

Statement

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 a centre (e.g. inappropriate learner records). The policy particularly relates to activities or practices involving Awarding Organisations

FLM Training Limited will endeavour to:

- Identify and minimise the risk of maladministration by staff.
- Respond to any incident of alleged maladministration promptly and objectively.
- Standardise and record any investigation of maladministration to ensure openness and fairness.
- Impose appropriate penalties and/or sanctions on staff where incidents (or attempted incidents) of maladministration are proven.
- Protect the integrity of FLM Training Limited and of Awarding Organisation qualifications.

Responsibility

The responsibility for the administration of this policy lies with the Directors.

Company Commitment

In order to do this, FLM Training Limited will:

- Seek to avoid potential maladministration by using the induction period to inform staff of the FLM Training Limited's policy on maladministration and the penalties for attempted and actual incidents of maladministration.
- Conduct an investigation in a form commensurate with the nature of any maladministration allegation. It will proceed through the following stages:
 1. Make the individual fully aware at the earliest opportunity of the nature of the alleged maladministration and of the possible consequences should maladministration be proven.
 2. Give the individual the opportunity to respond to the allegations made.
 3. Inform the individual of the avenues for appealing against any judgment made.
 4. Document all stages of any investigation.

Action

- All staff are to be made aware of this policy (normally at induction).
- Failure by a member of staff to adhere to this policy could result in disciplinary action.
- Inform the individual of the issues and of the possible consequences.
- Ensure the individual has the opportunity to respond.
- Inform the Awarding Organisation of any maladministration or attempted acts of maladministration.

Examples of Maladministration

This list is not exhaustive and other instances of maladministration may be considered by FLM Training Limited at its discretion:

- Persistent failure to adhere to an Awarding Organisation's learner registration and certification procedures.
- Persistent failure to adhere to an Awarding Organisation's centre recognition and/or qualification requirements and/or associated actions assigned to FLM Training Limited.
- Late learner registrations (both infrequent and persistent).
- Unreasonable delays in responding to requests and/or communications from an Awarding Organisation.
- Inaccurate claim for certificates.
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence.
- Withholding of information, by deliberate act or omission, from an Awarding Organisation which is required to assure an Awarding Organisation of the FLM Training Limited's ability to deliver qualifications appropriately.
- Misuse of any logo and trademarks or misrepresentation of FLM Training Limited's relationship with an Awarding Organisation and/or its recognition and approval status with an Awarding Organisation.
- Failure to adhere to, or to circumnavigate, requirements relating to Reasonable Adjustments and Special Considerations of the Awarding Organisation.