

Malpractice, Complaints and Appeals

Malpractice Procedure

The role of the learner is to generate appropriate evidence, which your assessor will assess to ensure is valid, authentic and sufficient. In terms of authenticity, your assessor is looking to make sure that you have undertaken the activities described. On very rare occasions, assessors cannot confirm authenticity due to possible issues of malpractice.

Malpractice means any act, default or practice which compromises or attempts to compromise the process of assessment and integrity of any MTCS qualification, thus causing damage and loss of credibility for MTCS as an awarding body.

Candidate malpractice

This means any malpractice by the candidate or assessor in the course of any assessment, including preparation and authentication of work evidence for assessment.

Examples of candidate malpractice may be:

- Collusion; working collaboratively with others, beyond what is permitted
- Allowing work to be copied
- Making a false declaration of authenticity in relation to product evidence and assessment activities
- Allowing others to assist in the production of evidence which you claim as your own work
- Theft of another candidate's work

Rights of the individual

When an incident of suspected malpractice is reported to MTCS, whether a candidate, client assessor or member of staff is accused of malpractice, the individual must:

- Be informed of the allegation made against them
- Know what evidence there is to support the allegation
- Know the possible consequences should malpractice be proven
- Have the opportunity to consider their response and submit a written statement (normally within 20 working days)
- Be informed of the appeals procedure, should a decision be made against them

Consequences

MTCS have the right to withdraw certification from any individual candidate, assessor or organisation found guilty of malpractice.

Appeals Procedure

This section allows you to appeal against the decision of any assessment that has taken place by MTCS on activities carried out by you when working towards your grade / qualification. The procedure is as follows:

1. You, the candidate, must lodge your appeal with the Managing Director at MTCS within 20 working days of receiving your assessment decision.
2. The Managing Director will review your case and attempt to find a solution by liaising with you, your assessor and internal verifier. The review will include the possibility of another assessment or reconsideration of the evidence that you already submitted.
3. If a suitable solution cannot be agreed, then the following process will take place.
4. A date will be set for an appeal to be considered by the appeals panel that consists of:
 - a. The Managing Director of MTCS
 - b. The Lead Verifier
 - c. A qualified verifier not involved in the original assessment
5. The appeals panel will meet within 20 working days of the Managing Director receiving the appeal from yourself.
6. You will be notified of the panel's decision within five working days of the appeals meeting.

Complaints Procedure

This section allows you to register any complaints that you may have concerning any aspects of the assessment service you have received from MTCS with respect to the following:

- Access to assessment
- Process of assessment
- The handling of an appeal
- Administrative issues, e.g. failure to register / apply for certification
- Any difficulty using your assessment documentation / media

The procedure is as follows:

1. You, the candidate, must lodge your complaint with the Managing Director at MTCS within 20 working days of the issue arising.
2. The Managing Director will then take the following action:
 - Set a date for the complaint to be heard by the complaints panel
 - Attempt to find a solution with yourself.

Candidate name:	Date:
Candidate signature:	Certification applied for:
Summary of appeal/complaint (including times, dates and names where applicable) :	