

Malpractice and Maladministration Policy

V1:090626

Scope of the Policy

This policy is directed towards HHF Training Ltd customers, learners, staff, associates and stakeholders involved in the delivery or undertaking of qualifications and training programmes. It is designed to address suspected or actual malpractice and maladministration.

Purpose of the Policy

The purpose of this policy is to outline procedures for reporting, investigating, and resolving suspected or proven malpractice and maladministration, and to protect the integrity of qualifications, assessments, and quality assurance processes.

Location of the Policy

This policy is available to staff, learners and other stakeholders through HHF Training Ltd communication channels and documentation systems.

Communication of the Policy

All staff involved in management, assessment, quality assurance and learner support must be familiar with this policy. Learners will be informed of the policy during induction.

Definitions of Malpractice

Malpractice includes any deliberate action, neglect, default or other practice that compromises the integrity of assessment, certification or quality assurance processes.

Definition of Maladministration

Maladministration refers to any activity, omission or practice resulting in non-compliance with administrative requirements, regulations or procedures.

Reporting Procedure

Any individual who identifies suspected malpractice or maladministration should report their concerns to senior management for investigation. Reports will be acknowledged and investigated within reasonable timescales.

Investigation Process

HHF Training Ltd will conduct fair, impartial and evidence-based investigations. Where required, awarding organisations and regulators will be informed and supported throughout the investigation process.

Learner Malpractice

Confirmed learner malpractice may result in sanctions including assessment invalidation, withdrawal of results, suspension from programmes or notification to awarding organisations.

Approval

The management of HHF Training Ltd approves this Malpractice and Maladministration Policy, effective from 9 June 2026.

Review Date: 9 June 2027.