

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Malpractice and Maladministration Policy

Preventing, detecting and responding to conduct that compromises the integrity of TTT qualifications.

Document Control

Document Title	Malpractice and Maladministration Policy
Version	1.0
Effective Date	22 April 2026
Next Review Date	22 April 2027
Policy Owner	Phenil Mehta, Centre Manager
Reporting Contact	Phenil Mehta, phenil@theteachertrainer.co.uk, 01908 736 777
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All learners, staff, assessors, IQAs, associates and third parties

Malpractice and Maladministration Policy

1. Purpose

This policy sets out how TTT prevents, detects, investigates and responds to suspected or actual malpractice and maladministration. It protects the integrity of TTT's assessments, the validity of its certificates and the confidence that Awarding Organisations, learners and employers place in TTT. The policy reflects TTT's duties under Ofqual's General Conditions of Recognition as they apply to recognised centres and the malpractice requirements of each Awarding Organisation with which TTT is registered.

2. Scope

This policy applies to:

- All learners enrolled on TTT qualifications or short courses
- All TTT staff, including Course Tutors, Course Assessors, IQAs and administrative staff
- Associates, freelance assessors and third parties involved in TTT provision
- All stages of the learner journey and assessment cycle, including enrolment, delivery, assessment, IQA, certification and records management

3. Definitions

The following terms carry the meanings given throughout this policy.

Malpractice	Any deliberate act, omission or practice that breaches regulations, Awarding Organisation requirements or TTT policy and compromises the integrity of assessment, qualifications or certification. Malpractice may be carried out by a learner, a staff member, an associate or a third party.
Maladministration	Any activity or omission that results in non-compliance with administrative regulations or requirements, whether through carelessness, persistent error or poor record-keeping and that falls short of deliberate malpractice.
Allegation	A report or concern that malpractice or maladministration may have occurred, whether raised internally or externally.
Investigation	The structured process by which TTT establishes the facts of an allegation and reaches a finding.
Finding	The outcome of an investigation, categorised as not upheld, partially upheld or upheld.
Sanction	A proportionate action imposed on a learner, staff member, associate or third party where malpractice or maladministration is upheld. Learner sanctions are set out in the Sanctions Policy; staff sanctions in the Staff Disciplinary and Sanctions Policy.

AI Misuse	The undeclared or impermissible use of a generative AI tool to produce, substantially assist with or alter work submitted for assessment. Governed in detail by the Artificial Intelligence Policy.
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4. Policy Statement

TTT is committed to the following principles and commitments.

1. TTT has zero tolerance of malpractice, whether by learners, staff, associates or third parties.
2. TTT takes proactive steps to prevent malpractice and maladministration through policy, induction, training, assessment design and authenticity checking.
3. Every allegation is taken seriously, investigated proportionately and handled with confidentiality, impartiality and fairness.
4. Individuals subject to allegations are informed of the allegation, given the opportunity to respond and treated fairly under the principles of natural justice.
5. Individuals raising allegations in good faith are protected from retaliation, consistent with the Whistleblowing Policy.
6. TTT reports upheld malpractice and certain serious maladministration to the relevant Awarding Organisation within the timescales specified by that organisation's malpractice policy.
7. Sanctions are proportionate to the conduct and informed by the Sanctions Policy (learners) or the Staff Disciplinary and Sanctions Policy (staff and associates).
8. Records of allegations, investigations and outcomes are retained for a minimum of three years or longer where the Awarding Organisation requires it.
9. This policy operates alongside the Plagiarism and Academic Integrity Policy and the Artificial Intelligence Policy, which address specific categories of malpractice in more depth.

5. Examples of Malpractice

The following examples are illustrative, not exhaustive.

Category	Examples
Learner malpractice	Plagiarism in assignments or portfolios; collusion on individual work; impersonation during assessment; use of false identity at registration; fabrication or falsification of evidence; submitting work generated substantially or wholly by an AI tool without disclosure where not permitted; smuggling unauthorised material into a controlled assessment; bribery; deliberate breach of examination regulations.
Staff or associate malpractice	Altering learner evidence; inflating assessment decisions; disclosing confidential assessment material; completing or materially rewriting learner work; signing assessment records without having made the judgement; submitting a certification claim without IQA sign-off; failing to declare a conflict of interest; falsifying CPD or qualification records; pressuring a learner or colleague in relation to an assessment decision.

