

MALPRACTICE &
MALADMINISTRATION
POLICY



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TERMS & CONDITIONS

Introduction

This policy is designed for our customers, including learners, registered with Voyage International Beauty Training-approved qualifications or units, who are involved in cases of suspected or actual malpractice or maladministration. It also serves as a guide for our staff to ensure that all investigations related to malpractice and maladministration are handled consistently and fairly. This policy outlines the steps that our center, learners, and other personnel must follow when reporting and addressing such cases, as well as the procedural steps we will take in reviewing and resolving these issues.



Centre's Responsibility

It is crucial that all staff involved in the management, assessment, and quality assurance of our qualifications, as well as our learners, are fully informed of this policy. Our center must have effective arrangements in place to prevent and investigate instances of malpractice and maladministration. Failure to report or prevent such cases can lead to sanctions being imposed on our center.

Review Arrangements

This policy will be reviewed annually as part of our self-assessment and quality assurance processes. Revisions may be made based on feedback from customers and learners, changes in practices, actions from regulatory authorities or external agencies, or legislative updates. Additionally, operational feedback may prompt updates to ensure the effectiveness of our malpractice and maladministration handling procedures.



Definitions

Malpractice

Malpractice refers to any activity or practice that deliberately contravenes regulations, compromises the integrity of internal or external assessment processes, or undermines the validity of certificates. This term also encompasses misconduct and unnecessary discrimination or bias toward specific groups of learners.

Examples of malpractice include, but are not limited to:

- Breaching centre and qualification approval conditions.*
- Denying access to resources (e.g., premises, records, information, learners, and staff) to authorized Voyage International Beauty Training representatives or regulatory authorities.*
- Failing to adhere to delivery, internal assessment, moderation, or verification requirements.*
- Fraudulently claiming certificates.*
- Unlawfully using materials or equipment during assessments/exams (e.g., mobile phones, cameras).*
- Intentional withholding of critical information that maintains quality assurance and standards.*
- Forgery of evidence or collusion during exams.*
- Plagiarism or unauthorized amendment, copying, or distribution of exam papers.*



Maladministration

Maladministration refers to any activity or practice that results in non-compliance with administrative regulations and requirements. It includes persistent mistakes or poor administration within a center, such as inappropriate handling of learner records.

Reporting Malpractice & Maladministration

When suspected or actual cases of malpractice or maladministration are identified, the following information must be provided in writing or via email, along with supporting evidence:

- *Center name, address, and number.*
- *Learner's name and awarding organization number.*
- *Details of the involved personnel (name, job role).*
- *Title of the Voyage International Training course/qualification affected.*
- *Date(s) when the suspected or actual malpractice occurred.*
- *Detailed description of the suspected or actual malpractice.*
- *Outcomes of any investigation carried out, including mitigating circumstances.*
- *Written statements from those involved, including the informant's name, position, and signature.*



If the center investigates formally submitting a report, the staff leading the investigation must be independent of the staff/learners/function under investigation. The individuals suspected of malpractice must be informed of the case details and possible outcomes. The findings of the investigation must be submitted to us with the report. We will protect the identity of the informant by our duty of confidentiality and any other legal obligations.

Investigation Process

Timeliness and Process

Voyage International Beauty Training aims to resolve all stages of the investigation within 20 working days of receiving the allegation. The investigation may involve:

- Requests for additional information from the center or relevant personnel.*
- Interviews (in person or by telephone) with individuals involved in the investigation.*



Reporting Allegations

Anyone who identifies or is made aware of suspected or actual cases of malpractice or maladministration must immediately report their findings to the Director of Quality. The report should include all relevant details and supporting evidence.

- If a member of our staff is under investigation, they may be suspended or reassigned until the investigation is completed.*

Oversight and Coordination

Our Centre Coordinator will oversee the investigation process to ensure that due process is followed, appropriate evidence is gathered and reviewed, and that relevant external parties are kept informed.

This policy ensures that all cases of malpractice and maladministration are addressed promptly and fairly, maintaining the integrity and quality of our qualifications and assessment processes.

