



CONSILIUM
TRAINING + SUPPORT

MALPRACTICE AND MALADMINISTRATION POLICY

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Malpractice and Maladministration Policy

Purpose:

CONSILIUM TRAINING AND SUPPORT LTD treats all cases of suspected malpractice and maladministration very seriously and will investigate all suspected and reported incidents of possible malpractice.

The purpose of this policy is to set out how allegations of malpractice and maladministration in relation to all CONSILIUM TRAINING AND SUPPORT's training assessments and training events are dealt with.

The scope of the policy is to provide:

- A definition of malpractice.
- A definition of maladministration.
- Examples of learner and centre malpractice and maladministration.
- Possible sanctions that may be imposed in cases of malpractice.

Introduction:

This policy is aimed at our clients, including learners, who are registered on CONSILIUM TRAINING AND SUPPORT LTD's programmes, courses, approved qualifications or units within the United Kingdom, and who are involved in suspected or actual malpractice.

For the purpose of this document 'malpractice' is defined as:

Malpractice is essentially any activity or practice that deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates.

For the purpose of this document 'maladministration' is defined as:

Maladministration is essentially any activity or practice that results in non-compliance with administrative regulations and requirements, including the application of persistent mistakes or poor administration.

This includes:

- Maladministration and the failure to maintain appropriate records or systems.
- The deliberate falsification of records or documents for any reason connected to the award of training events certification.
- Acts of plagiarism or other academic misconduct.
- Actions that compromise the reputation or authority of its employees or associates.
- Misconduct and forms of unnecessary discrimination or bias towards certain individuals or groups of learners.

CONSILIUM TRAINING AND SUPPORT LTD will report all relevant cases of suspected malpractice to the relevant authority, accepting that in certain circumstances they may take action of its own, including

imposing sanctions.

Examples of maladministration

- Persistent failure to adhere to our learner registration and certification procedures.
- Persistent failure to adhere to our centre recognition, qualification requirements and/or associated actions assigned to the centre.
- Late learner registrations (both infrequent and persistent).
- Unreasonable delays in responding to requests and/or communications from the awarding organisation.
- Inaccurate claims for certificates.
- Failure to maintain appropriate and auditable records (for example, certification claims)

Examples of malpractice

- Failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements.
- Deliberate failure to adhere to our learner registration and certification procedures.
- Deliberate failure to continually adhere to our centre recognition and/or qualification approval requirements or actions assigned to your centre.
- Deliberate failure to maintain appropriate auditable records, for example, certification claims and/or forgery of evidence.
- Fraudulent claims for certificates.
- Intentional withholding of information from us that is critical to maintaining the rigour of quality assurance and standards of qualifications.
- Collusion or permitting collusion in exams/assessments.
- Learners still working towards qualification after certification claims have been made.
- Plagiarism by learners/staff.
- Copying from another learner (including using ICT to do so).
- Withholding of information, by deliberate act or omission.
- Knowingly allowing the use of AI in creation of learner work.

Malpractice/Maladministration by Learners:

Some examples of learner malpractice are described below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- Obtaining examination or assessment material without authorisation.
- Arranging for an individual other than the learner to sit an assessment or to submit an assignment not undertaken by the learner.
- Impersonating another learner to sit an assessment or to submit an assignment on their behalf.
- Collaborating with another learner or individual, by any means, to complete a coursework assignment or assessment, unless it has been clearly stated that such collaboration is permitted.
- Damaging another learner's work.
- Inclusion of inappropriate or offensive material in coursework assignments or

assessment scripts.

- Failure to comply with published examination regulations.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language, at training centre or assessment venue (including aggressive or offensive language or behaviour).
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - Personal identification.
 - Supporting evidence provided for reasonable adjustment or special consideration applications and competency documents.
 - Results documentation, including certificates.
- Misrepresentation or plagiarism of a certificate provided by CONSILIUM TRAINING AND SUPPORT LTD.
- Fraudulent claims for special consideration while studying.
- Falsely obtaining by any means a certificate.

