



Malpractice, Maladministration & Assessment Malpractice Policy & Procedure

Version 6

Reviewed – 23/07/2026

Next Review – 23/07/2027

Responsibility: Envisage Managers, Staff, Learners & Customers

Introduction/Outline

This policy is aimed at team members and/or learners and customers who are suspected of or have committed actual deliberate or accidental malpractice or maladministration. It is also for use by our team members to ensure they deal with all malpractice and maladministration investigations in a consistent manner.

The policy sets out the steps Envisage learners or other personnel must follow when reporting suspected or actual cases of malpractice / maladministration. This policy also sets out the procedural steps that will be followed when reviewing the cases.

Who

All team members (administrators, tutors, invigilators, assessors, internal quality assurers), professional partners and learners.

What is Malpractice?

Definition: Malpractice involves deliberate or reckless actions that compromise the integrity of an assessment or qualification. It includes any activity or practice by team members, learners or customers which may compromise:

- Awarding body regulations and requirements
- Envisage's assessment procedures and requirements
- Envisage's validity in claiming certification
- Envisage's credibility and reputation with stakeholders, employers and funding organisations
- Envisage's legal responsibility to maintain Equality & Diversity and Safeguarding standards for learners and customers.

What is Maladministration?

Definition: Maladministration refers to administrative errors, incompetence, or negligence in managing processes. It's considered to be any activity or practice undertaken by team members, learners or customers that may result in Envisage, as the accredited awarding body delivery centre, failing to fully meet the awarding body centre agreement requirements:

- Specific awarding body conditions for regulated awards and qualification components
- The terms and conditions of any awarding body delivery centre agreement
- Adhering to the awarding body's stipulated policies and guidance information.

Why

- To comply with awarding body, funding organisations, Ofqual and Ofsted requirements and best practice in the delivery and assessment of regulated vocational qualifications
- To outline the importance of this issue to team members, learners, customers, employers and external stakeholders
- To outline the consequences of possible malpractice and maladministration to Envisage team members, learners or customers during induction processes.
- To maintain Envisage's integrity and reputation as a high quality vocational training provider that has robust assessment and delivery standards that underpin our excellence in delivering exercise and fitness qualifications.

How

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify Envisage Management**. In doing so they should put the details in writing / email and enclose appropriate supporting evidence.

All allegations must include (as appropriate):

- Team member, learner or customer name(s)
- Any other team member or learner affected/involved
- Any host assessment and/or delivery venue staff details (name, job role) if they are involved in the incident.
- Time, location and details of the course/qualification or situation.
- Nature of the suspected or actual malpractice and associated dates.

This information will then be investigated by Envisage management and the outcome recorded. If any member of the team is found to breach this policy, they will be subject to the appropriate disciplinary procedure. Each allegation will be considered individually.

Any learner(s) found to be in breach of this policy will be removed from their programme of learning. Course fees will not be reimbursed should the learner be found to be in breach of this policy.

Confidentiality and whistle blowing

Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. If you are concerned about possible adverse consequences, you can request us not to divulge your identity. We can confirm that we are not obliged (as recommended by the regulator Ofqual) to disclose information if to do so would be a breach of confidentiality and/or any other duty.

Assessments

Where an incident of **malpractice** occurs during an **invigilated assessment**:

- The Invigilator will facilitate the removal of the learner from the assessment room
- The expelled learner's assessment paper will be securely retained, and the Centre Contact will be informed

Where an incident of **malpractice** occurs that involves **copying another learner's work**

- Both learners' work will be securely retained, and the Centre Contact will be informed
- Both learners will be informed of the suspected malpractice and that they will be suspended from the course of study pending the results of the investigation

If any of the assessment requirements, in any assessment situation are deemed to have been compromised by a learner, invigilator, assessor or any person involved in the assessment process, Envisage reserves the right to investigate and may declare the assessment void if the awarding body requirements / standards have been compromised.

Details regarding assessment requirements and conduct are found in the assessment specifications and awarding body policies.

Investigation report

After an investigation, a draft report will be produced and shared with the parties concerned in the incident to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves.

The final report will be made available to the parties concerned and to the awarding body, regulatory authorities or other external agencies if required. Any disciplinary actions will be implemented as appropriate.

Where an incident of malpractice has been carried out by a learner or learners, further action may include:

- Non-refund of monies paid for course and assessment
- Refusal to accept the learner/s on future courses

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