

Malpractice and Maladministration Policy

Reviewed: February 2026

PART ONE

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

Vertex Learning Hub is committed to maintaining the integrity, credibility, and quality of its learning and assessment provision. We recognise our responsibility to prevent, identify, and address malpractice and maladministration in a fair, transparent, and timely manner.

This Malpractice & Maladministration Policy sets out how Vertex Learning Hub defines, prevents, investigates, and manages incidents of malpractice and maladministration to ensure confidence in assessment outcomes and compliance with CPD standards, awarding organisation requirements, and regulatory expectations.

This policy applies to all learners, staff, associate trainers, assessors, internal quality assurers, contractors, and any other individuals involved in learning delivery, assessment, or quality assurance activities.

This policy will be reviewed annually or sooner in response to legislative change, awarding body guidance, CPD requirements, or internal review findings.

1.2 Aims of the Policy

The aims of this policy are to:

- Protect the integrity and credibility of learning and assessment;
- Ensure fair and consistent handling of malpractice and maladministration;
- Safeguard learners from unfair advantage or disadvantage;
- Meet CPD and awarding organisation requirements;
- Promote ethical practice and accountability;
- Use outcomes to strengthen quality assurance and continuous improvement.

PART TWO

Definitions

2.1 Malpractice

Malpractice is any deliberate act, neglect, default, or practice that compromises the integrity of assessment or learning outcomes. Malpractice may be committed by learners, staff, or associates.

Examples of learner malpractice include:

- Plagiarism;
- Collusion;
- Cheating or copying;
- Impersonation;
- Fabrication or falsification of evidence;
- Use of unauthorised materials or assistance.

Examples of staff malpractice include:

- Deliberate failure to follow assessment procedures;
- Altering assessment evidence or outcomes;
- Allowing unfair advantage;
- Breach of confidentiality;
- Inappropriate assistance to learners.

2.2 Maladministration

Maladministration refers to unintentional errors, omissions, or poor practice that may compromise assessment integrity or learner outcomes.

Examples of maladministration include:

- Failure to follow internal procedures;
- Inaccurate record keeping;
- Poor communication of assessment requirements;
- Failure to apply reasonable adjustments appropriately;
- Administrative errors affecting assessment decisions.

PART THREE

Prevention and Awareness

Vertex Learning Hub will:

- Provide clear guidance on assessment requirements and expectations;
- Promote academic integrity and ethical practice;
- Train staff on assessment standards and procedures;
- Use internal quality assurance to monitor practice;
- Ensure learners understand plagiarism and authenticity requirements.

PART FOUR

Reporting Malpractice and Maladministration

4.1 Reporting Concerns

Any suspected malpractice or maladministration must be reported promptly to the Director, Centre Lead, or Quality Lead.

Concerns may be raised by learners, staff, assessors, or external parties and will be treated seriously and confidentially.

4.2 Whistleblowing

Individuals who report concerns in good faith will be supported and protected from victimisation or disadvantage.

PART FIVE

Investigation Process

5.1 Initial Review

- All reported concerns will be reviewed promptly; • Immediate action may be taken to safeguard assessment integrity; • Relevant evidence will be secured.

5.2 Formal Investigation

- Investigations will be fair, impartial, and proportionate; • Individuals involved will have the opportunity to respond; • Accurate records will be maintained throughout the process.

5.3 Outcomes and Actions

Outcomes may include:

- No further action; • Additional training or support; • Reassessment or removal of affected evidence; • Disciplinary action in line with organisational procedures; • Reporting to awarding organisations or CPD bodies where required.

PART SIX

Communication and External Reporting

Vertex Learning Hub will:

- Inform relevant parties of investigation outcomes; • Report confirmed cases to awarding organisations or CPD bodies in line with their requirements; • Cooperate fully with external investigations or audits.

PART SEVEN

Roles and Responsibilities

7.1 Director / Centre Lead

The Director or Centre Lead is responsible for:

- Overseeing this policy; • Ensuring fair and compliant investigations; • Liaising with awarding bodies or CPD organisations; • Acting on systemic issues identified.

7.2 Quality Lead / Internal Quality Assurer

The Quality Lead or IQA is responsible for:

- Identifying concerns through quality assurance; • Supporting investigations; • Ensuring assessment standards are upheld; • Recommending improvement actions.

7.3 Staff and Learners

All staff and learners are responsible for:

- Acting ethically and honestly; • Complying with assessment requirements; • Reporting concerns appropriately.

PART EIGHT

Recording, Monitoring and Continuous Improvement

Vertex Learning Hub will:

- Maintain records of malpractice and maladministration cases;
- Monitor trends and patterns;
- Use findings to inform staff development and quality improvement;
- Review procedures to reduce future risk.

PART NINE

Policy Review and Communication

This policy will be:

- Communicated to all staff and learners;
- Made available on request;
- Reviewed annually;
- Updated in response to legislative, regulatory, or organisational change.

Approved by Vertex Learning Hub Management

Signed: _____

(Director / Centre Lead)

Date: _____