



AQUALIFE SWIMMING LIMITED

MALPRACTICE & MALADMINISTRATION POLICY - 2024

Aqualife Swimming Limited ('Aqualife') malpractice and maladministration policy is aimed at learners, tutors, assessors, quality assurance, and staff. This policy aims to prevent any form of malpractice or maladministration occurring and sets out the procedures for investigative, reporting and dealing with and suspected of actual malpractice or maladministration, to ensure the integrity of the qualifications and to be fair to all learners.

Definition of Malpractice

Malpractice is defined as '**any attempt to gain an unfair advantage in a qualification for oneself or for another**'. An act of malpractice can occur in the assessment process and effect the:

- Integrity of a qualification
- The validity of results or a certificate
- The reputation and credibility of Safety Training Awards' qualifications or the qualification of the wider qualifications community.

Examples of Malpractice

Listed below are examples of center and learner malpractice. Please note that this list is not exhaustive and is only intended as guidance on our definition of malpractice:

- A learner copying the work of another
- Plagiarism: taking or copying someone else's work or ideas and passing them off as one's own without referencing
- A learner bringing into an examination room aids that could be used to help answer questions in the exam
- A tutor giving a learner unfair assistance with an assessment



- An invigilator revealing the questions in an examination to learners before the time of the examination

Definition of Maladministration

Maladministration is defined as **‘any activity or practice which results in non-compliance with Safety Training Awards regulations and requirements’**.

Examples of Maladministration

Listed below are examples of center and learner maladministration. Please note that this list is not exhaustive and is only intended as guidance on our definition of maladministration:

- Aqualife failing to return all examination materials after an examination
- Aqualife failing to issue learners with appropriate notices and warnings in an examination
- Aqualife not ensuring the assessment venue conforms to requirements
- Errors or omissions of informing supplied to Safety Training Awards
- Persistent failure to adhere to our certification procedures
- Inaccurate certificate claims
- Persistent failure to adhere to our approved training centre recognition and/or qualification requirements and/or associated actions assigned to that centre
- Failure to keep auditable records in accordance to Safety Training Awards’ requirements
- Failure to adhere to delivery, assessment and certification requirements
- Failure to adhere to register learners in accordance with Safety Training Awards’ procedures
- Unreasonable delays in responding to requests and/or communications from Safety Training Awards
- A deliberate act or omission of withholding or delaying information which is required to assure Safety Training Awards of the centre’s ability to deliver and assess qualifications appropriately
- Misuse of Safety Training Awards’ logo or misrepresentation of a centre relationship with Safety Training Awards qualifications and/or its recognition and approval status with us.



Policy

This policy sets out how learners, Centre staff, tutors and assessors can report suspicious malpractice or maladministration.

It is the Aqualife Director's responsibility for:

- Establishing and maintaining and are compliant with up-to-date policies and procedures for investigating malpractice and maladministration
- Take reasonable actions to prevent malpractice and maladministration
- Comply with this policy and be monitored through Safety Training Awards external quality assurance (EQA) procedures
- Failures to prevent malpractice and maladministration may lead to:
 - Certificates not being issued
 - Future courses not being accepted

Procedure for Reporting Suspected Instances of Malpractice or Maladministration

Aqualife aim to prevent any malpractice or maladministration from occurring by being in full control and properly thorough in all its activities. In the event that malpractice or maladministration is suspected or there has been an actual case, learners, tutors, assessors, invigilators, and internal quality assurers must report the incident to the Centre Coordinator, in writing via email.

Aqualife must the report the any suspicions or actual cases of malpractice/maladministration to the designated Responsible Officer, Safety Training Awards' Head of Compliance, Assurance and Assessment (see end of document for contact details). The STA 'Report of Suspected Malpractice' form (Appendix 1) shall be completed and reported immediately. The form should be as details as possible and any supporting evidence should be submitted along side the form.

