



Malpractice or Maladministration Policy

Malpractice and Maladministration Policy - External	
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Next Scheduled Review	01/11/2026
Policy Owner	Compliance
Contact Email	compliance@constructionepa.com
Contact Phone Number	0345 601 9576
Approved by	Head of Regulation
Should be read in conjunction with:	
Relevant support material	

Review

This policy is reviewed by the quality and compliance team on an annual basis (unless changes are required due to an update or revision of legislation) and signed off by a member of the senior management team.

Previous updates

Review of the policy

Recent updates

Review of the policy

This policy describes how we aim to control and respond to reports, allegations and findings of malpractice and/ or maladministration.

Malpractice

Malpractice consists of those acts which undermine the integrity and validity of assessment, the certification of qualifications, and/or damage the authority of those responsible for conducting the assessment and certification.

Construction EPA Company does not tolerate actions (or attempted actions) of malpractice.

Construction EPA Company reserves the right, in suspected cases of malpractice, to apply Sanctions while an investigation is in progress and following the conclusion of an investigation. Please refer to our Sanctions Policy for further details.

The following are examples of malpractice by apprentices; this list is not exhaustive and other instances of malpractice may be considered by us at our discretion:

- Plagiarism by copying and 'passing off', as the apprentice's own, the whole or part of another person's work, including artwork, images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission and without appropriately acknowledging the source.
- Collusion by working collaboratively with other apprentices to produce work that is submitted as individual apprentice work. Although, apprentices should not be discouraged from teamwork, as this is an essential key skill in construction.
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.
- Fabrication of results and/or evidence.
- Failing to abide by the instructions or advice of an End-point Assessor, a supervisor, an invigilator, or Awarding Body conditions in relation to the assessment/examination/test rules, regulations and security.
- Misuse of assessment/examination material.
- Introduction and/or use of unauthorised material contra to the requirements of supervised assessment/examination/test conditions, for example: notes, study guides, personal organisers, dictionaries (when prohibited), personal MP3 Players, mobile phones or other similar electronic devices.
- Obtaining, receiving, exchanging or passing on information which could be assessment/examination/test related (or the attempt to) by means of talking or written papers/notes during supervised assessment/examination/test conditions.
- Behaving in such a way as to undermine the integrity of the assessment/examination/test.
- The alteration of any results document, including certificates.
- Writing down questions during an examination/test and taking them out of the examination room to give to other apprentices.
- Cheating to gain an unfair advantage.



Maladministration

Maladministration is any activity, neglect, default or other practice that results in Construction EPA Company or apprentices not complying with the specified requirements for delivery of the assessments and as set out.

The following list are examples of what could constitute maladministration, this list is not exhaustive:

- Failure to register and certificate apprentices in a timely manner as detailed in the EPAO requirements and conditions.
- Consistent failure to follow actions resulting in external quality assurance feedback.
- Failure to respond to requests for information by external quality assurance organisations in a timely manner.
- Inaccurate certificate claims.
- Insufficient audit trail available for assessment, verification, training and testing of all external quality assurance organisations .
- Insufficient management of conflicts of interest.
- Unavailability of assessment and internal verification records.

Investigating allegations

When dealing with alleged malpractice and / or maladministration, Construction EPA Company will formally investigate all instances reported and have the right to withhold investigation information/ notification to the employer/ provider/apprentice(s) until conclusions of the investigation.

On conclusion of the formal investigation, details will be shared with the relevant person(s) along with any Sanction outcome applied and the associated actions.

