



## PoppyHarp MALPRACTICE POLICY

### **Overview**

PoppyHarp is deeply committed to maintaining the integrity of its qualifications, projects and educational resources. We believe that fostering a culture of transparency and accountability throughout all of our processes including, competition submissions, qualification delivery process and tuition is crucial for earning the trust and respect of our students, participants and clients. Here are the objectives of this policy:

- PoppyHarp seeks to encourage individuals to report concerns regarding malpractice
- We strive to provide assurance that such concerns will be treated with the utmost seriousness
- Providing guidance on how to report concerns and explaining our response procedure

This policy applies to students, candidates, participants in projects, employees, clients, volunteers.

### **What constitutes malpractice?**

Malpractice encompasses any act or omission that:

- Violates PoppyHarp's rules and regulations for our competitions and composers project
- Violates PoppyHarp's rules and regulations for exams
- Compromises the assessment process, qualification integrity, or result validity of our competitions and examinations
- Damages PoppyHarp's reputation as an independent exam board, educational provider, music performer or our festivals and competitions
- Includes activities such as fraud, bribery, abuse, non-compliance with legal obligations, endangerment of health and safety, and breaches of rules and regulations

### **Reporting malpractice**

Reporting malpractice differs from making complaints or appeals, as it involves misconduct or illegal behaviour. If you suspect malpractice, you should address your concerns directly to Fran Barsby (company director) - [info@poppyharp.com](mailto:info@poppyharp.com)

### **Reporting procedure**

Competition results:

Upon receiving your concern, PoppyHarp will evaluate it and may request additional evidence or information. You will be updated on any action taken within 10 working days. Following the investigation's conclusion, you will receive a summary update within 10 working days (with the exception of company holiday which will be displayed clearly on our website. In these instances 10 working days refers to days when PoppyHarp is open for business.)

Examinations:

Upon receiving your concern, PoppyHarp will evaluate it and may request additional evidence or information. You will be updated on any action taken within 10 working days. Following the investigation's conclusion, you will receive a summary update within 10 working days. Depending on the nature of the concern, PoppyHarp may report the matter to its regulator (Ofqual) and other relevant awarding organisations.

Anything else:

Any concerns should be directed to our company director: Fran Barsby - [info@poppyharp.com](mailto:info@poppyharp.com)

### **Anonymity and confidentiality**

While you are encouraged to provide your name when raising concerns, anonymous disclosures will also be considered. PoppyHarp will strive to maintain confidentiality, but disclosure may be necessary under certain circumstances, such as legal requirements or investigations.

### **How to contact us**

You can report concerns through [info@poppyharp.com](mailto:info@poppyharp.com)

### **Personal data**

All personal data collected will be securely stored in accordance with PoppyHarp's Privacy Policy.

### **Review**

This policy will be subject to review by Fran Barsby and updated as required by changes in legislation.

### **Update History**

The following changes have been made to this document:

Fran Barsby 27/04/2024

Fran Barsby 11/09/2019