



Malpractice Policy and Maladministration Procedure

Purpose and Scope

JC Training & Consultancy Ltd treats all suspected or reported cases of malpractice and maladministration with the highest level of seriousness. Every allegation will be fully investigated in accordance with this policy. The purpose of this document is to explain how allegations relating to qualifications are managed, including the definition of malpractice, examples of learner and Centre malpractice and maladministration, the investigation process, and the sanctions that may be applied.

For the purposes of this policy, the term malpractice is used to refer to both malpractice and maladministration.

Definition of Malpractice

Malpractice is defined as any act or omission that risks compromising the integrity of the assessment process, the validity of qualifications, or the accuracy of certification. This includes maladministration, failures in maintaining accurate records or systems, deliberate falsification of documents or records, plagiarism and other forms of academic misconduct, and any actions that may damage the reputation or authority of JC Training & Consultancy Ltd, its Centres, staff or representatives.

All suspected cases of malpractice will be reported to the relevant awarding body. In some circumstances, the awarding body may take independent action and apply sanctions directly.

Malpractice by Learners

Learner malpractice includes, but is not limited to, obtaining assessment materials without authorisation, submitting work completed by another person, impersonating another learner or allowing impersonation, collusion or unauthorised collaboration, plagiarism or misrepresentation of work, damaging the work of other learners, and including inappropriate or offensive material within assessments.

It also includes failing to comply with examination or assessment regulations, disruptive or unacceptable behaviour during assessments, use of unauthorised materials or devices such as



mobile phones or notes where these are not permitted, communicating with other learners during assessments when prohibited, and failing to follow instructions given by invigilators.

Further examples include falsifying documents such as identification, evidence for reasonable adjustments or special consideration, or certificates, fraudulently obtaining certificates, making fraudulent claims for special consideration, and copying or allowing others to copy work during assessment.

Malpractice by Centre Staff and Stakeholders

Malpractice by tutors, teachers, assessors, invigilators and other staff includes failure to comply with Centre or awarding body regulations and procedures, allowing impersonation of learners, enabling or ignoring plagiarism or collusion, providing inappropriate assistance beyond what is permitted, completing assessed work on behalf of learners, and damaging learner work.

It also includes failure to manage or report disruptive behaviour, disclosure of confidential information relating to learner performance or results, falsification or misuse of documentation, including identification and certification records, failure to report suspected learner malpractice, and failure to maintain the security of assessment materials.

Where the Centre operates as an examination Centre, malpractice also includes altering examination schedules without approval, failing to secure examination materials, allowing the use of prohibited materials or devices, permitting communication between learners during examinations, leaving learners unsupervised, assisting learners with answers, or allowing assessments to continue beyond the allocated time.

Sanctions for Malpractice

Where malpractice is confirmed following investigation, JC Training & Consultancy Ltd reserves the right to impose sanctions. The awarding body may also impose its own sanctions independently of the Centre.

For learners, sanctions may include a written warning, notification to an employer or regulatory body, or removal from the course.



For staff, tutors, invigilators and other personnel, sanctions may include a written warning, additional conditions placed on their future involvement in assessment or delivery, notification to other organisations where they are employed, monitoring of their practice, or dismissal.

Definition of Maladministration

Maladministration refers to any activity or practice that results in non-compliance with administrative requirements or procedures. It may include persistent errors or poor administrative practice within the Centre.

Examples include failure to follow registration or certification procedures, failure to comply with Centre approval requirements, non-adherence to qualification or quality assurance processes, late submission of required documentation, delays in responding to official communications, inaccurate claims for certification, failure to maintain accurate and auditable records, withholding required information, misuse of logos or branding, and misrepresentation of approval status or relationship with awarding bodies.

Procedure for Reporting Suspected Malpractice or Maladministration

All suspected cases of malpractice or maladministration must be reported to Jennifer Crook, who is the designated Centre contact. This applies to staff, learners, invigilators and third parties, including anonymous reports.

A written report must be provided as soon as possible and no later than two working days after the concern is identified. The report must include all relevant factual information, including details of the individuals involved, a description of the concern, any supporting evidence, and any actions already taken.

Where the issue occurs during an examination, it must be reported immediately. Where appropriate, learners should be informed at the time that their behaviour may constitute malpractice and that it will be formally reported.

Anonymous reports will be taken seriously and investigated wherever possible. Reasonable steps will be taken to verify all information received.



Investigation Process

All cases of suspected malpractice or maladministration will be investigated to establish the facts and determine whether an offence has occurred. The investigation will also consider any action required to protect the integrity of qualifications and to minimise any adverse impact.

All reports will be acknowledged within five working days. Relevant parties will normally be contacted within ten working days of receipt of the allegation. Individuals involved will be informed that an investigation is taking place, the reasons for it, and any relevant timescales.

They will be allowed to respond in writing within fifteen working days. They will also be informed that sanctions may be applied if malpractice is confirmed, and that they have the right to appeal any decision.

Where more than one individual is involved, each person will be contacted separately, and confidentiality will be maintained. Personal information will only be shared where necessary for the investigation.

Once the investigation is complete, the awarding body and relevant regulatory or legal authorities may be informed. This will only take place once any appeal process has been concluded, where applicable.

Record Keeping and Appeals

All records relating to malpractice and maladministration investigations, including evidence, correspondence and outcomes, will be securely retained for a minimum period of five years.

Individuals have the right to appeal where they believe that this policy has not been applied correctly or that the decision reached is unfair or unreasonable. Appeals will be considered in line with the Centre's appeals procedure.