

Malpractice and Maladministration Policy

POLICY APPROVAL

Approval Required	Indicate with a tick (✓)		**Annual Review Required**	Indicate with a tick (✓)	
	Yes ✓	No		Yes ✓	No
Approval Panel	Loren Janes				
Approved by	Name: Loren Janes		Signature:	Date: November 2025	
Policy Review Date	November 2026				

Purpose

This policy applies to all staff, learners, and associates delivering or registered on a Futures Changing qualification or unit. Its purpose is to identify, report, and manage suspected or actual malpractice or maladministration, to protect the integrity, validity, and reliability of Futures Changing qualifications, and to ensure that investigations are conducted fairly, transparently, and in line with government education guidance, KCSIE 2025, and Highfield Awarding Body requirements.

Definitions

Malpractice is any deliberate action or practice that contravenes regulations, compromises assessment or qualification integrity or undermines internal or external assessment processes. This includes misconduct, bias, discrimination, or unfair practices towards learners. Examples of malpractice include fraudulent claims for certificates, collusion or plagiarism, misrepresentation of Futures Changing documents or logos, insecure storage or misuse of assessment materials, and failure to implement reasonable adjustments or special considerations.

Maladministration is any action or practice that results in non-compliance with administrative regulations, including repeated administrative errors or omissions, failure to comply with registration, certification, or record-keeping requirements, and any practice that undermines the accuracy, fairness, or reliability of qualifications.

Reporting Procedures

All incidents of suspected or actual malpractice or maladministration must be reported immediately to the Head of Quality. Anonymous reports will be considered only if they are supported by evidence or if nature of the report warrants investigation. Allegations may also be escalated to the Managing Director or the relevant awarding body if required. Any report involving a learner under the age of 18 or a vulnerable adult will also be treated as a safeguarding concern and handled in line with KCSIE 2025 guidance.

Investigation Process

Once an allegation has been received, the Head of Quality will establish the facts and gather all relevant evidence from learners, staff, and records. Alleged individuals will be informed in writing of the nature of the allegation and the possible consequences if the allegation is substantiated. Each case will be assessed individually and objectively.

All actions taken during an investigation will be fully documented. The Head of Quality will determine compliance with regulations, assign responsibility, identify measures to protect the integrity of assessment, and recommend any appropriate penalties. Investigation records will include the source of the allegation, evidence collected, investigations carried out, conclusions, and recommendations.

Investigations will aim to be completed within ten working days, although this may be extended if additional evidence or guidance from regulators or awarding bodies is required. Staff may be suspended or temporarily reassigned during investigations to protect evidence or prevent interference.

Notifying Relevant Parties

Where applicable, the Managing Director will notify the relevant awarding bodies, such as Highfield, and regulatory authorities if malpractice or maladministration could affect the validity of qualifications. Notifications will ensure that affected parties are informed and that actions are compliant with regulatory requirements. Guidance from the regulator will be sought if the affected parties are unclear.

Safeguarding and Compliance

Any allegation involving children, young people, or vulnerable adults will be treated as a safeguarding concern. The Designated Safeguarding Lead (DSL) will be informed immediately and will advise on actions to protect learners. Low-level concerns relating to professional boundaries, bias, or undue influence will also

be logged and monitored. All safeguarding actions will comply with KCSIE 2025 to ensure learner safety and welfare.

Investigation Outcomes

If an investigation confirms that malpractice or maladministration has occurred, Futures Changing will take steps to protect the integrity of current and future qualifications, maintain public and regulatory confidence, discourage similar incidents and ensure there is no gain from compromising standards. Disciplinary action may be taken, including termination of employment, where appropriate.

Parties affected by the investigation will be notified in writing, and they will have the right to appeal the decision in accordance with the Futures Changing Complaints Procedure.

Record Keeping

All investigation documents, reports, and evidence will be securely stored for two years. Records will be accessible to regulators, awarding bodies, or authorised internal personnel as required.

- Allegations must be reported immediately to the Head of Quality.
- Investigations are conducted fairly, transparently, and documented fully.
- Safeguarding protocols apply for learners under 18 or vulnerable adults.
- Outcomes aim to maintain assessment integrity and compliance with Highfield and government guidance.
- Records are retained securely for two years.