Category	Examples
Third-party malpractice	Coercing a learner to submit particular evidence; providing impermissible assistance; falsifying witness testimony; offering or soliciting bribery in relation to an assessment outcome.

6. Examples of Maladministration

- Persistent errors in learner registration or unit entry
- Incomplete or inaccurate assessment records, Assessment Plans or IQA Sampling Reports
- Failure to apply a required reasonable adjustment that has been approved
- Breach of confidentiality of learner or staff information, whether careless or deliberate
- Failure to meet Awarding Organisation deadlines, reporting requirements or notification obligations
- Inadequate record retention in breach of the Data Retention and Disposal Policy

Where maladministration is repeated, severe or concealed, it may be reclassified as malpractice.

7. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability; named Reporting Contact; appoints investigators; makes final findings; applies sanctions; reports upheld cases to Awarding Organisations.
Lead IQA	Investigates cases of assessment malpractice; supports the Centre Manager with evidence; advises on sanctions affecting certification; acts as decision-maker where the Centre Manager has a conflict of interest.
Course Assessors and IQAs	Apply authenticity checks; flag suspected malpractice promptly; cooperate with investigations; attend hearings as required.
Course Tutors and Course Coordinator	Embed prevention in induction and delivery; report concerns; preserve evidence pending investigation.
All staff and associates	Act with integrity; report any suspected malpractice by learners, colleagues or third parties; cooperate with investigations.
Learners	Produce authentic work; declare AI use where permitted; comply with examination regulations; cooperate with investigations.

8. Prevention

TTT applies the following preventative measures:

- Induction briefings for learners on academic integrity, plagiarism and AI disclosure
- Clear referencing and citation guidance issued with every course

- Varied assessment methods, including professional discussions and staged submissions, to verify authenticity
- Authenticity declarations signed at enrolment and at unit submission where the Awarding Organisation requires it
- Plagiarism detection where available and AI-assisted content detection tools, with learners informed of their use in the Course Terms and Conditions and at induction
- Role-based access to TTT systems to prevent unauthorised viewing or alteration of records
- Conflict of interest declarations from assessors and IQAs, refreshed annually and at cohort level
- Staff induction and annual refresher training on this policy

9. Reporting an Allegation

Any person may report a suspected malpractice or maladministration concern to the Centre Manager by email to phenil@theteachertrainer.co.uk. Reports include, where possible, the name of any individual involved, the qualification and unit affected, the nature of the concern and any supporting evidence. Anonymous reports are accepted but may limit the depth of investigation possible. External whistleblowers are covered by the Whistleblowing Policy and may also report directly to the relevant Awarding Organisation or to Ofqual.

10. Investigation Process

TTT follows the steps below. Timelines start from the date on which the Centre Manager receives the allegation.

Stage	Timescale	Action
Acknowledgement	Within 7 calendar days	The Centre Manager acknowledges receipt and confirms the investigator. Preliminary steps such as suspension of an assessment decision or safeguarding of evidence are taken where necessary.
Initial review	Within 7 calendar days	The investigator reviews the allegation, identifies the evidence needed and decides whether a formal investigation proceeds or the matter is dealt with informally as maladministration.
Notification of subject	Within 14 calendar days	The individual subject to the allegation is informed in writing, given the opportunity to respond and told of their right to be accompanied at any hearing.
Evidence gathering	Within 14 calendar days	Interviews are conducted with the complainant, the subject, witnesses and any other relevant parties. Documentary evidence is reviewed.
Hearing (learner cases)	Within 21 calendar days	Where the case warrants a panel hearing, a panel is convened (see Section 11).

Stage	Timescale	Action
Finding	Within 7 calendar days of completing evidence gathering	The investigator records a written finding: not upheld, partially upheld or upheld.
Notification of outcome	Within 7 calendar days of the finding	The complainant, subject and any affected learners are notified in writing, with reasons and any sanction imposed.
Awarding Organisation notification	Within the Awarding Organisation's published timescale, typically 10 working days of an upheld finding	The Centre Manager notifies the Awarding Organisation of upheld malpractice affecting qualification outcomes and cooperates with any subsequent external investigation.
Appeal	Within 14 calendar days of the outcome email	The subject may appeal the finding or sanction under the Appeals Policy.

