

# BCS Malpractice & Maladministration Policy

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### **Timescales for Conducting Internal Investigations**

Intech Centre will ensure that all allegations or suspected cases of malpractice or maladministration are investigated promptly, fairly and thoroughly. Internal investigations will normally commence within 5 working days of the issue being reported and will be completed as quickly as possible, depending on the complexity of the case. Intech Centre will fully cooperate with any investigation conducted by the Awarding Organisation or regulatory authorities and will provide timely, accurate and complete information upon request.

### **Intech Centre and Associated Third-Party Responsibilities**

It is important that all individuals involved in the management, delivery, assessment and quality assurance of BCS qualifications, including any associated third parties and learners, are fully aware of the contents of this policy. Appropriate arrangements must be in place to prevent, identify and investigate instances of malpractice and maladministration.

### **Definition of Malpractice**

Malpractice is any activity or practice which deliberately breaches regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It includes any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of BCS
- the qualification or the wider qualifications community

Malpractice may include a range of issues, from failing to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates fraudulently.

For the purpose of this policy, the term also includes misconduct and any form of unnecessary discrimination or bias towards individual learners or groups of learners.

### **Definition of Maladministration**

Maladministration is any activity or practice which results in non-compliance with administrative regulations or requirements. This includes persistent mistakes, poor administration, or inadequate management systems, for example inaccurate learner records or failure to follow required procedures within Intech Centre.

### **Process for Reporting Malpractice or Maladministration**

Any person who identifies or becomes aware of suspected or actual cases of malpractice or maladministration must immediately notify BCS.

Where Intech Centre conducts an initial internal investigation before formally notifying BCS, the investigation must be carried out by competent staff members who have no personal interest in the outcome of the investigation.

However, Intech Centre must immediately notify BCS whenever malpractice is suspected or maladministration has occurred, as BCS has a responsibility to regulatory authorities to ensure that all investigations are conducted rigorously, consistently and effectively.

In all reported cases of suspected malpractice or maladministration, BCS will protect the identity of the individual reporting the concern, in accordance with its duty of confidentiality and any applicable legal obligations.