

Malpractice and Maladministration Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to prevent, identify, and manage cases of malpractice and maladministration in the delivery, assessment, and certification of qualifications. 4 TEFL is committed to maintaining integrity, fairness, and compliance with Ofqual and Focus Awards regulations.

2. Scope

This policy applies to all learners, staff, assessors, IQAs, administrative staff, and contractors engaged in delivering or supporting 4 TEFL programmes.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** responsible for investigating allegations, reporting outcomes to Focus Awards, and maintaining records.
- **Assessors/IQAs:** ensure assessment integrity, identify irregularities, and cooperate in investigations.
- **Administrative staff:** ensure accurate records and report any suspected maladministration.
- **Learners:** required to comply with assessment rules and avoid misconduct.

4. Definitions

Malpractice includes plagiarism, falsification of evidence, impersonation, unauthorised use of AI tools, collusion, or any action designed to gain unfair advantage.

Maladministration includes administrative errors, failure to follow correct procedures, mishandling learner data, or negligence in carrying out assessment or quality assurance duties.

5. Procedure

1. **Identification** – Suspected cases must be reported immediately to the Quality Assurance with supporting evidence (CRM logs, Zoom recordings, assessment submissions).
2. **Logging** – All allegations are logged in the CRM system.
3. **Investigation** – The Quality Assurance will review evidence, consult with assessors/IQAs, and interview relevant parties.
4. **Outcome** – Findings will be communicated in writing to the parties involved, with clear actions or sanctions.
5. **Referral** – Serious or unresolved cases will be referred to Focus Awards for external review.
6. **Sanctions** – May include disqualification of assessments, withdrawal from a programme, staff disciplinary actions, or referral to regulatory authorities.

6. Monitoring and Review

- All cases of malpractice or maladministration are recorded and retained for at least six years.
- Trends and recurring issues are reviewed through Quality Improvement processes.
- Staff receive CPD and training to minimise risks.
- This policy will be reviewed annually by the Quality Assurance or earlier if required by Focus Awards or Ofqual.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

A handwritten signature in black ink, appearing to read 'James Ruswel', written over a horizontal line.