

Malpractice and Maladministration Policy

Commitment to Quality

Prometheus security and safety is committed to providing high-quality training, that is evaluated and given in a consistent, accurate, and fair manner. To this purpose, we demand honesty and integrity from everyone participating in the implementation, evaluation, and the quality assurance of our training and assessments. It is Prometheus security and safety's responsibility to ensure that all relevant staff involved in the management, assessment, invigilation, moderation and/or internal quality assurer are informed of the information contained in this document.

Review Of this Document

This document is reviewed and revised regularly in response to feedback from centre staff, External Quality Assurers (EQA) and the regulatory authorities, or changes in legislation. Prometheus security and safety reserves the right, however, to make changes to this document as and when required.

Purpose Of this Document

The purpose of this document is to set out the procedures to be followed in identifying and reporting maladministration by Prometheus security and safety staff, awarding bodies or learners.

What Is Maladministration?

Maladministration or misconduct by Prometheus security and safety staff, academic moderators or assessors is any action, which adversely affects the integrity of the awarding bodies' Examination/Qualifications or the validity of Awards.

Types of Maladministration

Staff Members

- Fraudulent claims for certificates.
- Failure to follow the requirements and recommendations of awarding bodies in relation to assessment.
- Inappropriate conduct during the Examination
- If Prometheus security and safety proves maladministration by an Prometheus security and safety Staff Member, that staff member risks suspension of their duties and an investigation of professional misconduct by Prometheus security and safety.

Academic Assessors

To ensure the authenticity of submitted work, assessors may conduct an (in-person/Skype) interview with the concerned learner. An entry to this effect is to be made in the Assessor Feedback form.

Examples of Academic Assessor maladministration are:

- Disclosure of confidential information about a candidate.
- Failure to carry out the assessment task.
- Falsification of practical assessment tasks.

- Failure to follow the requirements and recommendations of awarding bodies in relation to the assessment.
- If Prometheus security and safety proves maladministration against an Assessor, that Assessor risks suspension of their duties and an investigation of professional misconduct by Prometheus security and safety.

Internal Verifier

To ensure the authenticity of the assessed work and to reduce the chances of academic maladministration/malpractice, the Internal Verifier (IV)/ IQA is required to conduct an (in-person/Skype/ Zoom/ Teams) interview with the concerned learner. The IQA needs to state any remedial action needed by the assessor/centre in any case where there are questions or doubts. This is to be recorded in the IV Feedback form,

Examples of Internal Verifier maladministration are as follows:

- Disclosure of confidential information about a candidate.
- Failure to carry out the assessment task.
- Falsification of practical assessment tasks.
- Failure to follow the requirements and recommendations of awarding bodies in relation to assessment.

If Prometheus security and safety proves maladministration against an Prometheus security and safety Internal Verifier, that Internal Verifier risks suspension of their duties and an investigation of professional misconduct by Prometheus security and safety.

Investigation Procedure – Maladministration

1. An allegation of maladministration must be submitted in writing to the centre manager within ten working days of an alleged act of maladministration being identified. The written allegation of maladministration must contain the following information:

- Name of person(s) making the allegation of maladministration/malpractice.
- Name of person(s) and department(s) against which the allegation is being made.
- A clear statement of the grounds for the allegation of maladministration.
- The allegation of maladministration will be acknowledged.

2. When a written allegation of maladministration is received the Prometheus security and safety Director must be notified in writing by the Centre Manager

3. The Centre Manager will inform the person against whom an allegation of maladministration has been made in writing within three working days. The person(s) against whom the allegation of maladministration has been made will be given an opportunity to respond within five working days.

4. Where the allegation of maladministration is deemed to have merited an investigation will be carried out by the Maladministration Panel, which will be set up by the Prometheus security and safety Director

A Maladministration Panel will be set up within 15 working days of a written appeal being lodged with Prometheus security and safety. The Maladministration Panel will be made up of:

- Centre Manager

- IQA

- HR Manager/Administrator

- In a circumstance where a three-person panel cannot be formed by the existing administration of Prometheus security and safety, a neutral representative will be provided by the Director.

5. The duration of the maladministration investigation process is dependent on the nature and complexity of the investigation and will be determined by the Maladministration Panel.

6. The person against whom an allegation of maladministration has been made will be notified in writing of the final decision of the Maladministration panel, by the Centre Manager within ten working days of the final decision being rendered

7. If either or both parties are not satisfied with the decision, they can submit it in writing to the Appeals Panel. The Director of Prometheus security and safety will set up the Appeals Panel within 5 working days of a written appeal being lodged. The Appeals Panel will comprise the Centre Manager, IQA and independent Assessor and one member of staff from the Prometheus security and safety nominated by the person against whom the allegation of maladministration has been made. The Panel will assess the merits of the application and take any necessary additional action. The decision of the Appeals Panel will be final; there will be no additional avenue for appeal.

8. Where an allegation of maladministration is proved against an individual (Staff Member, Assessor or Internal Verifier/ IQA) the penalties will be imposed as recommended by the Panel that rendered the decision.

9. The Director will be notified as to the outcome of the investigation and all necessary details will be sent by the Chair of the Panel in writing within 5 working days of the conclusion of the investigation.