

# Malpractice and Maladministration Policy

## **Mission, Vision and Values**

### **Mission**

Progressing lives through pioneering education.

### **Vision**

Empowering people to unlock their full potential and achieve lasting success.

### **Values**

Care

Expertise

Innovation

Accountability

## **Values**



**Care**



**Expertise**



**Innovation**



**Accountability**

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## 1. Introduction

Busy Bees Education and Training Limited (BBET) is committed to maintaining the highest standards of integrity, quality assurance, and regulatory compliance across all aspects of teaching, learning, assessment, and certification.

This policy sets out BBET's approach to preventing, identifying, investigating, and addressing malpractice and maladministration in a fair, transparent, and consistent manner.

BBET recognises its responsibility to protect learners, team members, awarding organisations, regulators, employers, and the wider qualifications community from the impact of malpractice and maladministration.

## 2. Scope

This policy applies to:

- All learners registered on apprenticeship programmes or approved qualifications
- All team members, managers, contractors and associates
- Any individual or organisation involved in the delivery, assessment, quality assurance, or administration of BBET provision

The policy applies to both suspected and confirmed cases of malpractice and maladministration.

## 3. Legal and Regulatory Framework

This policy aligns with the requirements of:

- Ofqual General Conditions of Recognition
- Awarding Organisation requirements
- Equality Act 2010
- Data Protection legislation

## 4. Related Policies

This policy should be considered in conjunction with BBET's other policies and procedures including:

- Feedback, Compliments and Complaints Policy
- Equality, Diversity and Inclusion Policy
- Prevent Policy
- Safeguarding Policy
- Speak Up Policy

## 5. Definitions

### Malpractice

Malpractice is any deliberate act, omission, neglect, or practice that compromises, or could compromise:

- The assessment process
- The integrity of a regulated qualification
- The validity of results or certificates
- The reputation and credibility of BBET or an awarding organisation

For the purposes of this policy, malpractice also includes misconduct, discrimination, or bias towards individuals or groups of learner (see Appendix 1).

Examples of malpractice include (but are not limited to):

- Failure to carry out assessment, internal verification, or moderation in line with requirements
- Deliberate non-compliance with learner registration or certification procedures
- Falsification or forgery of records or evidence
- Fraudulent claims for learner achievement or funding
- Collusion or permitting collusion in assessments or examinations
- Plagiarism or copying (including inappropriate use of AI)
- Certifying learners who have not completed required learning or assessments
- Withholding information critical to quality assurance

### **Maladministration**

Maladministration refers to non-deliberate but persistent errors, poor administration, or failure to follow required procedures that result in non-compliance with regulatory or organisational requirements.

Examples of maladministration include (but are not limited to):

- Persistent late learner registrations
- Inaccurate or delayed certificate claims
- Failure to maintain auditable records
- Poor communication or unreasonable delays in responding to BBET or awarding organisations
- Repeated failure to comply with centre recognition or qualification approval requirements

## **6. Reporting Allegations**

Any individual who becomes aware of suspected or actual malpractice or maladministration must report this immediately to:

- Quality & Compliance Director and/or
- Operations Director

Reports should be made in writing and include, where possible:

- Learner name(s) and registration number(s)
- Names and roles of team members involved
- Qualification or service affected
- Details of the allegation, dates, and any supporting evidence

## **7. Confidentiality**

BBET will protect the identity of individuals reporting concerns in line with its Speak Up Policy and legal obligations.

Anonymous reports will be investigated where sufficient information is provided, although independent verification will be sought before any action is taken.

## 8. Investigation Process

### **Initial Review**

An initial review will be conducted to:

- Confirm whether the allegation falls within the scope of this policy
- Ensure investigators have no conflict of interest

### **Full Investigation**

Investigations will:

- Be fair, objective, and evidence-based
- Establish facts, scale, impact, and root causes
- Identify individuals involved
- Assess risks to learners and qualification integrity

### **BBET may:**

- Request additional information
- Conduct interviews
- Withhold results or certificates during the investigation
- Temporarily suspend staff or reassign duties where appropriate

## 9. Investigation Timelines

BBET aims to complete investigations within **10 working days** of receiving an allegation, subject to complexity and external dependencies.

## 10. Reporting and Outcomes

### **Investigation Report**

A formal report will be produced which will:

- Confirm whether malpractice or maladministration occurred
- Identify breaches and responsible parties
- Recommend corrective and preventive actions

Draft reports may be shared for factual accuracy before finalisation.

### **Outcomes and Sanctions**

Where malpractice or maladministration is confirmed, BBET may:

- Implement corrective actions and enhanced controls
- Invalidate results or certificates
- Notify awarding organisations, regulators, or funding bodies
- Require reassessment or withdrawal of certification
- Initiate disciplinary procedures

Lessons learned will be recorded and shared internally to prevent recurrence.

## Appeals

Individuals may appeal decisions in line with BBET's Complaints Procedure.

## 11. Record Keeping

All records relating to malpractice and maladministration will be retained for a minimum of **six years**, or longer where required by regulators or legal proceedings.

