



Holistic Movement Malpractice and Maladministration Policy

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 and associated achievement. 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 **Holistic Movement** and/or Active IQ, or 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.

Examples of malpractice

The categories listed below are examples of centre and learner malpractice. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- denial of access to premises, records, information, learners and staff to any authorised Holistic Movement representative and/or the regulatory authorities
- failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements
- deliberate failure to adhere to our learner registration



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and certification requirements

- deliberate failure to continually adhere to our centre approval and/or qualification approval requirements or any actions assigned to your centre
- deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or disposal and/or forgery of evidence
- fraudulent claim(s) for certificates
- the unauthorised use of inappropriate materials/equipment in assessment settings (e.g. mobile phones)
- intentional withholding of information from Active IQ that is critical to maintaining the rigour of quality assurance and standards of qualifications
- deliberate misuse of our logo and trademarks or misrepresentation of a centre's relationship with Active IQ and/or its approval status with Active IQ
- collusion or permitting collusion in exams/assessments
- learners still working towards qualification after certification claims have been made
- persistent instances of maladministration within the centre
- deliberate contravention by a centre and/or its learners



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of the assessment arrangements specified for Active IQ qualifications

- a loss, theft of, or a breach of confidentiality in, any assessment materials
- plagiarism by learners/staff •
- Using AI (e.g. ChatGPT) to fulfil part/all assessment requirements instead of authentic learner generated evidence
- Impersonation i.e. assuming the identity of another learner, or having someone assume your identity during an assessment
- unauthorised amendment, copying or distribution of exam/assessment papers/materials
- inappropriate assistance to learners by centre staff (e.g. unfairly helping them to pass a written exam or practical assessment)

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 **Holistic**



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Movement (e.g. inappropriate learner records).

Process for making an allegation of malpractice or maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify the appropriate personnel at **Holistic Movement**. In doing so they should put them in writing/email and enclose appropriate supporting evidence. All allegations must include (where possible):

- centre's name, address and number
- details of the **Holistic Movement** course affected or nature of the service affected
- nature of the suspected or actual malpractice or maladministration and associated dates

To minimise cases of malpractice/maladministration

Holistic Movement will ensure:

- all staff are aware of policies and procedures and receive appropriate training/briefings on these



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- staff have clear roles and responsibilities
- there is a documented internal quality assurance procedure/methodology that is clearly in place and is subject to regular internal reviews
- there are documented internal standardisation arrangements in place and evidence that these take place at least once a year
- learners are informed of their roles and responsibilities in terms of not doing anything that may be deemed as malpractice and jeopardise their potential achievements
- all assessment and internal verification activities are accurately recorded and carried out in accordance with **Holistic Movement's** internal quality assurance arrangements and in line with **Holistic Movement's** expectations as outlined in its qualification guides etc
- all registration and certification records are subject to appropriate internal review before submission
- all registration, assessment and certification records will be kept securely either as electronic records or as hard copies in a locked filing cabinet, in a locked cupboard for up to 3 years after the student has completed their course. Only authorised and



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appropriate members of staff will have access to them

Holistic Movement's procedure to conduct a malpractice / maladministration investigation

To embed effective arrangements to investigate instances of malpractice/ maladministration the following process will ensue. It is intended that the stages involve generic key activities; however, not all of these would be implemented in every case.

Stage 1: Briefing and record-keeping

Anyone involved in the conduct of an investigation should have a clear brief and understanding of their role.

All investigators must maintain an auditable record of every action during an investigation to demonstrate that they have acted appropriately.

The officer assigning the investigating officer(s) will stipulate and/or provide secure storage arrangements for



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all material associated with an investigation in case of subsequent legal challenge. It is **Holistic Movement** responsibility to ensure their investigators are fully aware of the agreed roles and processes to follow during the investigation.

Stage 2: Establishing the facts

Investigators should review the evidence and associated documentation, including relevant **Holistic Movement** guidance on the delivery of the qualifications and related quality assurance arrangements.

Issues to be determined are:

- what occurred (nature of malpractice/substance of the allegations)
- why the incident occurred
- who was involved in the incident
- when it occurred
- where it occurred – there may be more than one location
- what action, if any, **Holistic Movement** has taken



Stage 3: Interviews

Interviews should be thoroughly prepared, conducted appropriately and underpinned by clear records of the interviews. For example:

- Interviews should include prepared questions and responses to questions which should be recorded
- Interviewers may find it helpful to use the 'PEACE' technique:
 - plan and prepare
 - engage and explain
 - account
 - closure
 - evaluation

Face-to-face interviews should normally be conducted by two people with one person primarily acting as the interviewer and the other as note-taker.

Those being interviewed should be informed that they may have another individual of their choosing present and that they do not have to answer questions. These arrangements aim to protect the rights of all individuals. Both parties should



sign the account as a true record/reflection of what was covered/stated/agreed.

Stage 4: Other contacts

In some cases, learners or employers may need to be contacted for facts and information. This may be done via face-to-face interviews, telephone interviews, by post or email.

Whichever method is used, the investigator will have a set of prepared questions. The responses will be recorded in writing as part of confirmation of the evidence. Investigators should log the number of attempts made to contact an individual. Again accounts should be signed for agreement with written records to be formatted as non-editable PDF.

Stage 5: Documentary evidence

Wherever possible documentary evidence should be authenticated by reference to the author; this may include asking learners and others to confirm handwriting, dates and signatures.

Receipts should be given for any documentation removed from **Holistic Movement**.



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Independent expert opinion may be obtained from subject specialists about a learner's evidence and/or from a specialist organisation such as a forensic examiner, who may comment on the validity of documents.

Stage 6: Conclusions

Once the investigators have gathered and reviewed all relevant evidence, a decision is made on the outcome.

Stage 7: Reporting

A draft report is prepared and factual accuracy agreement obtained. The final report is submitted to the relevant staff member within **Holistic Movement** for review and sign-off and shared with Active IQ and relevant parties within your organisation.

Thank you for your contribution and commitment to making our policy work.