

# Maladministration and Malpractice Policy

## Background

LWB Training wants to ensure the highest possible quality for all our activities. The purpose of this policy is to outline how we will deal with potential or actual cases of maladministration or malpractice, as these could have a significant negative effect on the quality of our training and assessment activities.

## Definitions for the purpose of this policy

### Maladministration

Maladministration is any action or failure which results in us being non-compliant with the requirements placed on us by ESFA, Institute for Apprenticeships, or other regulatory body.

### Malpractice

Malpractice is activity that is unethical or illegal which could compromise the validity of the relevant qualifications. This may include action or failure which could give preference to certain apprentices, call the integrity or reputation of the apprenticeship into question, or which could affect confidence in qualifications in general.

## Raising concerns about maladministration or malpractice

Anyone may identify an issue that raises a concern. Anyone who has a concern should raise it at the earliest opportunity for investigation. Concerns may be raised anonymously if preferred.

Concerns may be raised by telephone, email or face-to-face. The person raising the concern should provide:

- Who is involved – apprentices, employer's staff, LWB Training staff, others
- When the action(s) took place
- Where the action(s) took place
- What took place
- Why there is a concern

## Investigation

When a concern is raised, LWB Training will act as soon as possible.

This will normally be to appoint a manager who has no direct relationship to the situation to investigate the concern. This may include:

- Interviewing people involved
- Checking records
- Requesting further information

Depending on the nature of the concern, training and/or assessment activities may be suspended until the investigation is complete.

We will aim to complete an investigation within 10 working days.

## Outcomes of investigation

If it is established that maladministration or malpractice has occurred, or where there is a high probability that it has occurred, we will take appropriate action to ensure the apprenticeships and apprentices are protected. This may include:

- Disciplinary action against individuals
- Dismissal from apprenticeship
- Reporting to the employer, or a senior manager in the employer's organisation