



Maladministration/Malpractice Policy 2025/26

Scope of the policy

This policy is relevant to all Lord Gowthorpe's customers, learners and staff members who are using, delivering, assessing or undertaking a qualification through Lord Gowthorpe's. The policy relates to any person (s) who are involved in suspected or actual malpractice.

Review arrangements

Lord Gowthorpe's will review this policy annually in line with our quality assurance procedures. This policy will also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Location of the Policy

This policy is available for all staff members, third parties and learners to access. This policy is provided on our website and learners who enrol onto our qualifications are sent an Induction Email which contains a link to all Lord Gowthorpe's Policies.

Communication of the Policy

Every staff member involved in the management, delivery, assessment and quality assurance of qualifications offered by Lord Gowthorpe's, shall be made aware of this policy during their induction period of

employment. Learners undertaking Lord Gowthorpe's qualifications shall be informed of this policy during their induction process.

Purpose of the policy

The purpose of this policy is to set out the steps to follow when reporting suspected or actual cases of malpractice and maladministration. It is also in place to review those processes which led to the suspected or actual case of malpractice and/or maladministration and to support any investigations.

As an approved centre of awarding organisations, Lord Gowthorpe's will act upon any reports of suspected or actual cases of malpractice and/or maladministration that we receive regarding our staff or learners, which may affect the integrity of any qualifications and quality assurance systems in place.

Statement of Principles

Definitions of Malpractice:

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For this policy this term also covers professional misconduct.

Definition of Maladministration:

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a centre (e.g. inappropriate learner records).

The categories listed below are examples of malpractice and maladministration.

Please note that these examples are not exhaustive and are for use as guidance:

- Plagiarism of any nature by learners – including the use of Artificial Intelligence (AI)
- Forgery of evidence
- Exam irregularities of any nature by learners
- Exam irregularities of any nature by staff
- Submission of false information to gain a proxy or a qualification
- Discriminatory, bullying or harassing behaviour
- Unprofessional conduct
- Behaviour likely to endanger the health or safety of the public
- Falsifying assessment and/or exam records
- Falsifying administration records

First of all, NOCN (the awarding organisation) will be notified of any suspect malpractice or maladministration that may have taken place.

Any person identifying or suspecting cases of malpractice and/or maladministration should report them to a senior staff member of Lord Gowthorpe's to investigate.

If senior staff members are suspected of being involved in malpractice and /or maladministration, the relevant awarding organisation must be contacted directly.

Lord Gowthorpe's will investigate all suspected and actual cases of maladministration/ malpractice.

If an investigation finds evidence of malpractice or maladministration, Lord Gowthorpe's will have to take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible.

Reports into malpractice and/or maladministration must include:

- the learner (s) name
- staff members details (name, job role)
- The title of the qualification affected or nature of the service affected
- The date(s) suspected or actual malpractice and/or maladministration occurred
- The full nature of the suspected or actual malpractice and/or maladministration

Lord Gowthorpe's will acknowledge any reports relating to maladministration/ malpractice within two working days of receipt.
Lord Gowthorpe's will:

- arrange for appropriate personnel to review the report and commence the investigation
- aim to action and resolve all investigations within 7 working days of receipt of the report
- advise on the outcome of our investigation within 2 working days of making our decision
- report any suspected or actual incidents of malpractice and/or maladministration to the relevant awarding organisation

Any cases of suspected or actual maladministration or malpractice will be investigated by a relevant manager, appointed by the Senior Management Team.

The Investigation Process

An investigation may involve:

- A request for further information
- Interviews (face to face or by telephone) with personnel involved in the investigation
- informed decisions being made based on the evidence provided
- the protection of the identity of the 'informant' if required.

As part of Lord Gowthorpe's's approved centre status with awarding organisations, any relevant awarding organisation must be informed any investigations and reports produced from investigations into suspected or actual cases of maladministration/ malpractice. All documents relating to investigations will be given to the relevant awarding organisation, who may in turn wish to undertake their own investigation, inline with their own policies and procedures relating to malpractice and maladministration

Learner Malpractice

If an investigation confirms that learner malpractice has taken place, Lord Gowthorpe's have no alternative but to impose one or more of the following sanctions on the learner.

Please note that this list is not exhaustive:

- Disallowing all or part of the learner's assessment evidence
- Disallowing a learner to undertake an exam or complete a qualification
- Disallowing all or part of the learner's external assessment marks

- Not requesting the learner's certificate(s) from the awarding organisation

Learners are able to appeal any outcome of a malpractice investigation, in line with Lord Gowthorpe's's Appeals Policy.

Discretion

It is as the discretion of individual tutors at Lord Gowthorpe's whether they enable a learner to re-submit evidence for a qualification, if actual or suspected plagiarism or any form of malpractice has occurred.

A learner may be given the opportunity to resubmit their evidence once, at the discretion of their tutor.

Any further re-submission of work, for whatever reason, above and beyond the first re-submission of evidence will be charged at £30.

Lord Gowthorpe's reserve the right to terminate any learner's access to Lord Gowthorpe's qualifications, whether they have paid the full qualification fee or not, due to suspected or proven incidents of plagiarism or mal-practice.

A learner will not receive a refund for their qualification fee or any monies paid (such as instalments) if they have been terminated from completing an Lord Gowthorpe's qualification due to plagiarism or malpractice – either proven **or** suspected.

If a learner is to be removed from an Lord Gowthorpe's qualification due to suspected or proven incidents of plagiarism or malpractice, they will be given written notice of this.

Process

A tutor must inform the Lord Gowthorpe's IQA of suspected or proven incidents of plagiarism or malpractice.

A Lord Gowthorpe's tutor will decide if a learner is to be allowed to re-submit their work or if they are to be removed from their qualification, without a refund of their qualification fee or any instalments paid by a learner.

If work is to be re-submitted, it must be received by the tutor within three days of the notification from the tutor that their work is suspected or proven to have been plagiarised or malpractice has occurred.

If a learner is allowed to proceed on an Lord Gowthorpe's qualification after an incident of proven or suspected plagiarism or malpractice has been identified, any future or further issues of plagiarism or malpractice, whether suspected or proven, will result in the immediate removal of the learner from their Educating qualification. No refund of any monies paid by a learner, either the full qualification fee or instalments, will be returned to the learner.

All proven or suspected cases of plagiarism must be reported to the relevant awarding organisation.

By enrolling onto an Lord Gowthorpe's qualification, a learner is agreeing to the terms and conditions within this policy.

Learners are also to note that their assessment evidence is subject to a plagiarism or AI checker. This is at the discretion of their Lord Gowthorpe's Tutor.