Malpractice/Maladministration by CONSILIUM TRAINING AND SUPPORT LTD Employees and Associates:

Examples of malpractice by, employees, tutors and assessors are listed below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- Failure to adhere to the relevant regulations and procedures, including those relating to CONSILIUM TRAINING AND SUPPORT LTD's approval, security undertaking and monitoring requirements as set out by these regulations.
- Knowingly allowing an individual to impersonate a learner.
- Allowing a learner to copy another learner's assignment work or allowing a learner to let their own work be copied.
- Allowing learners to work collaboratively during an assignment assessment, unless specified in the assignment brief.
- Completing an assessed assignment for a learner or providing them with assistance beyond that 'normally' expected.
- Damaging a learner's work.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language (including aggressive or offensive language or behaviour).
- Allowing disruptive behaviour or unacceptable conduct at CONSILIUM TRAINING AND SUPPORT LTD to go unchallenged, for example, aggressive or offensive language or behaviour.
- Divulging any information relating to learner performance and / or results to anyone other than the learner.
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - Personal identification.
 - Supporting evidence provided for reasonable adjustment or special consideration applications and competency documents.
 - Results documentation, including certificates.
- Falsely obtaining by any means a certificate.

- Failing to report a suspected case of learner malpractice, including plagiarism, to the Company Director.

Process for Making an Allegation of Malpractice or Maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify the Company Director.

This process applies to, employees, tutors, learners and other associates to CONSILIUM TRAINING AND SUPPORT LTD and to any reporting of malpractice by a third party or individual who wishes to remain anonymous.

Any case of suspected malpractice must be reported as soon as possible and at the latest within two working days from its discovery to the Company Director.

A written report should then be sent to the Company Director, clearly identifying the factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident.

Wherever possible, and provided other learners are not disrupted by doing so, a learner suspected of malpractice should be warned immediately that their actions may constitute malpractice, and that a report will be made to the Company Director.

In cases of suspected malpractice by CONSILIUM TRAINING AND SUPPORT LTD employees, tutors and other associates, and any reporting of malpractice by a third party or individual who wishes to remain anonymous, the report made to the Company Director should include as much information as possible, including the following:

- The date time and place the alleged malpractice took place, if known.
- The name of the employee, tutor or other third party involved.
- A description of the suspected malpractice; and
- Any available supporting evidence.

In cases of suspected malpractice reported by a third party, or an individual who wishes to remain anonymous, CONSILIUM TRAINING AND SUPPORT LTD will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice/maladministration.

In doing so, they should put them in writing or an email and enclose appropriate supporting evidence. The Company Director will then conduct an initial investigation to ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation.

In all cases of suspected malpractice and maladministration reported, CONSILIUM TRAINING AND SUPPORT LTD will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty.

Investigation timelines and summary process

We aim to action and resolve all stages of the investigation within 10 working days of the receipt of the

allegation.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.

Where a member of CONSILIUM TRAINING AND SUPPORT LTD staff or an associate of CONSILIUM TRAINING AND SUPPORT LTD is under investigation, we may suspend them or move them to other duties until the investigation is complete.

Investigation report

After any investigation, the Company Director will produce a draft report for the parties concerned to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves.

If it were an independent/third party that originally notified us of the suspected or actual case of malpractice, CONSILIUM TRAINING AND SUPPORT LTD will also inform them of the outcome (normally within 10 WORKING DAYS of making our decision). In doing so, we may withhold some details if disclosing such information would breach a duty of confidentiality or any other legal duty.

If it is an internal investigation against a member of staff acting on behalf of, or representing, CONSILIUM TRAINING AND SUPPORT LTD, the report will be agreed by the managing director or a person of similar responsibility, along with the relevant internal managers, and appropriate internal disciplinary procedures will be implemented.

In addition to the above, CONSILIUM TRAINING AND SUPPORT LTD will record any lessons learnt from the investigation and pass these onto relevant internal colleagues to help prevent the same instance of maladministration or malpractice from reoccurring.

If the relevant party or parties wish to appeal against our decision to impose sanctions, please refer to our Complaints Procedure.

Possible Malpractice/Maladministration Sanctions/Notifying Relevant Parties:

Where applicable, our director will inform the appropriate regulatory authorities/awarding organisations via written communication if we believe there has been a suspected or actual case of malpractice or maladministration, which could either invalidate the award of a qualification or affect another awarding organisation.

