

## MALPRACTICE AND MALADMINISTRATION POLICY

(Also see ITEC/VTCT's Malpractice and Maladministration Policy)

### INTRODUCTION

This document delineates the Malpractice and Maladministration Policy for the learners of Affable Therapy Training.

We value the interests of learners who are studying ITEC/VTCT qualifications through us and our everyday goal is to surpass their expectations.

We are committed to provide high quality training and it would be an utter disappointment for us if we are unable to do so.

Therefore it is of due significance that our learners feel satisfied with the level of training provided. In case our quality of service is below your as well as our expectation level, do express your concerns and help us address them and improve our quality.

### DEFINITION OF MALPRACTICE

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and or the validity of certificates. It covers 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 ITEC/VTCT

The qualification or the wider qualifications' community

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

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of Learners.

#### DEFINITION OF MALADMINISTRATION

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a Centre (e.g. inappropriate learner records.)

#### RESPONSIBILITY OF AFFABLE THERAPY TRAINING

It is our responsibility to ensure our learners and tutors are aware of the contents of this policy and process of making an allegation and procedures in place to avoid it.

#### REVIEW PROPOSALS

We may review the contents policy and other procedures associated with it as we may deem necessary in due course of self evaluation or as an essential response to feedback from learners or any kind of regulatory feedback. Review arrangements may also be made in response to trends or improvement scopes that are identified through receipt of complaints.

If you wish to express any view or provide any feedback, get in touch with us through the below mentioned contact details.

#### PROCEDURE FOR COMPLAINT

Every Affable Training Therapy staff is adequately trained to assist our learners and they are always eager to help you out. Hence we suggest our learners to discuss any issue with the staff who dealt with the matter as soon as possible.

Anybody who identified or is made aware of suspected or actual cases of malpractice or maladministration at any time must promptly notify Sumita Singh, Director Affable Therapy.

All allegations must include (where possible and relevant):

Affable Therapy Centre name, address and number

Learner name and ITEC/VTCT registration number

Name of Affable staff involved in the case

Details of the ITEC/VTCT qualification affected or nature of the service affected

Nature of the suspected or actual malpractice and associated dates

Statement of circumstances and facts surrounding the allegation

Any supporting document available to be attached

Learners may take the complaint forward to ITEC/VTCT if they are not satisfied with the service level of our centre and have exhausted our complaint procedure. In the rarest of cases, if our learners identify any crucial breach of procedure by our centre, they can directly complain to ITEC/VTCT.

Affable Therapy will get in touch with the learner (s) directly for our comments regarding the complaints within 20 days, ensuring strict confidentiality with respect to the learners concerned. The learner will be given 10 working days to respond. All complaints will be considered individually, and the learner will be informed in writing in case any action is taken in line with Affable Therapy policies.

## CONFIDENTIALITY AND WHISTLE BLOWING

We understand a learner's need to stay anonymous while making a complaint. But it is advisable for learners to reveal their identity and contact information to us. In case you are concerned about any possible adverse effect of identity disclosure, do communicate to us the same and we will refrain from revealing your identity. We may even confirm that if identity divulging would lead to a breach of confidentiality or some other legal responsibility, we are not obliged to reveal your identity

While investigating anonymously reported issues, it is our duty to attempt to confirm any allegation by means of separate investigative procedures before highlighting the matter to those around whom the allegation revolves.

#### HOW WILL MY COMPLAINT BE HANDLED

Once a malpractice or maladministration allegation is received:

Affable Therapy will acknowledge the same within 48 hours, informing you about the official who would be handling your complaint.

Affable Therapy will look into the complaint within 10 working days, which may extend to 10 more working days in case the complaint is more complicated or involves persons who are not timely available. During the inspection period, we may ask additional information from you.

Learners will also be given a copy of ITEC/VTCT Maladministration and Malpractice Policy which forms the basis of Affable Therapy's policy.

Affable Therapy will investigate and recommendations for actions and resolution.

Copy of this investigation will be sent to the learner and ITEC/VTCT.

Affable Therapy recognises that ITEC/VTCT must be notified if it suspects malpractice or maladministration as ITEC/VTCT have a responsibility to the Regulatory Authorities to ensure that all investigations are carried out rigorously and effectively.

## RESPONSIBILITY OF INVESTIGATION

Initial responsibility of investigation rests with Sumita Singh, Director Affable Therapy.

It may be in certain circumstances, we may involve an independent consultant to investigate and report on cases.

Within ITEC/VTCT the responsibility of investigating Malpractice or Maladministration policy rests with ITEC/VTCT Operations Manager.

## INVESTIGATION OUTCOMES

If the investigation confirms that malpractice or maladministration has taken place, we will consider what action to take to:

Minimise the risk to the integrity of certification now and in the future

Maintain public confidence in the delivery of qualifications

Action may include:

Dismissal of concerned staff.

Take action against the learner in relation to proven instances of cheating, plagiarism, fraud, as suggested by ITEC/VTCT such as Loss of all marks / credits for the related work / unit, disqualification from the units / qualification, placing a ban for a set period of time from taking any further qualifications with us.