## 12. Roles and Responsibilities

### BBET Centre

The Quality & Compliance Director (Head of Centre) is responsible for ensuring:

- Robust systems and controls are in place to prevent malpractice and maladministration
- All team members understand their responsibilities under this policy
- All allegations are investigated thoroughly, promptly, and fairly

The Head of Centre has overall accountability for:

- Ensuring investigations are conducted effectively and in line with this policy
- Appointing an appropriate investigating officer
- Liaising with awarding organisations, regulators, and external agencies where required

### Team Members and Learners

All team members and learners are responsible for:

- Acting with honesty and integrity
- Reporting any suspected malpractice or maladministration immediately using the Malpractice and Maladministration Reporting Form
- Cooperating fully with investigations

## 13. Useful Contacts

- **ACAS** - [www.acas.org.uk](http://www.acas.org.uk) | 0300 123 1100
- **Equality & Human Rights Commission** - [www.equalityhumanrights.com](http://www.equalityhumanrights.com) | 0808 800 0084
- **Stonewall** - [www.stonewall.org.uk](http://www.stonewall.org.uk)
- **Multifaith Network** - [www.multifaithcentre.org](http://www.multifaithcentre.org)

#### 14. Investigation Process Flowchart



## Contact

If you have any questions or suggestions regarding this policy, please contact:

Quality & Compliance Director/Operations Director  
Busy Bees Education and Training Limited  
St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

Email: [enquiries@busybees.com](mailto:enquiries@busybees.com)

## Statutory information

Busy Bees Education and Training Limited  
Registered in England and Wales under Company Registration No. 03026494  
Registered Office: St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

Email: [enquiries@busybees.com](mailto:enquiries@busybees.com)

## Review

This policy is:

- Monitored by senior leadership
- Reviewed at least annually, or in response to legislative changes or following updates to Prevent risk assessments or incidents
- Agreed and signed off by the Managing Director

## Training and Roll Out

This policy will be made available via our website ([busybeestraining.co.uk](http://busybeestraining.co.uk)) and SharePoint. Training will be made available via our Virtual Learning Academy (VLA) and/or during Face-to-Face or Teams meetings as part of ongoing staff development, along with our commitment to this policy.

**Policy Owner:** Quality & Compliance Director

Ref: P15-Malpractice and Maladministration Policy

**Version:** 2.0

**Approval Date:** 1st March 2026

**Review Date:** 1st March 2027

## Appendix 1 - Types of Discrimination

BBET will not tolerate discrimination, harassment, victimisation, or failure to make reasonable adjustments. Investigations will consider impacts in line with the Equality Act 2010. The following forms of discrimination are prohibited and may constitute malpractice or misconduct if they occur in learning, assessment, or administration:

**Direct Discrimination:** Treating a person less favourably because of a protected characteristic.

**Associative Discrimination:** Direct discrimination against someone because they associate with another person who has a protected characteristic.

**Perceptive Discrimination:** Direct discrimination because others believe an individual possesses a protected characteristic, whether or not this is true.

**Indirect Discrimination:** Where a provision, criterion, or practice applies to everyone but disadvantages people with a protected characteristic and cannot be objectively justified.

**Harassment:** Unwanted conduct related to a protected characteristic that violates dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

**Third-Party Harassment:** Harassment of BBET staff or learners by individuals who are not employees (e.g. employers, visitors), where BBET is aware and fails to take reasonable steps.

**Victimisation:** Treating a person unfavourably because they have made or supported a complaint under the Equality Act.

**Failure to Make Reasonable Adjustments:** Failure to remove barriers for disabled learners or staff where reasonable adjustments are required.

### Key Provisions Relevant to This Policy

- **Positive Action:** BBET may take proportionate steps to support groups who experience disadvantage or underrepresentation.
- **Pre-employment Health Checks:** Health-related questions are limited prior to job offers, except where legally permitted.
- **Employment Tribunal Powers:** Tribunals may require organisational-wide corrective action.
- **Equal Pay:** Claims may be made even where no direct comparator exists.
- **Pay Secrecy:** Contractual clauses preventing pay transparency relating to protected characteristics are unlawful.

### Malpractice and Maladministration Reporting Form

Individuals reporting concerns should provide the following information:

- Name (optional if anonymous)
- Role
- Learner name(s) and registration number(s) (if known)
- Qualification or apprenticeship programme affected
- Description of suspected malpractice or maladministration
- Dates, locations, and individuals involved
- Supporting evidence (documents, emails, screenshots)
- Any immediate risks identified

Completed forms should be emailed to the Quality & Compliance Director and/or Operations Director via [trainingfeedback@busybees.com](mailto:trainingfeedback@busybees.com)

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Name (optional if anonymous)

Role

Learner name(s) and registration number(s) (if known)

Qualification or apprenticeship programme affected

Description of suspected malpractice or maladministration

Dates, locations, and individuals involved

***Please include any supporting evidence (documents, emails, screenshots) when submitting this form.***

Any immediate risks identified

Completed forms should be emailed to the Quality & Compliance Director and/or Operations Director via [trainingfeedback@busybees.com](mailto:trainingfeedback@busybees.com)