**Updated policies and procedures**

Over the last few months, the following documents have been updated. Please make sure that you and colleagues are aware of the details of these policies and procedures which are now in place.

|  |  |
| --- | --- |
| [Maladministration and Malpractice Policy and Procedures](http://openawards.org.uk/media/3357/2018-malpractice-and-maladministration-policy-v130-july-2018.pdf) | Defines malpractice and maladministration, clarifies the roles and responsibilities of centres, learners and Open Awards, and outlines the procedures that will be followed when there are issues of suspected malpractice or maladministration within a centre. |
| [Enquiries, Complaints and Appeals Policy and Procedures](http://openawards.org.uk/media/1906/2018-enquiries-complaints-and-appeals-policy-and-procedures-v8.pdf) | Outlines the basis on which enquiries, complaints and appeals can be made and outlines the process by which Open Awards ensures that they are dealt with quickly, fairly and effectively. |
| [Sanctions Policy](http://openawards.org.uk/media/3362/sanctions-policy-v10-august-2018.pdf) | Identifies issues of non-compliance that could result in a sanction, the actions we will take when issues of non-compliance arise at its Centres and sets out how Open Awards will enforce the terms of the Centre Agreement. |
| [Reasonable Adjustments and Special Considerations Policy](http://openawards.org.uk/media/3363/reasonable_adjustments-special-considerations-policy-v130-august-2018.pdf) | Sets out the principles which should be followed when making decisions about adjustments to assessment made to take account of particular learners’ requirements in order to ensure that this is achieved without giving any unfair advantage over other learners.It replaces the Access to Fair Assessment Policy. |

Changes are also being made to the Recognition of Prior Learning and Credit Transfer Policy and Procedures. An updated document will be uploaded to the website shortly. In the meantime, please continue to use the current arrangements.