

Malpractice & Maladministration Policy

Effective Date: 03/03/2026

Review Date: 03/03/2027

1. Policy Statement

This policy sets out the arrangements implemented by the Centre to prevent, identify, investigate and manage malpractice and maladministration in accordance with the requirements of Ofqual and relevant awarding organisations.

The Centre is committed to maintaining the integrity of regulated qualifications and ensuring public confidence in the competence of individuals working within fire safety and fire protection roles.

2. Scope

This policy applies to:

- Learners
- Tutors
- Assessors
- Internal Quality Assurers (IQAs)
- Invigilators
- Administrative staff
- Centre management
- Employers and workplace supervisors (where applicable)

3. Definitions

3.1 Malpractice

Any deliberate action that compromises, or attempts to compromise, the integrity of assessment, internal quality assurance or certification.

- Plagiarism
- Cheating during examinations
- Collusion
- Fabrication of evidence
- Falsifying assessment records
- Impersonation
- Failure to maintain confidentiality of assessment materials

3.2 Maladministration

Any unintentional failure to follow policies, processes or awarding organisation requirements that may compromise assessment integrity.

- Administrative errors in learner registration or certification
- Failure to apply reasonable adjustments appropriately
- Inadequate invigilation
- Poor record keeping

4. Responsibilities

4.1 Responsible Officer

- Ensures compliance with Ofqual and awarding organisation requirements
- Oversees investigations
- Reports serious cases to awarding organisations

4.2 Quality Manager

- Maintains this policy
- Leads investigations
- Maintains a malpractice log
- Implements corrective actions

5. Prevention Measures

- Learner induction covering academic integrity
- Use of plagiarism detection tools where appropriate
- Secure storage of assessment materials
- Robust invigilation procedures
- Regular IQA sampling
- Staff training and standardisation meetings
- Conflict of interest declarations

6. Reporting Procedure

All suspected cases of malpractice or maladministration must be reported immediately to the Quality Manager or Responsible Officer.

- Reports may be made in writing or via email
- Confidential reporting routes are available
- Whistleblowers will be protected from retaliation

7. Investigation Process

1. Initial review conducted within 5 working days.
2. Awarding organisation notified where required.
3. Evidence gathered and documented.
4. Written statements obtained.
5. Individual informed in writing and given opportunity to respond.
6. Outcome confirmed in writing.
7. Corrective actions implemented.

8. Possible Sanctions

8.1 Learners

- Formal written warning
- Resubmission of work
- Disqualification from assessment
- Removal from programme
- Certification withdrawal

8.2 Staff

- Retraining
- Formal disciplinary action
- Suspension
- Dismissal
- Reporting to awarding organisation

9. Appeals

Individuals may appeal the outcome of a malpractice decision within 10 working days of notification. Appeals must be submitted in writing and will be reviewed by a senior individual not previously involved.

10. Record Keeping

- All records retained for a minimum of 3 years
- Records stored securely in line with UK GDPR
- Malpractice log maintained and reviewed annually

11. Monitoring and Review

This policy will be reviewed annually or sooner if required by regulatory changes.

12. Declaration

The Centre is committed to safeguarding the integrity of regulated qualifications and maintaining public trust in fire safety competence standards.