



Malpractice/Maladministration Procedure

Approved by:	Andrea Olver
Issue:	13
Date:	January 2026
Review Date:	January 2027
Amended:	Liz Lee

Malpractice and Maladministration

The Company will investigate any alleged or suspected malpractice or maladministration and will take appropriate action to maintain the integrity of units and qualifications.

Malpractice refers to any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process or the validity of certificates.

Maladministration refers to any activity, neglect, default or other practice that results in the centre failing to comply with specified requirements for delivering units and qualifications.

If suspected malpractice or maladministration occurs involving students, centre staff or any other individuals involved in delivering an awarding body qualification, the Company will:

1. Report immediately to the awarding body any suspected malpractice or maladministration arising after students have been registered
2. Investigate and record full details of the suspected issue, including personnel involved and actions taken

Examples of Student Misconduct

- Non-compliance with mandatory rules of conduct during an assessment
- Replication of another student's work in practical, theoretical or portfolio elements of assessment

Misconduct Procedure (Students)

- The Invigilator/Centre Contact may expel a student from the assessment room
- The expelled student's assessment paper will be securely retained and a report filed to the Centre Contact
- The assessment record and the report will be available for submission to the awarding body and regulatory authorities (Ofqual or SQA)

If external assessment rules are broken by a student, invigilator or any involved person, the Company and awarding body may declare the assessment void.

Examples of Centre Malpractice or Maladministration

- Failure of the Company to report any suspected malpractice raised by external sources.
- Failure to apply awarding organisation recommended invigilation procedures, compromising assessment validity.
- Failure to follow awarding organisation's assessment paperwork or procedures for internal assessment.
- Failure to apply required security procedures outlined in the centre approval declaration.
- Failure to comply with guidance relating to reasonable assessment adjustments
- Claims for certification submitted by the Company for units/qualifications not approved for delivery.
- Delivery or assessment of units/qualifications not approved by the awarding organization.
- Claims for certification submitted for students who have not been properly registered.
- Unauthorised replication or tampering with externally assessed theory papers or e-assessment materials.
- The Company—or any part of it—becoming bankrupt, insolvent or undergoing liquidation.
- Significant change in control of the Company, including consortium membership changes (must be reported immediately).

Where malpractice or maladministration occurs, is discovered or is reported, the Company will:

- Report the issue to the Awarding Organisation's Lead Quality Assurer, who will investigate.
- Investigate the facts relating to the allegation or complaint to determine whether any irregularities have occurred.

Conclusions will be based on established evidence. Proposed actions will be identified, agreed, implemented and monitored in association with the awarding organisation. All evidence will be considered without bias.

Awarding Organisation Non-Compliance Monitoring Guidelines – Malpractice

Malpractice Occurrence	Procedure / Rationale	Action and Sanctions
Non-compliance in observing mandatory rules of conduct during assessment, resulting in fraudulent claims for certification	<ul style="list-style-type: none"> • Student expelled from assessment • Assessment paper retained and report securely filed • Assessment paper and report available to Awarding Organisation and Ofqual/SQA 	<ul style="list-style-type: none"> • Suspension of certification (tariff level 3) • Suspension of registration (tariff level 3) • Suspension of awarding organisation approval • Possible assessment void decision
Replication of another student’s work in practical, theoretical or portfolio assessments, resulting in fraudulent certification claims	<i>As above</i>	<i>Dependent on awarding body investigation</i>

Current Awarding Body Non-Compliance Procedures

For detailed procedures, refer to the current policies of each awarding body.