



Malpractices & Maladministration Policy

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V0.1	12-2024	Final review and approval by Executive Team

1. Policy Principles

- 1.1.** UK Awards is committed to ensuring fair access to assessment for all learners, protecting the integrity of qualifications, and complying with regulatory requirements.
- 1.2.** This policy defines malpractice and maladministration, outlines the responsibilities of all stakeholders, and details the procedures for addressing suspected cases.
- 1.3.** This policy covers:
 - Malpractice or maladministration by learners, Centre staff, or any other individuals involved in assessment delivery.
 - Whistle-blowing disclosures regarding activities undermining qualification integrity or learner safety.

2. Definitions

- 2.1.** Malpractice refers to dishonest or negligent practices that compromise the integrity of assessments and bring UK Awards into disrepute. Examples include falsification of documents, cheating, and assisting candidates improperly.
- 2.2.** Maladministration refers to neglect, failure, or inadequate processes that result in non-compliance with qualification delivery and assessment requirements. Examples include poor record-keeping, failure to follow procedures, and inadvertent delays.

3. UK Awards' Responsibilities

3.1. UK Awards will:

- Implement policies to prevent malpractice and maladministration.
- Support Centres in dealing with suspected cases.
- Protect the anonymity of whistle-blowers where possible.
- Act promptly and confidentially in response to reports.
- Take proportionate action against those responsible, applying sanctions in line with the Sanctions Policy.
- Report incidents to the relevant regulatory bodies.

4. Centre Responsibilities

4.1. Centres are responsible for ensuring that:

- All staff understand and follow malpractice and maladministration procedures.
- Irregularities in assessments are reported immediately using the appropriate forms.
- They cooperate fully with investigations.
- Learners are kept informed during investigations.

4.2. Failure to comply with these requirements may result in sanctions, including loss of Centre approval.

5. Dealing with Suspected Malpractice

5.1. Upon identification of a suspected case, UK Awards will determine an appropriate course of action:

- No further action.
- Request the Centre's Quality Manager to investigate.
- Gather further evidence.
- Notify regulatory bodies as necessary.
- Conduct a full investigation.

6. Investigations

6.1. Investigations will be conducted by UK Awards' Compliance and Regulation team.

6.2. Interviews may be conducted with Centre staff or learners.

6.3. A written report will be produced within one month of investigation completion, detailing findings and any required remedial actions.

7. Outcomes of Proven Malpractice or Maladministration

7.1. UK Awards may impose the following sanctions:

- Restrictions on Centre personnel involvement in assessments.
- Revocation of certificates.
- Withdrawal of Centre approval.

7.2 Incidents may be reported to regulators, other awarding organisations, or law enforcement where necessary.

8. Whistleblowing

8.1. UK Awards encourages disclosures from staff, learners, and external parties regarding suspected malpractice.

8.2. Reports should be made via the designated email or whistle-blower form.

- 8.3.** While confidentiality will be maintained, whistle-blowers should be aware they may be identifiable by others due to case circumstances.

9. Appeals Process

- 9.1.** Centres may appeal against decisions resulting from malpractice investigations.
9.2. Appeals will be reviewed by a senior UK Awards official and, if necessary, an independent panel.
9.3. The decision of the independent panel will be final.

10. Monitoring and Quality Assurance

- 10.1.** Centres found to have committed malpractice or maladministration will be subject to enhanced monitoring.
10.2. Centres must review and update relevant policies and provide evidence of improvements.
10.3. This policy will be reviewed regularly to ensure compliance with regulatory requirements.

11. Contact Information

For further inquiries regarding access arrangements and reasonable adjustments, please contact:

Email: info@ukawards.org.uk