



Malpractice and Maladministration Policy

Introduction

This policy is designed for all persons involved with Mayo Adventure Experience 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 Jarlath McHale in writing within 14 days of the suspected malpractice/maladministration occurrence.
- ❖ Written correspondence can be sent through email to mayoadventureexperience@gmail.com or a letter addressed to: Mount Gordon, Westport Road, Castlebar, Co.Mayo
- ❖ 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 Jarlath McHale and will come to a decision and respond to the candidate 14 days
- ❖ Mayo Adventure Experience 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 – mayoadventureexperience@gmail.com or 087 16 16 363