Safety Training Award will then investigate Aqualife's report of malpractice/maladministration on a case-by-case basis. Safety Training Award will then report any and all cases to the regulatory body which will indicate any possible outcomes or sanctions along with a timescale for the investigation.



Investigations

The fundamental principle of all investigations is to be conducted in a fair, reasonable, proportionate and lawful manner and all evidence is considered impartially. Investigations will be based on the following objectives:

- Establish the facts relating to the allegations in order to determine whether any irregularities have occurred
- Identify the cause of any irregularities
- Identify the people involved in the allegations and/or may be able to provide relevant information/evidence
- Establish the level of risk involved within the irregularities
- Evaluate any actions/sanctions already taken by the approved training centre
- Determine whether remedial action is required to reduce the risk to current registered learners, to preserve the integrity of the qualification and to prevent or mitigate against adverse effect resulting from any malpractice or maladministration
- Ascertain if any action is required in respect of certificates already issued to learners
- Obtain clear evidence to support the sanctions to be applied to the centre and/or to personnel in accordance with the sanctions policy
- Identify any adverse patterns or trends

The investigation may involve requesting further information from relevant parties, which may include interviews etc. When an allegation is made against an individual or group, they are provided with a description of the allegation, are made aware of the possible outcomes and are given the opportunity to respond.

During this time, sanctions may be placed on Aqualife by Safety Training Awards, which may include withholding a learner's or full cohort's results for the qualifications they are studying.



Responsibility for the Investigation

Safety Training Awards, in compliance with regulatory requirements, will review any cases of malpractice and maladministration, to establish if any form of malpractice or maladministration has occurred and will take steps to prevent any adverse effects from occurring.

Notifying Relevant Parties

Once a claim has been submitted, Safety Training Awards will provide information to relevant parties at each part of their investigation.

Monitoring and Review

Aqualife will review this policy regularly for improvements and in line with Safety Training Awards quality assurance requirements. The next review will take place within 1 year of the document version date, or after any breach of policy.



Contact Details

Aqualife Swimming Limited

Course Tutor: Penny Watkins, Founder, Aqualife Swimming

STA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Level 2 Certificate in Swimming Teaching

Tel: 0796164138

Email: penny@aqualifeswimming.com

Course Tutor, IQA & Administration: Anna Hodges

Partner & Centre Administrator, Aqualife Swimming

STA Tutor, Assessor & IQA in: STA Level 2 Award in Swimming Teaching, STA Level 2 Certificate in Swimming Teaching

IQA in : STA Safety Award for Teachers, Pool Emergency Responder

Tel: 077140 89928

Email: info@aqualifeswimming.com

Course Tutor: Camilla Golledge, Tutor

STA Tutor, Assessor and IQA in: STA Level 2 Award in Swimming Teaching, STA Safety Award for Teachers

Contact: via Anna Hodges, Centre Administrator



Course Tutor: Lee Cornelius, Tutor

STA Tutor in : STA Safety Award for Teachers

STA IQA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Safety Award for Teachers

Contact: via Anna Hodges, Centre Administrator

IQA: Abbey Ratchford

STA IQA in: STA Level 2 Award in Swimming Teaching

Contact: via Anna Hodges, Centre Administrator

STA Assessor: Timothy Long

STA Assessor in: STA Level 2 Award in Swimming Teaching

Contact: via Anna Hodges, Centre Administrator

External Assessor:

The Assessor details will be available upon registration of each new course and details will be given on Day 1 of course.

Safety Training Awards

Address: Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Email: <https://www.sta.co.uk/contact-us/>

OFQUAL (England)

Contact: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Tel: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk



Monitoring and Review

This policy will be reviewed annually to ensure they remain correct and are fit for purpose. However, the policy may be reviewed and updated at any time to reflect any changes made by Safety Training Awards (STA) or the Regulatory authorities.

Policy Launch Date : November 2024

Review Due: November 2025