

MALPRACTICE AND MALADMINISTRATION POLICY

This policy is intended to outline how the Lawn Tennis Association (LTA) defines these terms and sets out the procedures they have in place to report instances of malpractice and maladministration in relation to our coach education and qualification pathway.

The LTA Coach Development Team is committed to upholding the highest standards of integrity, fairness, professionalism, and standardisation in all aspects of its operations. This policy outlines our firm stance against malpractice and maladministration and our dedication to maintaining trust and credibility within the coach education community.

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1. UNDERSTANDING OF MALPRACTICE

The LTA defines malpractice as any act or omission that compromises the integrity and values of the organisation and its qualifications. This could be considered intentional or unintentional. Malpractice can occur at any level within the organisation, or outside of it, and includes actions that breach LTA regulations, policies, procedures, and the Code of Conduct.

1.1 Examples of candidate malpractice:

- Deliberate falsification of coursework, assessment, or assessment results.
- Collusion or plagiarism in coursework or assessment.
- Misrepresenting existing qualifications, professional affiliations and/or experience.
- Providing or receiving unauthorised assistance or information during assessments.
- Behaving in such a way that enables any candidate, including oneself, to gain an unfair advantage.
- Impersonating a candidate.
- Making, publishing, or knowingly permitting the publication of any statement pertaining to their qualifications which is false or misleading.

1.2 Examples of Coach Development Centre (CDC) or Tutor malpractice:

- Altering official documents or records that results in false or misleading information.
- Attempting to influence an LTA assessor's assessment before, during or after the assessment submission.
- Providing unauthorised assistance or information in coursework or assessment.
- Providing unauthorised assistance to candidates in their summative assessment that may result in an unfair advantage or alter the likely outcome.
- Allowing the impersonation of a candidate.
- Deliberate withholding of instructions to candidates before the submission of coursework or assessment.

2. UNDERSTANDING OF MALADMINISTRATION

The LTA defines Maladministration as any administrative error, oversight, carelessness, or incompetence (typically unintentional) that results in unfair treatment, dissatisfaction, or harm to learners or the organisation itself. Maladministration includes failures in the delivery, administration, or quality assurance of LTA qualifications, CPD courses, and assessments.

2.1 Examples of maladministration:

- Failing to issue full instructions to candidates.
- Failing to mark coursework or assessments promptly inside the recommended window.
- Errors in the recording or reporting of assessment results.
- Inconsistent application of assessment policies and procedures.
- Failure to address complaints or grievances in a timely and fair manner.
- Failure to appropriately apply agreed upon reasonable adjustments.
- Inadequate supervision or training of staff involved in assessment and administration.
- Excessive delays in updating registers and course completions.

3. PROCEDURE FOR MAKING ALLEGATIONS

Where allegations are raised by individuals, the LTA team will ensure confidentiality and impartiality throughout the investigation process as is deemed reasonable and appropriate.

3.1 Procedure for learners

Individuals who suspect malpractice or maladministration may be taking place by a learner, a CDC, or an LTA tutor should report their concerns promptly through the 'Learner Complaints Form' available on the LTA website. After which point, the LTA Coach Education and Qualifications Lead will write to the individual acknowledging receipt within 10 working days outlining the course of action to be taken in order to investigate. The LTA Coach Education and Qualifications Lead will investigate the allegations and then write to the person who logged the allegation within a reasonable time frame. This will be one which is commensurate to the complexity of the allegations and ideally within 20 working days. The individual will be provided (where appropriate and permissible) with the outcome of any investigation.

3.2 Procedure for Tutors and CDCs

Tutors and CDCs who suspect malpractice or maladministration may be taking place should report their concerns to the LTA team directly via their designated point of contact in the central Coach Education and Qualifications team. After which point, the LTA Coach Education and Qualifications Lead will write to the person who logged the allegation acknowledging receipt within 10 working days outlining the course of action to be taken in order to investigate. The LTA Coach Education and Qualifications Lead will investigate the allegations and then write to the person who logged the allegation within a reasonable time frame. This will be one which is commensurate to the complexity of the allegations and ideally within 20 working days. The individual will be provided (where appropriate and permissible) with the outcome of any investigation.

4. PROCEDURE FOR INVESTIGATION

Upon receiving an allegation of malpractice or maladministration, the LTA will initiate a thorough and impartial investigation, following established protocols and timelines. This may involve gathering evidence, interviewing relevant parties, and consulting external experts or authorities if necessary. The LTA will strive to reach a fair and objective conclusion and take appropriate and proportionate action to prevent recurrence.

5. ORGANISATIONAL RESPONSIBILITY

The LTA is committed to preventing malpractice and maladministration by learners, CDCs, and LTA Tutors through comprehensive policies, procedures, and staff training. This includes promoting awareness of ethical standards, the LTA Code of Conduct, providing clear guidelines for assessment and administration, and fostering a culture of integrity and accountability.

6. ERADICATION OF MALPRACTICE AND MALADMINISTRATION

To eradicate cases of malpractice and maladministration, the LTA will:

- Conduct regular reviews of its policies and procedures to identify areas for improvement.
- Provide ongoing training and support to employed staff, CDCs, LTA Tutors, and anyone involved in delivery, assessment, and administration.
- Implement robust quality assurance measures to monitor and evaluate the effectiveness of our processes.
- Encourage open communication, simple and transparent procedures to raise and address concerns and grievances promptly.
- Ensure appropriate external regulation and verification of its own Qualification, courses and system by independent bodies.
- Foster a culture of integrity and accountability.

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