



Malpractice Procedure

NALP is keen to ensure that all examination activities are undertaken according to the strict regulations operated by the company to ensure that each candidate receives the services they require and to ensure uniformity of candidate assessment.

However, NALP recognises that sometime malpractice may occur and the company has put together a procedure to investigate any claims of malpractice that may occur either by candidates, centres or NALP staff.

Any reports of malpractice received at NALP should be brought to the attention of the Chief Executive at the earliest opportunity. The Chief Executive will pass on any reports of malpractice to the Executive Board who will review the report and decide whether to recommend further investigation. Should the Board decide to conduct an investigation, NALP will appoint a team of personnel and convene the Appeals Board to oversee the work. These personnel will be:

- Independent of the centre or have any previous dealings with centre personnel or candidates.
- Independent of any NALP staff (eg examiners or moderators) who may be involved in the malpractice.
- Sufficiently experienced in the unit/qualification to make judgements and recommendations following the investigation

The investigation process

The team will investigate the claim to find evidence to support or reject the claim of malpractice. During the investigation the review process may involve:

- a request for further information from the centre or personnel involved
- interviews (face to face or by telephone) with personnel involved in the investigation
- arranging for authorised personnel to carry out a centre visit

The team will report back to the Appeals Board who in turn will report to the Executive Board where a final decision will be taking after weighing up all the evidence. In the case of a split decision, the majority vote will apply.

The Chief Executive will be responsible for monitoring any investigations and recording the outcomes. This will be reported on to the Executive Board in terms of:

Centre malpractice

- Suspension of centre approval status for all our qualifications
- Suspension of candidate registration and/or certification service for the qualification

Candidate malpractice

- Disallowing all or part of the candidate's external assessment marks
- Not issuing the candidate's certificate(s)
- Disqualification from the qualification.

NALP staff malpractice

Disciplinary action taken with any NALP member of staff found to be involved in any malpractice.