

Version Control

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Approval

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Malpractice and Maladministration Policy

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Policy Owner	Neville Algar	

Approval

Name	Neville Algar
Signature	<i>N.Algar</i>
Position	Head of Education

Policy Statement

Ignite Training take all reasonable steps to prevent the occurrence of any malpractice or maladministration in the delivery of the products which we offer. In the delivery of an outstanding service in the strategic leadership of organisation and in delivery of training and assessment we take all reasonable steps to prevent, mitigate or manage the occurrence of any malpractice or maladministration in accordance with the established definitions.

Scope

This document is intended for anyone involved in the delivery of qualifications within Ignite Training. It is important for persons involved in the delivery of our qualifications to be fully aware of the contents of this document and its possible implications should they fail to comply with the requirements specified by the Regulator's General Conditions of Recognition and company requirements in relation to the delivery of qualifications.

This document details the procedures for investigating and determining allegations of malpractice which in their fairness, thoroughness, impartiality and objectivity meet or exceed the requirements of current law in relation to such matters.

Definitions

Malpractice

Malpractice is defined by us as any deliberate activity, neglect, default or other practice that is unethical or unlawful, which breaches regulations, the terms of any formal agreements and which compromises the integrity of our recognition status, financial stability, reputation, the reputation of stakeholders, products, assessment, processes and/or the validity of certificates. Malpractice may include a range of acts or omissions, from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain learners or groups of learners. We perceive misconduct or any improper or unprofessional behaviour during assessment, or whilst operating within the realms of the delivery, of any our qualifications, as deliberate and within the bracket of malpractice.

Examples are not limited to by may include;

- Theft of the work of other students including copying or switching papers or the clear intention to do so.
- Fabrication of results.
- Theft or misrepresentation of identity (which includes requesting others to undertake an assessment).
- Failure to carry out an internal assessment, internal moderation, or internal verification following the companies policies.
- Deliberate failure to adhere to our learner registration and certification requirements.
- Deliberate failure to maintain appropriate auditable records, e.g., certification claims and/or disposal and/or forgery of evidence.
- Fraudulent claim(s) for certificates.
- The unauthorised use of inappropriate materials/equipment in assessment settings (e.g., mobile phones).
- Collusion or permitting collusion in exams/assessments.
- Learners still working towards qualification after certification claims have been made.
- Persistent instances of maladministration within the centre.
- A loss, theft of, or a breach of confidentiality in, any assessment materials.
- Plagiarism by learners/staff.

- The unauthorised amendment, copying or distributing of exam/assessment papers/materials.
- Inappropriate assistance to learners by centre staff (e.g., unfairly helping them to pass a written exam or practical assessment).
- Deliberate submission of false information to gain a qualification.
- Tampering with learner's scripts or controlled assessments or coursework after collection and before marking.
- Learners sharing information relating to the examination questions or answers with other learners or potential learners.
- Bribery of others in relation to assessments

Maladministration

Maladministration is defined by us as any activity or practice which results in non-compliance with the terms of any formal agreements and any other of our policy documents or processes. This includes the application of persistent mistakes, poor administration and inaccurate records.

Examples are not limited to, but may include;

- Unintentional, but persistent failure to adhere to approval or qualification requirements and/or associated actions (either infrequent or persistent).
- Inaccurate claims for certificates are made frequently, even if accidentally.
- Failure to maintain appropriate auditable records, e.g., certification claims and/or disposal and/or forgery of evidence.
- Failure to adhere to, or to circumnavigate, the requirements of the company policies or procedures.

Responsibilities

Ignite Training is committed to the prevention of malpractice and maladministration. In support of this, clear and transparent operating rules have been established which must be complied with. Failure to do so will result in corrective action which serves to prevent, mitigate and/or manage any adverse effects. All stakeholders are required to formally agree to our protocol in accordance with terms of reference that are relevant to their specific role. We have outlined specific responsibilities for specific stakeholders below. However, we do expect that all stakeholders and any relevant third parties comply with all relevant legislation, regulation and our policy documents and processes in the strategic leadership of the organisation and in the ongoing delivery of products.

