions taken.

8. Prevention

Write-Trak is committed to preventing malpractice and maladministration by:

- - Regularly reviewing and updating processes.
- - Providing training to staff and associates on best practices.
- - Implementing robust quality assurance mechanisms.

9. Monitoring and Review

This policy will be reviewed annually to ensure it remains effective and relevant to the needs of Write-Trak Limited and its stakeholders.

10. Appendices

Purpose

General Principles

- Prevention:

All staff must take reasonable steps to prevent malpractice before, during, and after exams.

- Reporting:

Suspected malpractice must be reported immediately to the Head of Centre, who will use JCQ forms to report incidents.

- Communication:

Candidates will be informed of the required conditions and prohibited actions related to exams.

Reporting Malpractice

Write-Trak manages malpractice in accordance with the JCQ General Regulations for Approved Centres (Section 5.11) and reports and investigates as detailed in the Exams Policy according to the requirements. Prompt action is vital to safeguard the integrity of qualifications. For full details, please refer to the JCQ regulations and forms provided.

- Staff:

Use JCQ M2 or M3 forms to notify the awarding body.

- Candidates:

Use JCQ M1 form for suspected candidate malpractice.

Purpose of the Policy

This policy addresses malpractice under the specific arrangements for delivery in Summer 2024. All staff involved have been made aware of this policy. This policy applies to all Write-Trak candidates and Write-Trak staff delivering JCQ awarding body qualifications.

General Principles in Accordance with the Regulations

Write-Trak will: Take all reasonable steps to prevent malpractice before, during, and after the determination of grades process.

All centre staff should report any suspected malpractice issues to the Head of Centre (Principal) immediately. The Head of Centre will then follow this policy using the forms and guidance from the JCQ to report any suspected malpractice immediately.

Examples of Malpractice and Maladministration

- **Centre staff malpractice examples:**

Breach of security, deception, improper assistance to candidates, failure to cooperate with an investigation, maladministration.

- **Candidate malpractice examples:**

Alteration or falsification of results, breach of examination rules, collusion, copying, disruptive behaviour, falsification of documents, and other listed offences.

For full reference and further guidance, the JCQ documents and forms are available at the following links:

- [JCQ M1 Form] (https://www.jcq.org.uk/wp-content/uploads/2023/09/JCQ-Form-M1_Sep2023-FINAL.docx)
- [JCQ M2 Form] (https://www.jcq.org.uk/wp-content/uploads/2023/09/JCQ-Form-M2_Sep2023-FINAL.docx)
- [JCQ M3 Form] (https://www.jcq.org.uk/wp-content/uploads/2023/09/JCQ-Form-M3_Sep2023-FINAL.docx)

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