Complex cases may require extensions to the timescales above. Extensions are notified in writing to all parties with a revised target date.

11. Hearings

Where a learner case is referred to a hearing, a panel is convened comprising the Lead IQA, one Course Assessor and one additional TTT staff member or associate independent of the case. Where the Course Tutor and Course Assessor are the same person, an independent third party is appointed. The panel:

1. Introduces itself and confirms the purpose of the hearing.
2. Invites the learner to present a written response or oral statement.
3. Asks the learner questions relevant to the evidence.
4. Deliberates in private on the evidence, the finding and any recommended sanction.
5. Reconvenes with the learner to inform them of the recommended outcome and next steps.

The learner may bring a supporter. The hearing is minuted and the minutes are retained with the case file.

12. Sanctions

Sanctions are proportionate to the nature, severity and impact of the conduct. Learner sanctions may include, but are not limited to:

- Disallowing all or part of the affected assessment evidence

- Requiring the learner to redo the work under supervision
- Revoking a previously awarded grade or unit outcome
- Temporary suspension from the programme
- Permanent exclusion or deregistration from TTT provision
- Referral to the Awarding Organisation for onward action

There is no automatic right of reassessment where a learner is failed for malpractice. Decisions made by the Awarding Organisation on escalation are final, subject to that organisation's appeal and Ofqual escalation routes. Staff and associate sanctions are determined under the Staff Disciplinary and Sanctions Policy and may include warnings, mandatory training, suspension, termination of contract and, where qualification integrity is affected, reporting to the Awarding Organisation and the Disclosure and Barring Service or relevant professional body.

13. Reporting to Awarding Organisations and Ofqual

Where an investigation upholds malpractice that affects qualification outcomes, the Centre Manager notifies the relevant Awarding Organisation in writing within the timescale specified by that organisation, typically 10 working days. The notification includes:

- A summary of the allegation and investigation
- The finding and evidence relied upon
- Any sanction applied and any affected certification claims
- Proposed corrective actions to prevent recurrence

TTT cooperates fully with any subsequent Awarding Organisation or Ofqual investigation and implements any actions arising under the External Quality Assurance Policy. Where TTT considers that a matter rises to the level of a regulatory concern that the Awarding Organisation has not escalated, TTT may report directly to Ofqual.

14. Data Protection and Records

Personal data processed during an investigation is handled in accordance with the UK GDPR and the Data Protection Act 2018. Access to investigation records is limited to the Centre Manager, Lead IQA and named investigator and to the Awarding Organisation or Ofqual where required. Records are retained for a minimum of three years or longer where the Awarding Organisation requires it and disposed of in line with the Data Retention and Disposal Policy.

15. Training

Role	Training	Frequency
All staff and associates	Recognising malpractice and maladministration; reporting routes	Induction and annual refresh
Centre Manager and Lead IQA	Conducting investigations; hearings; sanctions; Awarding Organisation reporting	Induction and every two years

Role	Training	Frequency
Course Assessors and IQAs	Authenticity checking; AI-aware assessment; evidence handling during investigations	Annual

16. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or Awarding Organisation changes, significant cases, trend analysis of allegations or external audit findings. Allegation volumes, categories and outcomes are reported to the Centre Manager and inform training priorities. All outcomes are recorded in the Version History at Section 18.

17. Related Documents

This policy should be read alongside:

- Assessment Policy
- Internal Quality Assurance (IQA) Policy
- External Quality Assurance (EQA) Policy
- Plagiarism and Academic Integrity Policy
- Artificial Intelligence Policy
- Learner Sanctions Policy
- Staff Disciplinary and Sanctions Policy
- Appeals Policy
- Complaints Policy
- Whistleblowing Policy
- Conflict of Interest Policy
- Data Protection and GDPR Policy
- Data Retention and Disposal Policy

18. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Supersedes prior Malpractice and Maladministration Policy dated 07/04/2026. Extended with structured timelines, formal hearing procedure, staff sanctions cross-reference, explicit AO and Ofqual reporting routes and UK GDPR alignment.

19. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date