**Malpractice and Maladministration Policy**

**Effective Date:** March 2026
**Review Date: December 2027**

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## 1. Purpose

Achieve UK Training Ltd is committed to ensuring the integrity and quality of its training and assessment processes. This policy outlines our approach to preventing, identifying, and addressing malpractice and maladministration in order to maintain compliance with regulatory and awarding body standards.

## 2. Scope

This policy applies to all employees, learners, contractors, invigilators, and any individuals involved in the delivery, assessment, or administration of qualifications at Achieve UK Training Ltd.

## 3. Definitions

- **Malpractice**: Any deliberate act of dishonesty or misconduct that compromises the integrity of assessments, examinations, or certification. Examples include, but are not limited to:
    - Plagiarism or cheating by learners.
    - Fabrication or falsification of assessment results.
    - Collusion between learners or staff members.
    - Providing learners with unfair assistance during assessments.
    - Impersonation during examinations or assessments.
- **Maladministration**: Any failure to adhere to agreed policies, procedures, or regulations that leads to errors, irregularities, or potential risks in the assessment process. Examples include:
    - Improper storage, handling, or destruction of assessment materials.
    - Incorrect application of examination or assessment rules.
    - Failure to maintain accurate learner records.
    - Delayed or improper certification of learners.

## 4. Prevention Measures

- All staff will receive training on identifying and preventing malpractice and maladministration.
- Assessment and examination processes will be regularly reviewed to ensure compliance with regulatory requirements.
- Clear guidance will be provided to learners regarding acceptable conduct and the consequences of malpractice.
- Internal audits will be conducted periodically to identify risks and areas for improvement.

## 5. Reporting Malpractice or Maladministration

- Any suspected malpractice or maladministration must be reported immediately to the designated Quality Assurance Officer.
- Reports can be made confidentially via email, phone, or in person.
- A written report detailing the nature of the issue, evidence, and individuals involved must be submitted for formal investigation.

## 6. Investigation Process

1. **Acknowledgment**: Acknowledgment of the complaint will be provided within **5 working days**.
2. **Investigation**: A full investigation will be conducted within **10 working days**, including gathering evidence and interviewing relevant individuals.
3. **Findings and Actions**: If malpractice or maladministration is confirmed, appropriate actions will be taken, including potential disciplinary measures.
4. **Appeals**: Any individual involved may appeal the outcome within **10 working days** of receiving the decision.

## 7. Consequences of Malpractice and Maladministration

- Learners found guilty of malpractice may face:
    - Disqualification from the assessment or examination.
    - Revocation of certification (if applicable).
    - Removal from the training program.
- Staff members found responsible for malpractice or maladministration may face:
    - Disciplinary action, including suspension or dismissal.
    - Reporting to the awarding body for further investigation.
    - Legal action if fraudulent activity is involved.

## 8. Record Keeping and Reporting

- All cases of malpractice and maladministration will be documented and securely stored.
- Where required, Achieve UK Training Ltd will report incidents to the relevant awarding bodies or regulatory authorities.
- Annual reviews will be conducted to assess and improve malpractice prevention measures.

**9. Review and Amendments**
This policy will be reviewed annually to ensure compliance with updated regulations and best practices. Updates will be made as necessary to reflect changes in training and assessment procedures.

For any further queries, please contact us at contact@achieveuktraining.com or visit www.achieveuktraining.com.

**Approved by:**
Manav Arora
Director and Head
01 March 2025