Training and assessment sites which are not owned by Ignite Training are supported by service level agreements which must contain facilities to support the programme of training and assessment. Each delivery site must be safe and accessible in accordance with Health and Safety at Work Act 1974 and the Equality Act 2010. Any other subcontracted service is also supported by service level agreements design to ensure compliance in accordance with law.

Senior Officers and Staff

Ignite Training senior officers and staff must operate in accordance with all legislation, regulation, funding rules and awarding organisation conditions. They must also operate in accordance with Ignite training policies and procedures, role descriptions and agreed Code of Conduct.

Learners

Learners are required to behave in accordance with the Ignite training policies and procedures, a signed learning agreement and code of conduct.

Learners must behave in a manner which is deemed appropriate and misconduct is considered as part of this policy. We also expect that learners conduct themselves with appropriate organisational or industry codes of practice in their role as a learner. Our learners often participate in practical sessions where participants are asked to attend. Learners might also attend a work-based environment. Due to the nature of our industry many learners will come into contact with children, adults and adults at risk. Any violations of safe practice and associated codes of conduct will be investigated and may lead to the withdrawal of the learner’s registration.

Reporting and Investigation Process

All stakeholders involved with Ignite Training have a duty to notify us immediately after having identified potential maladministration or malpractice or as soon as possible thereafter. If they have not been able to tell us immediately, they must provide a reason when they contact the Ignite Training Malpractice and Maladministration Officer:

Name	Contact	Email

Cases of malpractice or maladministration being withheld or confirmed may result in the imposition of penalties or disciplinary procedures in accordance. To enable thorough evaluation of evidence and investigations to be conducted care must be taken by the informant when reporting the matter to include:

- a detailed account of the circumstances surrounding the suspicions and allegations
- details of any consequent actions or investigations carried out any extenuating circumstances
- where applicable, statements signed and dated by all people involved

Upon receipt of an allegation the matter will be escalated to all relevant authorities, awarding organisation stakeholders. We will then work with the relevant body and individuals investigate as appropriate.

We reserve the right to use penalties and take disciplinary action in order to prevent or mitigate any adverse effects.

In the event that the person making the report of suspected malpractice or maladministration wishes to remain anonymous, we aim to try to maintain confidentiality wherever practicable. It is preferred that allegations are accompanied with an identity and contact details. Those who wish to remain anonymous and are concerned about possible adverse consequences should explicitly state this in the report. We cannot guarantee confidentiality in all cases as we may need to disclose the identity should the allegation lead to issues that need to be taken forward by other parties. For example:

- the regulators
- the funding body
- the awarding organisation
- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- other third parties

The authority assigned to review allegations are not permitted to reveal the person's identity unless the whistle-blower agrees, or it is absolutely necessary for the purposes of the investigation. The relevant authority will advise the whistle-blower if it becomes necessary to reveal their identity against their wishes.

Whistle-blowers should recognise that they may be identifiable due to the nature or circumstances of the disclosure; for example, the party which the allegation is made against may identify possible sources of disclosure without such details being disclosed to them.

Upon receipt of an allegation we have a duty to pursue the matter. It will not be possible to prevent the matter being investigated by subsequently withdrawing the initial concern as we are obliged by the regulators to follow-up and investigate all allegations of malpractice or maladministration. In all cases, updates will be provided, and the whistle-blower will have the opportunity to raise any concerns about the way the investigation is being conducted.

We will not be eligible to disclose all details of the investigation activities as this may not be appropriate due to confidentiality or for legal reasons. While we cannot guarantee that we will disclose all matters as may be requested we will strive to handle the matter fairly and properly.

Monitoring and Review

The SMT will monitor the effectiveness and review the implementation of this policy with regards to its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. Internal control systems and procedures will be subject to regular audits to provide assurance that they are effective in the implementation of this policy. This policy will be reviewed annually as a minimum and may be amended at any time.

Associated Policies

- Equality and Diversity Policy
- GDPR Policy
- Safeguarding Policy

- Quality, Monitoring and Evaluation Policy
- Teaching and Learning Policy
- SEND Policy
- Code of conduct
- Whistleblowing Policy