



FutureQuals®

Malpractice and Maladministration Policy

Who is this policy for

This policy applies to all individuals and organisations involved in the design, development, delivery, assessment, quality assurance, and awarding of FutureQuals qualifications.

Version	POL202-V26-1
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Version	Date	Description
POL202-V26-1	January 2026	Full revision of policy structure and content. Incorporates clearer definitions, streamlined examples, updated regulatory references, and revised process. Previous Policy Reference: POL015-V25-1

Please note: This version replaces all previous versions.

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Policy

FutureQuals is committed to maintaining the integrity of its qualifications and ensuring fair assessment for all learners. This policy defines malpractice and maladministration, outlines responsibilities, and sets out the process for reporting, investigating, and resolving incidents. It also ensures compliance with regulatory requirements and protects public confidence in qualifications.

HR-related matters between learners and employers are outside the scope of this policy unless they result in an adverse effect.

Links to other policies

This policy should be read in conjunction with the following policies and procedures:

- Sanctions Policy
- Enquiries about Results, Appeals and Complaints Policy
- Conflict of Interest Policy

Links to regulatory criteria

Regulator	Regulatory rule or guidance document	Regulatory condition / principle
CCEA/ Ofqual/ QW	Standard / General Conditions of Recognition	A8, B3, C1
Ofqual	EPA Qualification Level Conditions and Requirements	EPA3.1
SQA Accreditation	Regulatory Principles (2021)	RP12, RP18

Definitions

Adverse Effect	An act, omission, event, incident, or circumstance has an Adverse Effect if it: (a) gives rise to prejudice to Learners or potential Learners, or (b) adversely affects: (i) the ability of the awarding organisation to undertake the development, delivery or award of qualifications in a way that complies with its Conditions of Recognition, (ii) the standards of qualifications which the awarding organisation makes available or proposes to make available, or (iii) public confidence in qualifications.
Centre-led Investigation	An investigation conducted by the Approved Centre following a reported incident of suspected or actual malpractice or maladministration. The centre is responsible for gathering evidence, interviewing relevant parties, and submitting findings to FutureQuals using the M2 Investigation Report Form. The investigation must be impartial and led by someone not involved in the incident.
FutureQuals Investigator	A designated member of FutureQuals staff responsible for reviewing reported incidents, directing evidence requirements, and presenting outcomes to the Responsible Officer/Accountable Officer.
FutureQuals-led Investigation	An investigation conducted directly by FutureQuals where the nature, scale, or sensitivity of the incident requires direct oversight. This may include interviews with centre staff or learners, centre audit visits, or additional quality assurance monitoring. FutureQuals-led investigations are initiated when impartiality, urgency, or regulatory risk necessitates direct involvement.
Maladministration	Any act, default or practice where poor administration, record-keeping, or delivery compromises the reliability of assessment or the validity of a qualification.
Malpractice	Any act, default or practice that breaches FutureQuals' requirements, compromises assessment integrity, damages public confidence, or prejudices learners.

Process

Reporting Suspected or Actual Malpractice or Maladministration

- All suspected or actual cases must be reported to FutureQuals using the *M1 Report Form*, available on the FutureQuals website.
- Reports must be submitted in writing and include sufficient detail and supporting evidence to enable an investigation.

1. M1 Submission – Notification

- The Approved Centre submits a completed *M1 Report Form* to FutureQuals.
- The form must include:
 - Full centre details
 - Names and registration numbers of learners involved
 - Details of the incident (dates, times, locations)
 - Supporting evidence

2. M1 Review – Initial Assessment

- FutureQuals acknowledges receipt within 2 working days.
- A FutureQuals Investigator is appointed.
- The Investigator reviews the M1 and determines:
 - Whether the issue falls within the scope of malpractice/maladministration
 - What additional evidence or information is required
 - Whether the investigation will be centre-led or FutureQuals-led
- Relevant regulatory bodies are notified.

3. M2 Submission – Centre Investigation

- The Approved Centre conducts its investigation and submits findings using the *M2 Investigation Report Form*.
- The report must include:
 - A summary of the investigation
 - Evidence reviewed
 - Statements from involved parties
 - Any remedial actions taken

4. M2 Review – Evaluation of Findings

- The FutureQuals Investigator reviews the M2 report and supporting evidence.
- May request further clarification or additional documentation.
- Determines whether the investigation is complete and sufficient to proceed.

5. M3 Issued – Outcome and Decision

- The Investigator completes the *M3 Outcome Form*, detailing:
 - Findings
 - Recommended actions
 - Proposed sanctions (if applicable)
 - Any regulatory notifications required
- The M3 is presented to the Responsible Officer/Accountable Officer or Deputy for final approval.
- The final decision is signed by both the Investigator and Responsible Officer.
- The centre is notified of the outcome and any required actions or sanctions.
- Relevant regulatory bodies are notified of the outcome.

Review Date

This policy shall be reviewed periodically or updated should there be any changes to legislation, regulation or custom and practice.

Appendix 1: Examples of Malpractice and Maladministration

These examples are illustrative and not exhaustive. They are intended to guide understanding of the types of behaviours and practices that may constitute malpractice or maladministration.

Maladministration (Centre-Level)

- Persistent failure to follow FutureQuals processes
- Inaccurate or misleading advice given to learners
- Poor record-keeping or failure to maintain auditable records
- Withholding or delaying information required by FutureQuals
- Misuse of FutureQuals branding or trademarks
- Repeated administrative errors affecting assessment/claim reliability

Centre Malpractice

- Failure to adhere to FutureQuals centre agreement or qualification approval criteria
- Submission of false information to gain a qualification or certificate
- Permitting collusion or cheating during assessments
- Falsification or forgery of learner records or assessment evidence
- Misrepresentation of centre status or relationship with FutureQuals
- Intentional withholding of information critical to quality assurance
- Breach of assessment arrangements specified by FutureQuals

Centre Staff Malpractice

- Completing assessments on behalf of learners
- Providing inappropriate assistance during assessments
- Discriminatory or biased behaviour towards learners
- Fraudulent certification claims
- Falsifying internal quality assurance records
- Sharing FutureQuals assessment materials with unauthorised parties
- Denial of access to authorised FutureQuals representatives
- Failure to identify or report learner plagiarism or use of AI-generated content

Learner Malpractice

- Plagiarism, including use of AI tools without prior approval
- Collusion with other learners or individuals
- Use of unauthorised materials or devices during assessments
- Impersonation or allowing impersonation during assessment
- Disruptive or abusive behaviour during assessments
- Submission of false information to gain a qualification
- Inclusion of offensive or inappropriate content in assessment evidence
- Destruction of another learner's work
- Copying, saving, or distributing assessment or examination material or information, including sharing them with others or posting them in public forums or platforms