

Malpractice & Maladministration Policy

Reviewer	Centre Manager
Approved by	Head of the Centre
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Introduction

One Education is committed to providing a safe and secure environment for all its learners. As part of this commitment, One Education has developed this Malpractice & Maladministration Policy to prevent and detect malpractice and maladministration in the delivery of its qualifications and assessments.

Scope

This policy applies to all learners, staff, trainers, and assessors involved in the delivery and assessment of qualifications offered by One Education.

Definition of Malpractice

Malpractice refers to any deliberate activity or behaviour that contravenes the regulations and requirements set by One Education or the awarding organisation, compromises the integrity and validity of qualifications, and undermines the trust and confidence of learners, employers, and the wider community in One Education.

Examples of malpractice include, but are not limited to:

- Plagiarism, cheating, collusion, or impersonation in assessments (One Education allows up to 20% plagiarism in assignments)
- Producing works using AI tools beyond the accepted limit (One Education allows up to 25% AI-generated content in assignments)
- Tampering with assessment materials or outcomes
- Falsification or fabrication of evidence
- Misrepresentation of learner achievements or progress
- Breach of confidentiality, privacy, or data protection regulations
- Harassment, discrimination, or bullying of learners or staff
- Failure to comply with health and safety regulations

Definition of Maladministration

Maladministration refers to any administrative or operational failure that results in a breach of the regulations and requirements set by One Education or the awarding organization, compromises the quality and fairness of assessments, and causes undue stress or inconvenience to learners.

Examples of maladministration include, but are not limited to:

- Inaccurate recording, reporting, or certification of learner achievements or progress
- Failure to provide learners with appropriate information, guidance, or support
- Inadequate invigilation, supervision, or security arrangements during assessments
- Technical or logistical problems that prevent learners from completing assessments
- Failure to comply with assessment and verification procedures

Policy Statement

One Education takes malpractice and maladministration very seriously and will take appropriate action to investigate and deal with any suspected or alleged cases of malpractice or maladministration promptly, fairly, and consistently. One Education will ensure that all learners, staff, trainers, and assessors involved in the delivery

and assessment of qualifications are aware of this policy and their responsibilities to uphold the highest standards of integrity and professionalism.

Prevention

One Education will take proactive measures to prevent malpractice and maladministration, including but not limited to:

- Developing and communicating clear and consistent policies and procedures for the delivery and assessment of qualifications
- Providing appropriate training and support for staff, trainers, and assessors on the prevention and detection of malpractice and maladministration
- Conducting regular quality assurance checks, including internal and external audits, to monitor compliance with regulations and requirements
- Implementing robust assessment and verification procedures, including plagiarism detection software, AI content detection software and random sampling of assessments
- Encouraging and promoting a culture of honesty, integrity, and professionalism among learners, staff, trainers, and assessors

Reporting and Investigation

One Education encourages all learners, staff, trainers, and assessors to report any suspected or alleged cases of malpractice or maladministration as soon as possible to the Centre Manager for handling such cases. One Education will ensure that all reports are treated confidentially and that whistle-blowers are protected from victimisation or retaliation.

One Education will investigate all reports of malpractice and maladministration promptly, fairly, and thoroughly, following the relevant policies and procedures. Education will ensure that all parties involved in the investigation are treated with respect and fairness and that appropriate sanctions are applied in accordance with the severity and nature of the malpractice or maladministration.

Appeals and Review

One Education will provide learners, staff, trainers, and assessors with the opportunity to appeal against any decisions made regarding malpractice or maladministration.