

Param Qualifications

Malpractice and Maladministration Policy

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1. Introduction

1.1 Preventing Malpractice and Maladministration (Condition A8.1)

Param Qualifications Ltd is committed to ensuring that all assessments, results, and certification decisions are fair, valid, reliable, and trustworthy. The integrity of qualifications depends on honest behaviour by learners, staff, Delivery Centres, and all individuals involved in the development, delivery, and award of qualifications.

Param Qualifications takes reasonable and proportionate steps to prevent malpractice and maladministration across all areas of its activity, including qualification development, assessment delivery, results processing, and certification. Preventative measures are embedded within organisational processes and supported by clear procedures, staff awareness, and governance oversight.

1.2 Investigating and Managing Malpractice and Maladministration (Condition A8.2)

Where malpractice or maladministration is suspected or alleged, Param Qualifications will take all reasonable steps to establish whether such an incident has occurred. Investigations are conducted in a fair, proportionate, and timely manner based on available evidence.

Where malpractice or maladministration is confirmed, Param Qualifications will take appropriate action to prevent any adverse effect and, where such an effect has occurred, mitigate and correct it as far as possible. Actions taken will be proportionate to the nature, severity, and impact of the issue.

2. Purpose of the Policy

The purpose of this policy is to clearly explain:

- What is meant by malpractice and maladministration,
- What types of behaviour are considered malpractice,
- How suspected malpractice should be reported,
- How investigations are carried out, and
- What actions and sanctions may be applied.

This policy ensures transparency, fairness, and consistency in dealing with malpractice and protects the interests of learners and stakeholders.

3. Definition of Malpractice and Maladministration

Param Qualifications uses the term malpractice, which includes maladministration, to mean any act, behaviour, default, omission, or neglect, whether intentional (malpractice) or unintentional (maladministration), that compromises:

- the validity or integrity of assessments or results, or
- the reputation and credibility of Param Qualifications or its qualifications.

Malpractice may be committed by learners, staff, assessors, quality assurance personnel, centres, or any third party acting on behalf of Param Qualifications.

4. Learner Malpractice – Behaviour and Actions

Learner malpractice includes, but is not limited to, copying another learner’s work, plagiarism, collusion, cheating during assessments, impersonation, allowing another person to take an assessment, submitting fake or purchased evidence, using unauthorised materials or devices, or attempting to influence assessors or centre staff unfairly.

If learner malpractice is suspected, Param Qualifications may place the learner’s assessment activity under monitoring and temporarily suspend or withhold assessment results until the investigation is completed.

If learner malpractice is proven, Param Qualifications may revoke assessment results, withhold or withdraw certification, suspend or terminate learner registration, and formally notify the approved centre. Actions taken will depend on the seriousness and impact of the malpractice.

5. Staff or Assessor Malpractice – Behaviour and Actions

Staff or assessor malpractice includes providing unauthorised assistance to learners, altering or fabricating assessment evidence, breaching assessment security or confidentiality, awarding results without valid evidence, failing to follow assessment or quality assurance procedures, or not declaring conflicts of interest.

If staff malpractice is suspected, Param Qualifications may immediately restrict or suspend the individual’s assessment or quality assurance responsibilities while the investigation is ongoing. If staff malpractice is proven, actions may include removal from assessment or

quality roles, mandatory retraining, termination of contracts, and escalation to centre-level action where appropriate.

6. Centre Malpractice or Maladministration – Behaviour and Actions

Centre malpractice or maladministration includes failure to follow approved assessment or quality procedures, poor or false record-keeping, issuing results or certificates without authorisation, repeated administrative failures without corrective action, manipulation of learner data, or failure to cooperate with monitoring or investigations.

If centre malpractice is suspected, Param Qualifications may apply enhanced monitoring, restrict learner registrations, or temporarily suspend assessment or certification activity.

If centre malpractice is proven, Param Qualifications may suspend or withdraw centre approval, cancel the partnership or tie-up, and take appropriate steps to protect learners, including alternative arrangements where required.

7. Reporting Suspected Malpractice

Anyone who becomes aware of suspected malpractice or maladministration must report it without delay. Reports should be submitted using the Param Qualifications Malpractice Report Form and sent to the official contact email address.

Reports may be made by learners, staff, assessors, centres, or third parties. All reports are handled confidentially and recorded formally.

8. Investigation Team and Responsibilities

Investigations are carried out by an independent investigation team appointed by Param Qualifications. The investigation team will consist of suitably experienced personnel who have no involvement in the original assessment or decision and no conflict of interest.

The investigation team is responsible for collecting evidence, communicating with involved parties, ensuring fairness, and documenting findings clearly.

9. Actions Taken After Investigation

Once the investigation is completed, the Investigation Team will prepare a written investigation report summarising the evidence reviewed, findings, and recommended actions. The final decision will be approved by the appropriate senior authority of Param Qualifications to ensure fairness, consistency, and proportionality.

The actions taken will depend on:

- The severity of the malpractice or maladministration,
- Whether the act was intentional or unintentional,
- The impact on learners, assessment integrity, and qualification credibility, and
- Whether the issue is isolated or repeated.

If the investigation concludes that no malpractice or maladministration has occurred, the case will be closed, and any temporary restrictions (such as result suspension or monitoring) will be removed. All parties will be informed in writing.

