

POLICY & PROCEDURES

Malpractice and Maladministration Policy & Procedure

POLICY OVERVIEW & INTENT

Policy No	KAQA007	Version	V5.1
Policy Owner	Quality Manager	Date Last Reviewed	10 th February 2026

POLICY AIMS

Kingdom Academy (KA) aims to take all reasonable steps to prevent the occurrence of any malpractice or maladministration in the development, delivery and award of qualifications (where appropriate) . Where it has not been possible to prevent this, it is in everyone's interest to ensure that all cases of suspected or actual malpractice/maladministration are dealt with quickly, thoroughly and effectively.

SCOPE

This policy applies to all learners undertaking a Kingdom Academy program of learning. This applies to all Kingdom Academy staff and associates. Kingdom Academy also holds a separate plagiarism policy.

DEFINITIONS

Malpractice

The term malpractice covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment process
- The integrity of a regulated qualification
- The validity of a result or certificate
- The reputation and credibility an awarding organisation
- The qualification or the wider qualifications community
- The confidentiality of assessment materials

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

Maladministration

The term maladministration relates to any activity, neglect, default or other practice that results in Kingdom Academy or a Learner not complying with the specified requirements for delivery of the qualifications as set out in the relevant codes of practice, where applicable.

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Kingdom Academy (Centre) Malpractice

Examples of malpractice could include:

- Insecure storage of assessment instruments and marking guidance
- Misuse of assessments, including inappropriate adjustments to assessment decisions
- Failure to comply with requirements for accurate and safe retention of learner evidence, assessment and internal verification records
- Failure to comply with awarding body procedures
- Excessive direction from assessors to learners on how to meet program standards
- Deliberate falsification of records in order to claim certificates

Tutor Malpractice

Tutor malpractice means malpractice committed by a current member of staff (or contractor) at Kingdom Academy. It can arise through, for example:

- A breach of security (e.g. failure to keep material secure, tampering with coursework etc.)
- A breach of confidentiality (e.g. failure to maintain confidentiality of assessment materials)
- Deception (e.g. manufacturing evidence of competence, fabricating assessment or internal verification records)
- The provision of improper assistance to learners
- Failure to adhere to awarding body requirements
- Failure to declare a conflict of interest

Learner Malpractice

Malpractice by a learner could occur in:

- The compilation of portfolios of internal assessment evidence
- The presentation of practical work
- The preparation and authentication of coursework
- Conduct during an internal assessment
- Conduct during an external assessment

Examples of Learner malpractice could include:

- Plagiarism - failure to acknowledge sources properly and/or the submission of another person's work as if it were the learner's own (also see plagiarism policy).
- Collusion with others when an assessment must be completed by individual learners.
- Copying from another learner (including using ICT to do so).
- Impersonation - assuming the identity of another learner or having someone assume your identity during an assessment.

- Inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence. This includes vulgarity and swearing that is outside of the context of the assessment, or any material of a discriminatory nature (including racism, sexism and homophobia).
- Inappropriate behaviour during an internal assessment that causes disruption to others.
- Unethical use of AI as per our guidelines.

ROLES AND RESPONSIBILITIES

Kingdom Academy are responsible for:

- Taking all reasonable steps to prevent any malpractice or maladministration.
- Carrying out or overseeing investigations of cases (or suspected cases) of malpractice/maladministration to establish whether it has occurred.
- Promptly taking all reasonable steps to prevent (or mitigate) any adverse effects arising from the malpractice/maladministration.
- Keeping under review the policy and procedures put in place for preventing and investigating malpractice and maladministration.
- Taking steps to prevent any malpractice or maladministration from recurring.
- Taking appropriate and proportionate action against those who are responsible for the malpractice/maladministration.
- Informing the relevant Awarding Bodies of any suspected or alleged malpractice or maladministration immediately.
- Reporting the incident to the Regulators, where appropriate
- Reporting the matter to the police, where they believe a criminal act has been committed. (Especially where the malpractice has led to fraud).

Kingdom Academy staff are responsible for:

- Immediately notifying the Kingdom Academy Quality Manager of any incidents, or suspected incidents, of malpractice/maladministration
- Following Kingdom Academy malpractice procedures
- Taking reasonable steps to prevent malpractice/ maladministration from arising
- Advising Learners of the policy on malpractice/maladministration during their induction
- Being vigilant to possible instances of malpractice and maladministration
- Carrying out investigations of malpractice under the guidance of Kingdom Academy
- Implementing any actions required during and after investigation into a case of malpractice
- Taking action required to prevent the recurrence of malpractice/maladministration

REPORTING SUSPECTED MALPRACTICE OR MALADMINISTRATION

All KA staff are required to adhere to set procedures in the management, delivery, assessment and awarding of qualifications and delivery of non-accredited training. If an occurrence of malpractice or maladministration is identified the following procedure must be followed;

- Any suspicions of malpractice or maladministration should be reported to the Quality Manager confidentially. If not appropriate to report to the Quality Manager, an

alternative member of the Senior Management Team to be notified. (Where plagiarism from a learner is suspected please see the plagiarism policy for the process).

- An initial investigation should be conducted by the Quality Manager and a Centre report to be completed and presented to the Chief Services Officer within 5 working days
- Cases could include whistleblowing, plagiarism, malpractice, maladministration, collusion, special consideration, reasonable adjustments, appeals or complaints.
- On receipt of an allegation of suspected malpractice or maladministration the Senior Management team with support of staff will investigate and will review the information presented and, if there are reasonable grounds, will decide on the most appropriate course of action. The action taken will depend on the nature and severity of the case but will always include reporting to the necessary regulators and awarding bodies.

Notifying the Regulators

In cases where there is the potential for an adverse effect (e.g. cases with alleged fraud or serious threat to the integrity of qualifications or KA as an organisation), KA is required to inform the appropriate regulatory bodies immediately after this becomes apparent.

Awarding Organisation (AO) Investigation

- The investigation will be carried out in line with the AOs Investigation Procedure. It is usually conducted by someone who is independent of the normal day-to-day working relationship with the centre and who is competent to do so. It will be conducted to a specified timescale.
- KA Senior Managers carrying out investigations on behalf of AOs will be expected to use the same procedure.

Actions that may be taken:-

- Specific actions within set timescales for KA to take to address the findings of this case
- Additional visits from awarding bodies, including spot checks
- Additional training for KA staff and/or removing specific staff from their role in delivery or assessment
- Awarding bodies may impose sanctions
- Withdrawal of accreditation for KA
- Taking action against learners – for example if found guilty of plagiarism or fraud
- Reviewing confidentiality and/or security arrangements
- Reviewing and amending systems and procedures if required
- Expanding the original investigation to look at other qualifications/areas of administration

POLICY AND PROCEDURE - APPENDICES & REVIEW

Version Control

VERSION	Approved by	Signature	Revision Date	Summary of Change	Author
V4	Sarah Oates		5/09/2023	Transfer to KA Template	Bernie Smith
V5	Sarah Oates		8 th May 2025	Revised with AI considerations	Sarah Oates
V5.1	C Coxon		10 th February 2026	Updated Job Titles from Directors to Chief Services Officer and/or Senior Management	Christine Coxon