



mtc training

Maladministration and Malpractice Policy

Policy owner: Quality Enhancement, Compliance and Systems Manager

Date Policy Approved: 01 August 2025

Policy Approved By: David Grailey

Approver's role: Managing Director – MTC Training

Approver's signature:

A handwritten signature in black ink, which appears to read 'D. Grailey', is written on a white rectangular background.

Next policy renewal: 01 August 2027

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1. Policy statement

The Maladministration and Malpractice policy is intended to provide a clear process to ensure a prompt response for all in the unlikely event of an intentional/unintentional event which could potentially, adversely affect learners and undermine confidence in the delivery and award of qualifications.

2. Purpose and scope

This policy provides clear definitions with examples of maladministration and malpractice that are specific to staff and learners with a clear process by which an intended or unintended instance of malpractice or maladministration can be reported, investigated and recorded, allowing for effective administration and the integrity of assessment to be maintained whilst ensuring that learners are not adversely affected.

Malpractice and maladministration may include, but are not limited to, actions by colleagues that breach procedural integrity or regulatory standards:

- Centre issuing an incorrect certificate or incorrect results to learners.
- Failure to follow procedures when entering learner data or recording assessment decisions.
- Inaccurate production of assessment records.
- Negligent or uninformed destruction of assessment or qualification records.
- Failure to keep unseen assessment papers or mark schemes secure prior to assessment.
- Failure to keep learner data secure.
- Failure to declare a conflict of interest.

Malpractice may involve, but is not limited to, actions by learners that compromise procedural integrity or violate regulatory standards:

- Criminal offences such as bribery or fraud
- Fraudulent claim for certificates
- Failure to declare a conflict of interest
- Assisting learners in the production of evidence, to such an extent that the evidence is not authentic (i.e., does not represent the learner's own achievement)
- Actions compromising the credibility of the awarding organisation and its products and services

- Actions compromising the reputation of awarding organisation's regulators, or which bring the wider qualifications systems into disrepute.
- Exam irregularities of any nature by learners.
- Plagiarism, failure to acknowledge sources properly and/or the submission of another person's work as if it were the learners own.
- Collusion with others when an assessment must be completed by individual learners.
- Copying from another learner.
- Personation, pretending to be someone else.
- Inclusion of inappropriate, offensive, discriminatory or obscene material in assessment resources.
- Frivolous content, producing content that is unrelated to the assessment
- Unauthorised aids, physical possession of unauthorised material (such as mobile phones or smart watches) during controlled assessments.
- Inappropriate behaviour during assessment that causes disruption to others.

3. Internal and external frameworks

This policy should be read alongside the following internal policies and procedures:

- Professional Development Policy.
- Equality, Diversity and Inclusion.
- Learner Appeals Procedure.
- Fair Access to Assessment Policy.
- Disciplinary Procedure.
- Learner Disciplinary Procedure.
- Learner Appeal and Complaints Procedure.
- Code of Conduct Policy.
- Whistleblowing Policy.
- Anti-Corruption and Bribery Policy.
- Data Protection Policy.

The following external policies also apply:

- Pearson Dealing with malpractice and maladministration 2025
- EAL Malpractice and Maladministration Policy 2022

4. Promotion

MTC Training is responsible for informing learners and colleagues of the contents of this policy.

This policy is reviewed biennially and presented to the Curriculum and Quality Committee for approval. Once the policy is approved it is disseminated to MTC Training Colleagues with a policy acceptance form to confirm it has been accepted, read and understood.

This Policy is accessible to all colleagues via MTC's Business Management System (BMS), the MTC Training Information Portal, and Microsoft Teams. It is also available to apprentices, parents/guardians, employers, and the public through MTC Training's websites.

New colleagues joining MTC Training must review this policy during induction, with their line manager responsible for ensuring awareness and access. Additional training is provided during the probation period and overseen by the Quality Enhancement, Compliance and Systems Manager. Ongoing training can be requested via email or monthly forms and may be delivered one-to-one or during CPD sessions.

All MTC Training colleagues are expected to engage in ongoing Continuing Professional Development (CPD) to maintain and enhance their knowledge, skills, and professional standards related to malpractice and maladministration.

5. Investigation and containment

5.1 Investigation stage

All suspected cases of malpractice will be examined in accordance with the Awarding Organisation's procedures and regulatory requirements, ensuring the investigation is carried out in a prompt and effective manner and in accordance with this policy. All reasonable steps will be taken to prevent an adverse effect from occurring.

At any time during an investigation the Awarding Organisation reserve the right to impose sanctions on our centre in accordance with their Sanctions Policy; to withhold a learner's and/or cohort's results for all qualifications and/or units they are

registered on; and/or apply appropriate restrictions to protect the interests of learners and the integrity of their qualifications.

5.2 Containment

If an MTC Training colleague is under investigation, MTC Training may suspend them from the specific duty (for example, assessment, training delivery or invigilation of examinations). The disciplinary process in line with the MTC Disciplinary Policy may be triggered.

5.3 Internal investigation process

When a case of malpractice is reported to MTC Training, the Quality Enhancement, Compliance and Systems Manager will determine if this is the case. If malpractice has taken place the Management Systems Information Leader will be notified along with the Director – Training and Skills.

A thorough investigation will be undertaken by the Quality Enhancement, Compliance and Systems Manager, or member of the Quality Team. On completion, a report will be presented to the Director – Training and Skills for review and confirmation of report actions. The report will be submitted to the relevant Awarding Organisation.

5.4 Complaints

Should a complaint arise following a reported incident, the complainant will be referred to the MTC Training Complaints Policy for guidance and resolution procedures.

6. Monitoring

The MTC Training Quality and Compliance Team will conduct quarterly reviews of this policy and its associated processes to ensure ongoing compliance.

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