

Malpractice and Maladministration Policy

Policy Ref	Version	Date Issued	Review Date
T8-POL-010	2.0	22 July 2026	22 July 2027

1. Policy Statement

T8 Learning and Development Ltd is committed to protecting the integrity of qualifications delivered under Highfield centre approval. We will take all reasonable steps to prevent, identify, investigate, report, and address malpractice and maladministration, whether actual, suspected, attempted, or alleged.

2. Scope

This policy applies to all learners, staff, associates, contractors, invigilators, assessors, internal quality assurers, employers, and any other person involved in the delivery, assessment, quality assurance, administration, or certification of qualifications through T8 Learning and Development Ltd.

3. Definitions

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.

Maladministration is any activity, neglect, mistake, or failure in the administration of qualifications that results in non-compliance with centre, awarding body, or regulatory requirements.

4. Examples of Malpractice and Maladministration

Malpractice Examples	Maladministration Examples
Plagiarism, collusion, copying, impersonation, inappropriate use of AI-generated content, falsifying evidence, using unauthorised materials, breaching assessment conditions, altering assessment records, or pressuring staff to change results.	Late or inaccurate learner registration, incorrect certificate claims, failure to keep assessment or IQA records, poor invigilation arrangements, failure to follow Highfield procedures, loss of learner evidence, or failure to notify Highfield of relevant changes.

5. Prevention

T8 Learning and Development Ltd will reduce the risk of malpractice and maladministration by providing clear learner induction information, maintaining secure assessment materials and records, ensuring staff understand assessment and Highfield requirements, applying internal quality assurance checks, using appropriate invigilation and identity checks, monitoring learner work for plagiarism or inappropriate AI use, and keeping accurate records of delivery, assessment, IQA, appeals, complaints, and certification claims.

6. Reporting Concerns

Any learner, member of staff, associate, employer, or stakeholder who suspects malpractice or maladministration must report the concern to Darren Tate, Director / Lead Trainer, as soon as possible. Reports should include the nature of the concern, the qualification or learner affected, relevant dates, people involved, evidence available, and any immediate risk to assessment integrity or learner interests.

7. Investigation Procedure

Darren Tate will normally be responsible for conducting investigations. Where there is a conflict of interest, or where the allegation concerns the Director, an independent suitably competent person will be appointed where possible and Highfield will be contacted for guidance. Investigations will be fair, confidential, evidence-based, and proportionate to the seriousness of the concern.

The investigation may include securing assessment materials and learner evidence, reviewing records, interviewing relevant individuals, checking assessment and IQA decisions, reviewing communications, assessing whether learners have been disadvantaged, and identifying corrective actions. A written investigation record will be maintained, including findings, evidence considered, decisions reached, actions taken, and whether the matter was reported to Highfield.

8. Reporting to Highfield

T8 Learning and Development Ltd will notify Highfield Qualifications promptly where malpractice or maladministration is suspected, alleged, confirmed, or where the matter may affect learner results, certification, assessment validity, centre approval, or public confidence in the qualification. The centre will cooperate fully with Highfield investigations and implement any required actions, sanctions, or recommendations.

9. Outcomes and Corrective Action

Where malpractice or maladministration is confirmed, T8 Learning and Development Ltd will take appropriate action to protect learners and the integrity of qualifications. Actions may include learner resubmission, reassessment, additional IQA sampling, withdrawal of affected assessment decisions, staff training, process changes, removal of access to systems or assessment materials, disciplinary action, or notification to Highfield and other relevant parties.

10. Records and Confidentiality

All records relating to suspected or confirmed malpractice and maladministration will be stored securely and retained for a minimum of three years, or longer where required by Highfield, a regulator, or legal requirement. Information will be shared only with those who need it for investigation, reporting, safeguarding, data protection, regulatory, or awarding body purposes.

11. Version Control

Version	Date	Changes Made	Approved By
1.0	June 2026	Initial policy created for Highfield centre approval.	Darren Tate

12. Review

This policy will be reviewed annually, following any malpractice or maladministration incident, or following any change to Highfield, regulatory, assessment, certification, or centre approval requirements.

13. Sign-off

Approved by	Position	Date
Darren Tate	Director / Lead Trainer	June 2026