



ASDAN qualifications: Malpractice and maladministration

Malpractice and maladministration – what is it?

Malpractice

Usually a deliberate breach of regulations; risk of compromising quality assurance or control; undermining integrity and validity of assessment or certification of qualifications; damaging to authority of those responsible for conducting the assessment and certification; compromise the reputation of ASDAN, the centre, or the wider qualifications community. May be due to staff or learner actions. Reported to Regulators and other awarding organisations.

Maladministration

Usually unintentional, leads to non-compliance with ASDAN requirements. Mostly administrative or quality assurance procedures; may involve centre staff or awarding organisation staff. If serious, may be treated as malpractice (for example, if a centre continues to ignore requests or requirements to address maladministration).

What might it look like?

Examples may include:

- portfolios containing very similar or identical work and/or mandatory documents. Nearly always this is a case of the assessor/internal quality assurer (IQA) not fully understanding the requirement for work to be explicitly individual to the learner
- improper assistance given to learners
- use of a reasonable adjustment where this has not been declared and/or ASDAN's policy and procedure for the use of a reasonable adjustment has not been followed (eg use of a scribe that is not attributed to the person writing)
- learner and/or unit details submitted when confirming external quality assurance (EQA/moderation) (eg wrong level or unit selected), or not notifying ASDAN of a learner to be withdrawn until EQA/moderation is under way
- the same person acts as assessor and IQA
- submitting candidates before they have finished the course and/or work has been internally moderated, resulting in them being withdrawn at external moderation stage
- failure to follow ASDAN's policies or procedures for qualifications



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How can a centre prevent it?

- Provide learners and staff with induction training which covers relevant centre policies and procedures.
- Deal with any incidences of suspected or actual maladministration/malpractice promptly, following the centre's and ASDAN's policies and procedures.
- Provide staff involved in the delivery, assessment and IQA of ASDAN qualifications with appropriate training, and make sure they are familiar with all of the relevant ASDAN and centre policies and procedures.
- Ensure a robust, risk-based internal quality assurance strategy that confirms the validity of evidence and any claims for certification.
- Ensure admin staff (eg exams officers) are clear about their responsibilities, for example: registering learners; requesting external quality assurance (EQA/moderation) activities; submitting details of learners and units to be submitted for EQA or certification)..

The importance of reporting it

- It enables ASDAN to support the centre so that the situation can be managed appropriately.
- It prevents other learners and qualifications from being at risk of the same maladministration/malpractice.
- It protects the validity and security of ASDAN qualifications and the reputation of the qualification system.
- Not reporting it would be a breach of ASDAN's, and probably the centre's own, policy and procedures.

How to report suspected or actual malpractice or maladministration

Centres must report any suspected or actual incidents of malpractice or maladministration to ASDAN as soon as they become aware of it.

Centres must submit the full details to ASDAN, using the **Notification of malpractice or maladministration form**. A copy of this form can be found on the ASDAN website: asdan.org.uk/policies-regulations-and-centre-guidance or can be obtained by contacting ASDAN's Qualifications and Quality team by email: quality@asdan.org.uk.

Any additional evidence to support the allegation should be included with the form.