

UCOACH LTD

Malpractice Policy

January 2025



Scope

UCoach is committed to pursuing the highest standards of probity and the elimination of malpractice and maladministration in the management of our organisation and in the delivery of qualifications. UCoach aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice and maladministration.

We operate in accordance with all relevant legislation, awarding organisational conditions and UCoach policy, procedure and related guidance arrangements. In doing so, we are able to prevent, mitigate or effectively manage the occurrence of any alleged malpractice or maladministration.

This policy therefore applies to all personnel, learners and any relevant third parties individuals involved with UCoach. Arrangements are in place to ensure all individuals have a safe, ethical and accessible environment in which to fulfil their role within the organisation. Where this is compromised, this policy ensures a safe and accessible procedure for reporting allegations of malpractice or maladministration in a confidential manner. As a result, UCoach takes appropriate steps to ensure that individuals reporting allegations are not penalised, are protected and that individuals accused are also protected against false, malicious or anonymous accusations.

UCoach is keen to encourage personnel, learners and any relevant third party to report allegations without fear and will ensure that any disclosure is treated with the utmost confidentiality. Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the awarding organisation The Lawn Tennis Association for Level 4 for investigation.

In the deployment of this policy all personnel, learners and any relevant third parties are required to report any allegation of malpractice or maladministration. Cases of malpractice being withheld or confirmed may result in the imposition of sanctions, penalties or disciplinary procedures on personnel and on learners.

Definitions

Malpractice is defined by UCoach as any **deliberate** activity, neglect, default or other practice that is unethical or unlawful, which breaches regulations or conditions placed upon us by awarding organisations. Such **deliberate** activity, neglect, default or other practices may compromise the integrity of our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications and related assessments we are approved to deliver. As a result, this is unacceptable. This includes deliberate non-compliance with any UCoach policy, procedure, guidance.

Maladministration is any activity which is **not deliberate**, but which neglects, defaults on regulation, conditions placed upon us by awarding organisations or compromises the integrity of our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications and related assessments we are approved to deliver. This includes accidental non-compliance with any UCoach policy, procedure, guidance.

Objective

In the deployment of this policy, UCoach personnel, learners and any relevant third parties are required to report allegations directly to UCoach. In doing so the key objective is mitigate and/or manage any adverse effects. Examples of malpractice or maladministration, which would require full investigation and subsequent mitigation or management, include¹:

- committing plagiarism by copying and passing off the whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source
- failing to comply with the assessor's/invigilator's instructions and The LTA regulations in relation to the assessment and security
- misusing assessment material
- impersonating others 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
- fabricating and/or altering results and/or evidence, documents and fraudulent claiming of certificates
- using unauthorised material in relation to the requirements of supervised assessment
- misusing the access arrangements via reasonable adjustments or special considerations with the aim of influencing the outcome of the assessment
- behaving in such a way as to undermine the integrity of the assessment
- failing to comply with qualification and assessment regulations²

¹ This list is not exhaustive and each incident will be treated on a case-by-case basis.

² This will lead the relevant awarding organisation to withhold results.

Allegations Reporting and Handling Procedures

UCoach Personnel, learners and any relevant third party should submit any allegations of malpractice or maladministration and any evidence via email directly to:

Julie Strange, Administration Manager, UCoach (julie.strange@ucoach.org.uk)

UCoach will acknowledge receipt of the allegation within five working days ensuring that they inform The Lawn Tennis Association of the situation. UCoach will then:

- evaluate the evidence and identify outcomes (where attached evidence is fully sufficient and consistent)
- evaluate the evidence and conduct an investigation (where additional evidence needs to be collected and/or validated).

Once all reasonable steps have been taken to collect and authenticate the evidence, outcomes will be identified. All outcomes are then required to be forwarded to The Lawn Tennis Association.

Outcomes and Penalties

Withholding information or failing to report promptly any suspected cases of malpractice or maladministration by centre personnel may result in the imposition of sanctions on UCoach. This may lead to withdrawal of centre statuses.

Personnel who commit malpractice, which is confirmed after investigation, may be subject to penalties, including:

- exclusion from the delivery of the qualification
- exclusion from the assessment of the qualification
- exclusion from the internal verification/moderation of the qualification
- exclusion from the financial/quality management/administration of the qualification
- temporary suspension
- work only under supervision
- undertake specific training.

Learners are required to be aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- written warning
- disqualification from entering one or more (re)assessments
- disqualification from the whole qualification.

Learners must understand that where the allegations are proven, certificates may be invalid and those already issued may be withdrawn.