If malpractice or maladministration is confirmed, Param Qualifications may take one or more of the following actions, depending on the case:

- **For learners:** assessment results may be revoked, suspended, or amended; certification may be withheld or withdrawn; learner registration may be suspended or terminated; and the approved centre will be formally notified of the decision and reasons.
- **For staff or assessors:** assessment or quality assurance duties may be withdrawn; mandatory retraining or competence review may be required; contractual arrangements may be suspended or terminated; and the centre may be instructed to take internal disciplinary action.
- **For centres:** enhanced monitoring may be imposed; learner registrations or certification activity may be restricted; centre approval may be suspended; or, in serious or repeated cases, centre approval and partnership arrangements may be withdrawn or cancelled.

All actions taken will be clearly documented, proportionate, and communicated in writing to the affected parties. Where required, corrective actions and improvement plans will be monitored to ensure completion within agreed timelines.

Records of all outcomes and actions will be retained securely for audit and regulatory review.

10. Right of Appeal

Any learner, staff member, assessor, or centre that is affected by a malpractice or maladministration decision has the right to appeal if they believe that:

- The investigation process was not followed correctly,
- The decision was not supported by evidence, or

- The action taken was disproportionate.

Appeals must be submitted in writing within 10 working days of receiving the investigation outcome. The appeal must clearly state the grounds for appeal and include any supporting evidence. All appeals will be reviewed by an independent reviewer or panel who was not involved in the original investigation or decision. The appeal review will focus on whether:

- The investigation was conducted fairly and in line with this policy,
- Evidence was properly considered, and
- The decision and actions were reasonable and proportionate.

All appeals will be reviewed by an independent Appeal Reviewer or an Appeal Panel appointed by Param Qualifications. The Appeal Reviewer or Panel will be independent of the original investigation, will have had no prior involvement in the case, and will possess appropriate seniority, competence, and authority to review the decision fairly.

Any potential conflict of interest will be identified and avoided. Depending on the seriousness and complexity of the case, the appeal may be reviewed either by a senior officer who was not involved in the original investigation or by an Appeal Panel comprising senior management and/or governance representatives.

The appeal process does not re-investigate the case unless significant procedural errors or new evidence are identified. The appeal outcome will be confirmed in writing and may:

- Uphold the original decision,
- Amend the decision or action taken, or
- Overturn the decision and require corrective action.

The decision of the appeal review is final. All appeal records and decisions will be formally documented and retained for audit purposes.

Document Control:

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11. Annex

Annex A: Malpractice Report Form

Annex B: Malpractice Appeal Form

11.1 Annex A: Malpractice Report Form

Reporter Details

Name of person reporting the concern:

Designation / Role (Learner / Assessor / Centre Staff / Other):

Organisation / Centre name (if applicable):

Contact email address:

Contact phone number (optional):

I wish to remain anonymous (tick if applicable)

Details of the Person(s) or Centre Involved

Name of learner / staff member / assessor / centre involved:

Learner Registration Number (if applicable):

Centre name and centre code (if applicable):

Qualification title and level (if applicable):

Type of Issue Being Reported

Learner Malpractice

Staff / Assessor Malpractice

Centre Malpractice

Centre Maladministration

Description of the Suspected Malpractice / Maladministration

Please provide a clear and detailed description of the incident, including what happened, how it was identified, and why you believe it constitutes malpractice or maladministration.

(Use additional pages if required)

Date, Time, and Location of Incident

Date(s) of incident: .

Time(s) of incident (if known):

Location (centre name / online platform / assessment venue):

Evidence Available

Please indicate any supporting evidence available and attach copies where possible:

- Learner assessment work
- Emails or written communication
- Screenshots / system logs
- Witness statements
- Other (please specify): .

Immediate Actions Taken (if any)

Please describe any immediate actions already taken by the centre or individual (for example, suspension of assessment, monitoring applied, learner informed, etc.).

Impact Assessment (if known)

Please indicate whether the issue may have affected:

- Assessment integrity
- Learner results
- Certification decisions
- Centre approval status

Provide details if known:

Declaration

I confirm that the information provided in this report is accurate to the best of my knowledge and is submitted in good faith.


Name of reporter:

Signature: .

Date: .

Submission Details

Completed forms should be submitted to:

 info@paramqualifications.co.uk

Subject line: Malpractice Report – Confidential

All reports will be treated confidentially and handled in accordance with the Param Qualifications Malpractice & Maladministration Policy.

11.2 Annex B: Malpractice Appeal Form

Appellant Details

Name of appellant: .

Role (Learner / Staff / Assessor / Centre Representative): .

Organisation / Centre name (if applicable): .

Learner Registration Number (if applicable): .

Email address: .

Contact phone number (optional): .

Decision Being Appealed

Reference number of the malpractice case: .

Date of the investigation outcome letter: .

Type of decision appealed against: .

- Learner result / certification decision
- Staff-related decision
- Centre-related decision
- Other (please specify):

Grounds for Appeal

Please indicate the reason(s) for submitting this appeal (tick all that apply):

- The investigation process was not followed correctly
- Relevant evidence was not properly considered
- New evidence has become available
- The decision or action taken was disproportionate
- Other (please specify):

Details of the Appeal

Please clearly explain why you are appealing the decision.
Include specific details of what you believe was incorrect or unfair.

Supporting Evidence

Please list and attach any supporting evidence relevant to this appeal:

- New documentary evidence
- Emails or written correspondence
- Witness statements
- Other supporting documents (please specify):

Outcome Sought

Please state what outcome you are seeking from this appeal (for example, review of decision, amendment of action taken, reinstatement of results, etc.).

Declaration

I confirm that the information provided in this appeal is accurate to the best of my knowledge and that this appeal is submitted in good faith.

Name of appellant: .


Signature: .

Date: .

Submission Details

Completed appeal forms must be submitted within 10 working days of receiving the investigation outcome letter.

Please submit the completed form to:

 info@paramqualifications.co.uk

Subject line: Appeal Submission – Confidential