

## **Malpractice and Maladministration Policy**

### **Introduction**

This policy is designed for all persons involved with Cork City SUP and how we intend to respond.

### **Definition of Malpractice**

Any practice which does not follow the regulations/criteria set by ASI. Academy of surfing international, therefore affecting the integrity of the qualification and the validity of any certificates awarded. Malpractice may be down to deliberate behaviour or neglect and may include altering records to claim certificates.

### **Definition of Maladministration**

Any practice which does not follow regulations/criteria set out by ASI resulting in persistent mistakes and/or insufficient candidate records.

### **Procedure**

- Customers/staff who feel they have witnessed malpractice/maladministration should contact Muirti O Cearnaigh in writing within 14 days of the suspected malpractice/ maladministration occurrence.
- Written correspondence can be sent through email to [info@corkcitysup.ie](mailto:info@corkcitysup.ie) or a letter addressed to Mikes Cottage, Lissanisky, Cobh, Cork
- The correspondence should include an account of the suspected malpractice/ maladministration, including the date and names of anyone involved.
- The coordinator will send a confirmation email in response to any correspondence within 7 days of receiving it.
- The suspected malpractice/maladministration will be investigated by Muirti O Cearnaigh and will come to a decision and respond to the candidate 14 days
- Cork City SUP will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.  
If you would like to feedback any views, please contact us via the details provided – [info@corkcitysup.ie](mailto:info@corkcitysup.ie) or 086 2597688