



Arundel & Downland Community Leisure Trust

Arundel Lido, Queen Street Arundel BN18 9JG

Tel: **01903 882404** (Reception) **884772** (Office)
website: www.arundel-lido.com e-mail: manager@arundel-lido.com

Arundel Lido - RLSS Approved Training Centre

Malpractice and Maladministration Policy

(Version – January 2019)

Introduction

This Policy is designed for all persons involved with training and/or assessing within the RLSS Approved Training Centre (ATC) at Arundel Lido. It details the process to be followed in a case of suspected malpractice/maladministration.

Definition of Malpractice

Any practice which does not follow the regulations/criteria set by IQL UK and therefore affects the integrity of a qualification and/or the validity of any certificates awarded. Malpractice may be down to deliberate behaviour or neglect and may include the alteration of records in order to claim certificates.

Definition of Maladministration

Any practice which does not follow regulations/criteria set out by IQL UK and thereby results in persistent mistakes and/or insufficient/inadequate candidate records.

Procedure

- Any Candidate/Trainer/Assessor who feels that they have witnessed malpractice or maladministration should contact the Lido Manager (Nikki Richardson) in writing within 2 weeks of the suspected malpractice/maladministration occurrence.
- Written correspondence can be sent via email to manager@arundel-lido.com or in a letter addressed to: Nikki Richardson, Manager, Arundel Lido, Queen Street, Arundel, BN18 9JG
- The correspondence should include an account of the suspected malpractice or maladministration, including the date(s) of the occurrence and the names of any person(s) thought to be involved.
- The Lido Manager will send an email/letter (confirming receipt of the correspondence) within 1 week of receiving it.
- The suspected malpractice/maladministration will be investigated by the Lido Manager (Nikki Richardson), who will come to a decision and respond to the Candidate / Trainer / Assessor within 3 weeks.
- Candidates who are not satisfied with the decision have an opportunity to appeal – by contacting IQL UK directly via mail@iql.org.uk or in writing to: IQL UK, Red Hill House, 227 London Road, Worcester WR2 5JG.
- Any suspected cases of malpractice/maladministration not resolved by Arundel Lido, or needing further support, will be immediately escalated to IQL UK either via email to mail@iql.org.uk or in a letter addressed to: IQL UK, Red Hill House, 227 London Road, Worcester WR2 5JG.

Review arrangements

Arundel Lido will review this Policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

Footnote

If you would like to feedback any views on this Policy, please use one of the contact addresses in the heading above.