Where the allegation may affect another awarding organisation and their provision, we will also inform them in accordance with the regulatory requirements and obligations imposed by the relevant qualification regulator. If we do not know the details of organisations that might be affected, we will ask the appropriate regulator to help us identify relevant parties that should be informed.

Following an investigation, if a case of malpractice/maladministration is upheld, CONSILIUM TRAINING AND SUPPORT LTD may impose sanctions or other penalties on the individual(s) concerned. Where relevant we will report the matter and may impose one or more sanctions upon the individual(s) concerned. Any sanctions imposed will reflect the seriousness of the malpractice/maladministration that has occurred.

Listed below are examples of sanctions that may be applied to a learner, tutor or other associates who has had a case of malpractice/maladministration upheld against them. Please note that this list is not exhaustive and other sanctions may be applied on a case-by-case basis.

Possible sanctions that may be applied to learners:

- A written warning about future conduct.
- Notification to an employer, regulator or the police.
- Removal from the course.

Possible sanctions that may be applied to employees, tutors and other associates:

- A written warning about future conduct.
- Imposition of special conditions for the future involvement of the individual(s) in the conduct, teaching, supervision or administration of learners and/or examinations.
- Informing any other organisation known to employ the individual in relation to courses or examinations of the outcome of the case. CONSILIUM TRAINING AND SUPPORT LTD may carry out unannounced monitoring of the working practices of the individual(s) concerned.
- Dismissal.

Administering Suspected Cases of Malpractice/Maladministration

CONSILIUM TRAINING AND SUPPORT LTD will investigate each case of suspected or reported malpractice/maladministration, to ascertain whether either has occurred. The investigation will aim to establish the full facts and circumstances. CONSILIUM TRAINING AND SUPPORT LTD will promptly take all reasonable steps to prevent any adverse effect that may arise as a result of the malpractice, or to mitigate any adverse effect, as far as possible, and to correct it to make sure that any action necessary to maintain the integrity of our training and reputation is taken. CONSILIUM TRAINING AND SUPPORT LTD will acknowledge all reports of suspected malpractice/ maladministration within five working days. All of the parties involved in the case will then be contacted within 10 working days of receipt of the report detailing the suspected malpractice/ maladministration. We may also contact other individuals who may be able to provide evidence relevant to the case.

The individual(s) concerned will be informed of the following:

- That an investigation is going to take place, and the grounds for that investigation;
- Details of all the relevant timescales, and dates, where known;
- That they have a right to respond by providing a personal written response relating to the suspected malpractice (within 15 working days of the date of that letter);
- That, if malpractice is considered proven, sanctions may be imposed by reflecting the seriousness of the case;
- That, if they are found guilty, they have the right to appeal.
- That CONSILIUM TRAINING AND SUPPORT LTD has a duty to inform the relevant authorities / regulators, but only after time for the appeal has passed or the appeal process has been completed. This may also include informing the police if the law has been broken and to comply with any other appropriate legislation.

Where more than one individual is contacted regarding a case of suspected malpractice/

maladministration, for example in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data to any third party unless necessary for the purpose of the investigation.

The individual has a right to appeal against a malpractice/maladministration outcome if they believe that the procedure has not been followed properly or has been implemented to their detriment.

Records of all malpractice/maladministration cases and their outcomes are maintained by CONSILIUM TRAINING AND SUPPORT LTD for a period of at least five years and are subject to regular monitoring and review.

Review of Policy:

This policy will be reviewed annually.

Procedure Approval and Authorisation:

This policy has been approved & authorised by:

Name: Sarah Bradley

Position: Director



Signature:

Revisions/Reviewed:

Date	Type	Undertaken By	Comments
19/02/2024	Policy creation	Sarah Bradley	Policy created
22/02/2025	Policy review	Sarah Bradley	No amendments made
08/05/2025	Policy amendments	Sarah Bradley	Additional of information relating to investigation timelines, summary process and investigation report. Addition of information notifying relevant parties.
16/05/2025	Amendments	Sarah Bradley	Amendment/inclusion of definition of maladministration/malpractice.