

MALPRACTICE AND MALADMINISTRATION POLICY

A. POLICY STATEMENT:

Eurosafe is committed to maintaining the highest standards of integrity, fairness, transparency, and professionalism in all its activities. We aim to ensure that all services, assessments, training, and internal processes are conducted in a manner that is ethical, compliant, and free from malpractice or maladministration. This policy sets out the principles, expectations, and procedures for preventing, identifying, investigating, and addressing malpractice and maladministration.

B. POLICY OBJECTIVES

The objectives of this policy are to:

- Safeguard the integrity and credibility of Eurosafe Group's operations, qualifications, assessments, and services.
- Ensure compliance with relevant legal, regulatory, and awarding body requirements.
- Provide clear definitions and examples of malpractice and maladministration.
- Establish clear roles and responsibilities for staff, contractors, learners, and other stakeholders.
- Set out a fair, consistent, and transparent procedure for managing suspected or actual cases.
- Protect the interests of learners, clients, staff, and partners.

C. DEFINITIONS

Meaning of Malpractice

Malpractice refers to any deliberate act, omission, negligence, or misconduct that compromises the integrity, validity, or reliability of Eurosafe Group's processes, assessments, training, certification, or services. Malpractice may be intentional or reckless and can be committed by individuals or organisations.

Examples of malpractice may include, but are not limited to:

- Falsification or fabrication of records, certificates, results, or evidence.
- Plagiarism, collusion, or cheating in assessments.
- Impersonation or misrepresentation of identity or competence.
- Deliberate breach of assessment or training requirements.
- Undue influence, bribery, or inducement.
- Deliberate failure to follow required policies or procedures where this impacts outcomes.

Meaning of Maladministration

Maladministration refers to unintentional errors, poor practice, or failures in systems, processes, or administration that result in a failure to meet required standards or procedures, but without deliberate intent to deceive.

Examples of maladministration may include, but are not limited to:

- Administrative errors in learner registration, certification, or record keeping.
- Failure to follow established procedures due to oversight or lack of training.
- Inaccurate or incomplete documentation.
- Delays in processing assessments or results.
- Poor communication leading to misunderstanding or incorrect actions.

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D. LEGAL & REGULATORY

Eurosafegroup operates in accordance with applicable UK legislation, regulatory requirements, and relevant awarding or accrediting body rules. This may include, but is not limited to:

- Health and Safety legislation.
- Data Protection legislation (including UK GDPR).
- Equality and diversity legislation.
- Requirements set by awarding bodies, regulators, or external quality assurance organisations.

This policy should be read alongside other relevant Eurosafegroup policies, including disciplinary, whistleblowing, data protection, complaints, and safeguarding policies

E. ROLES & RESPONSIBILITIES

Eurosafegroup

- Ensure this policy is implemented, communicated, and reviewed regularly.
- Provide appropriate training and guidance to staff and contractors.
- Ensure allegations are handled fairly, consistently, and without bias.

Senior Management

- Oversee the effective application of this policy.
- Decide on appropriate actions or sanctions following investigations.
- Liaise with regulators, awarding bodies, or external organisations where required.

Managers and Supervisors

- Promote awareness of malpractice and maladministration.
- Monitor compliance with procedures and standards.
- Report any suspected or actual cases promptly.

Staff, Contractors, and Associates

- Comply with all relevant policies, procedures, and standards.
- Act honestly, ethically, and professionally at all times.
- Report any concerns or suspicions of malpractice or maladministration.

Learners and Clients

- Act in accordance with instructions, rules, and ethical standards.
- Report any concerns or suspected wrongdoing.

F. PROCEDURE

Identification

Suspected malpractice or maladministration may be identified through routine monitoring, audits, quality assurance activities, complaints, whistleblowing, or reports from staff, learners, or third parties.

Reporting

All concerns must be reported promptly to a line manager or a designated senior manager. Reports should include as much relevant information and evidence as possible.

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Initial Review

An initial review will be carried out to determine whether the issue is likely to constitute malpractice or maladministration and whether further investigation is required.

Investigation

Where required, a fair and impartial investigation will be conducted. This may include reviewing documentation, interviewing relevant individuals, and gathering additional evidence.

Decision and Action

Following the investigation, a decision will be made regarding the outcome and any corrective or disciplinary action. Actions may include retraining, process improvements, disciplinary measures, or reporting to external bodies.

Notification

Relevant parties will be informed of the outcome, subject to confidentiality and data protection requirements.

Review and Improvement

Lessons learned will be used to improve systems, controls, and training to prevent recurrence.

G. CONFIDENTIALITY

All allegations, investigations, and outcomes relating to malpractice or maladministration will be handled sensitively and confidentially. Information will only be shared on a need-to-know basis and in accordance with data protection legislation. Eurosafe Group will take reasonable steps to protect individuals who raise concerns in good faith from victimisation or retaliation.

Authorised By:

Gavin Ellis

Managing Director

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