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Professional external training and management

PETM LTD
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MALPRACTICE POLICY

1. Purpose

PETM LTD is committed to ensuring the highest standards of integrity, professionalism, and compliance in the provision of training and services. This policy outlines the procedures to prevent, identify, and address malpractice in training delivery, assessments, and associated services, ensuring compliance with UK regulations, the Driver and Vehicle Standards Agency (DVSA), and other applicable authorities.

2. Scope

This policy applies to all PETM LTD employees, trainers, contractors, learners, and any third-party service providers involved in the delivery of training courses, assessments, and consultancy services.

3. Definition of Malpractice

Malpractice includes, but is not limited to:

- **Trainer Misconduct** – Delivering training without proper accreditation, providing incorrect information, or failing to meet syllabus requirements.
- **Assessment Fraud** – Falsifying results, assisting learners dishonestly, or submitting false documentation.
- **Learner Misconduct** – Cheating, using unauthorised materials, or impersonating another individual.
- **Failure to Comply with Regulatory Standards** – Not adhering to DVSA, CPD, or other relevant bodies' requirements.
- **Conflict of Interest** – Any situation where personal interests compromise professional judgment.
- **Data Misuse** – Breaching data protection laws, including GDPR, by mishandling learner or customer information.
- **Bribery and Corruption** – Offering or accepting bribes to influence training outcomes or compliance reports.

4. Prevention of Malpractice

PETM LTD implements the following measures to prevent malpractice:

- Regular training and CPD updates for trainers and assessors.
- Internal audits and quality assurance checks.
- Secure handling of assessments and certification records.
- Clear guidelines on ethical conduct for all stakeholders.
- Implementation of anti-bribery and corruption policies.

5. Reporting Malpractice

Any concerns regarding malpractice should be reported immediately to the designated Compliance Officer at PETM LTD. Reports can be made:

- Via email to the Compliance Team of relevant authorities or approval body.
- Through an anonymous reporting mechanism where available.
- Directly to relevant authorities if internal resolution is not feasible.

6. Investigation Process

Upon receiving a malpractice report, PETM LTD will:

1. Acknowledge the report within five working days.
2. Assign an impartial investigator to assess the allegations.
3. Gather relevant evidence, including witness statements and documentation.
4. Reach a conclusion based on the findings and recommend actions.
5. Inform the relevant parties of the outcome and any necessary corrective actions.

7. Consequences of Malpractice

If malpractice is confirmed, PETM LTD reserves the right to take appropriate action, including:

- **For Learners** – Disqualification from training or assessments, reporting to the relevant accrediting body.
- **For Trainers/Assessors** – Suspension or termination of employment/contract, reporting to regulatory bodies.
- **For Third Parties** – Contract termination and legal action if necessary.

8. Review and Compliance

This policy is reviewed annually to ensure it remains up to date with UK regulations, DVSA requirements, and best practices. Amendments will be communicated to all relevant stakeholders.

Reviewed and approved by:
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