

# Malpractice and Maladministration Policy

## 1. Purpose

Safe Skills Training Ltd is committed to delivering training and assessment fairly, safely, and with integrity.

This policy sets out how Safe Skills Training Ltd:

- Prevents malpractice and maladministration
- Identifies and investigates concerns
- Applies outcomes and sanctions
- Records and reports matters appropriately

## 2. Scope

This policy applies to all Safe Skills Training Ltd activity, including:

- Enquiries, marketing and advertising claims
- Booking, customer service and communications
- Training delivery (in-person and online)
- Assessment and competency decisions
- Certification and completion evidence administration
- Learner records and data handling
- Feedback collection and reporting
- Invoicing and financial administration related to training services

This policy applies to:

- Learners and prospective learners
- Clients and customer organisations
- Members of the public attending open courses
- Contractors, subcontractors, associates and suppliers
- Any future employees and volunteers

## 3. Definitions

- **Malpractice:** Any deliberate activity, neglect, default, or other practice that compromises the integrity of training, assessment, results, certification evidence, records, or business processes.
- **Maladministration:** Any activity, neglect, default, or other practice that results in a failure to follow required processes, even where there is no deliberate intent.

- **Whistleblowing:** Reporting wrongdoing in the public interest.

## 4. Principles

Safe Skills Training Ltd applies the following principles:

- Fairness and consistency
- Evidence-based decisions
- Confidentiality on a need-to-know basis
- Proportionate outcomes
- Protection from victimisation for people who raise concerns in good faith

## 5. Examples of malpractice and maladministration

Examples are listed to support understanding.

### 5.1 Learner malpractice

This includes:

- Cheating or attempting to cheat
- Plagiarism or presenting another person's work as their own
- Collusion or assisting another person to cheat
- Impersonation
- Falsifying evidence of competence
- Altering certificates or completion evidence
- Disruptive, aggressive, or threatening behaviour intended to influence outcomes

### 5.2 Staff/associate/contractor malpractice

This includes:

- Falsifying assessment or competency decisions
- Issuing certificates or completion evidence without the required evidence
- Allowing or encouraging cheating
- Failing to apply assessment requirements consistently
- Inappropriate assistance that changes the outcome
- Misuse of confidential information
- Misrepresenting qualifications, experience, or approvals
- Inappropriate relationships or conflicts of interest that influence outcomes

### 5.3 Maladministration (process failures)

This includes:

- Incorrect data entry on certificates or records
- Failure to follow internal processes
- Failure to keep required records
- Failure to apply reasonable adjustments that were agreed
- Poor version control of documents
- Late issuing of certificates or completion evidence due to avoidable error

## 5.4 Marketing and business conduct malpractice

This includes:

- Misleading claims about course content, outcomes, competence, or certification
- Misleading claims about qualifications or experience
- Misuse of logos or third-party marks without permission
- Misrepresentation of customer feedback

## 6. Prevention

Safe Skills Training Ltd reduces risk through:

- Clear expectations communicated to learners and clients
- Clear assessment requirements and evidence standards
- Record keeping and version control
- Secure handling of personal data
- Conflict of interest management
- Maintaining professional boundaries

## 7. Reporting a concern

Concerns about malpractice or maladministration must be reported to:

- [andy@safeskillstraining.com](mailto:andy@safeskillstraining.com)

A report should include:

- What happened
- Date, time and location
- Names of people involved
- Any evidence available (emails, documents, photos, screenshots)

Reports can be made by learners, clients, members of the public, contractors, or any other affected person.

## 8. Initial response

Safe Skills Training Ltd will:

- Acknowledge the report
- Decide whether immediate action is needed to protect safety or integrity
- Decide whether the matter is handled under this policy, the Complaints Policy, the Appeals Policy, the Safeguarding Policy, or another process

If immediate risk exists, Safe Skills Training Ltd will take immediate action.

## 9. Investigation process

Safe Skills Training Ltd will:

1. Appoint the Director/Lead Educator to lead the investigation.
2. Gather evidence.
3. Speak to relevant parties.
4. Keep a written record of actions and findings.
5. Make an outcome decision based on evidence.

Safe Skills Training Ltd does not investigate in a way that puts a person at risk.

## 10. Outcomes and sanctions

Safe Skills Training Ltd applies outcomes that match the seriousness of the matter.

Possible outcomes include:

- No case to answer
- Additional training or guidance
- Formal warning
- Increased supervision or additional checks
- Removal from a session for safety or integrity reasons
- Invalidation of results, assessment decisions, or completion evidence
- Withdrawal or correction of certificates or completion evidence
- Refusal of future bookings
- Reporting to the learner's employer/client where appropriate
- Reporting to relevant authorities where required by law

## 11. Appeals and complaints

- If a person disagrees with an assessment decision, they must use the Appeals Policy.

- If a person wishes to complain about service, they must use the Complaints Policy.
- If a person wishes to challenge how a malpractice investigation was handled, they can raise this as a complaint.

## 12. Confidentiality and data protection

Safe Skills Training Ltd handles information under this policy confidentially.

Personal data is processed in line with the Data Protection Policy and Privacy Notice.

## 13. Record keeping

Safe Skills Training Ltd keeps records of:

- Reports received
- Evidence gathered
- Decisions and outcomes
- Actions taken

Records are retained in line with the Candidate Records Keeping Policy.

## 14. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if services or legal requirements change

### Version control

Version	Date	Summary of changes
1.0	17/04/2026	First issue

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