

## **WSET Malpractice and Maladministration Policy – Gray Mackenzie & Partners (GMP)**

GMP and WSET have policies and procedures in place to protect WSET students and uphold the integrity of WSET qualifications. GMP ensures compliance with both its own policies and those of WSET through this Malpractice and Maladministration Policy, which provides a framework for identifying, reporting, and managing potential incidents of malpractice or maladministration.

Non-compliance with GMP or WSET policies and procedures generally falls into two categories:

1. Maladministration – Typically unintentional, caused by mistakes, carelessness, inexperience, or inadequate processes.
2. Malpractice – Usually intentional or the result of negligent or reckless behaviour, with little or no regard for the consequences.

The distinction between malpractice and maladministration is not always clear-cut. For example:

- A maladministration issue can escalate into malpractice if corrective action isn't taken, if the issue is repeated, or if there is an attempt to mislead or conceal facts during an investigation.
- Similarly, a situation that may initially appear to be malpractice might be reclassified as maladministration if there are mitigating circumstances.

Both APP staff and students can commit acts of malpractice or maladministration. These cases are always considered in context and assessed individually.

### **Examples of Malpractice or Maladministration**

For APPs:

- Failure to comply with WSET policies and procedures.
- Not following WSET requirements for course delivery or exam regulations.
- Errors or delays in candidate registration or certification.
- Fraudulent claims or misuse of certificates, including forgery or reproduction.
- Withholding information from WSET quality assurance processes.
- Insecure storage or premature disclosure of confidential exam materials.
- Attempts to manipulate or falsify exam results.
- Failure to disclose a conflict of interest.
- Issuing incorrect results or delays in communicating results.

- Unauthorised access to, or distribution of, exam papers.
- Failure to notify WSET of changes to ownership, staff, facilities, or locations.
- Blocking WSET's access to necessary information, personnel, or facilities.
- Failure to follow exam return procedures or delivery requirements.
- Infringement of WSET intellectual property (e.g. copyright, trademarks).
- Use of unqualified or unregistered educators or assessors.
- Breaches of confidentiality or misleading publicity.
- Any conduct that may cause an adverse effect on the delivery or reputation of WSET qualifications.

For Students:

- Cheating or assisting others to cheat, including the use of unauthorised devices or materials.
- Disruptive or inappropriate behaviour during an exam.
- Plagiarism of any kind.
- Impersonation or signature forgery.
- Unauthorised access to or sharing of exam materials.
- Any behaviour likely to result in an adverse effect.
- Breach of confidentiality.

In general, GMP expects all staff and students to behave respectfully and professionally.

Inappropriate conduct—including verbal or physical abuse, unreasonable or excessive demands, or threatening behaviour that causes distress to staff will be treated as misconduct and may be reported to WSET.

## Reporting and Investigation of Malpractice or Maladministration:

As an APP, GMP is committed to upholding WSET and internal policies, and will maintain records of any suspected or confirmed malpractice or maladministration involving either students or staff. GMP is required to notify WSET immediately of any such incidents so that WSET may carry out its own investigation under its Malpractice and Maladministration Policy.

If you, as a student or member of staff, become aware of a concern or incident that could involve malpractice or maladministration, please report it to GMP as soon as possible by following the procedure outlined in GMP's Complaints Policy. [deepak@admmi.ae](mailto:deepak@admmi.ae) [wine@admmi.ae](mailto:wine@admmi.ae)

During any investigation by WSET, they may contact GMP or reach out to you directly to request information or conduct an interview. We ask that you respond promptly and honestly to any such requests.