



# Malpractice and Maladministration Policy

## Version 2.0

### Version Control

| Version | Date           | Summary of Changes                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0     | February 2026  | Approved Policy                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2.0     | September 2026 | Policy reviewed and updated to reflect current Qualifications Scotland and other awarding body requirements. Amendments include updated terminology and regulatory references, revised definitions, enhanced reporting and investigation procedures, clarification of roles and responsibilities, and strengthened record-keeping requirements. Minor revisions have also been made throughout to improve clarity, consistency and accessibility. |

| Document Control Information                     |  |
|--------------------------------------------------|--|
| Reviewed by the Academic Board:                  |  |
| Approved by the Learning and Teaching Committee: |  |
| Date of Next Review:                             |  |

## **1. Purpose**

Glasgow Kelvin College is committed to maintaining the integrity, credibility and quality of all qualifications and assessments delivered by the College.

The College will take all reasonable steps to prevent malpractice and maladministration, investigate concerns fairly and consistently, and comply fully with the requirements of Qualifications Scotland, regulators and other awarding organisations.

This Policy establishes the College's commitment to preventing, identifying, investigating and responding to malpractice and maladministration and should be read in conjunction with the associated Malpractice Procedures.

## **2. Scope**

This Policy applies to:

- all learners undertaking qualifications, awards or assessments delivered by the College;
- all staff involved in the management, delivery, assessment, internal verification and quality assurance of qualifications;
- contractors, partners, assessors, internal verifiers and invigilators working on behalf of the College; and
- all qualifications and awards delivered by Glasgow Kelvin College on behalf of Qualifications Scotland and other awarding organisations.

## **3. Definition of Malpractice and Maladministration**

The College adopts the Qualifications Scotland definition of malpractice:

Malpractice means any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of Qualifications Scotland requirements, including any act, default or practice which:

- compromises, attempts to compromise, or may compromise the process of assessment, the integrity of any Qualifications Scotland qualification, or the validity of a result or certificate; and/or
- damages the authority, reputation or credibility of Qualifications Scotland or any officer, employee or agent of Qualifications Scotland.

Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance).
- Some incidents arise due to ignorance of Qualifications Scotland requirements, or carelessness or neglect in applying the requirements (maladministration).

It is necessary to investigate any suspected instances of malpractice, whether intentional or unintentional, to protect the integrity of qualifications and identify any wider lessons to be learned.

#### **4. Responsibilities**

The Board of Management, Academic Board, senior managers, curriculum managers, assessors, internal verifiers and all staff involved in qualification delivery share responsibility for maintaining standards and preventing malpractice.

The College will:

- maintain effective systems and controls to minimise malpractice and maladministration;
- ensure staff and learners understand their rights and responsibilities;
- investigate concerns promptly, fairly and proportionately;
- implement corrective actions where required;
- cooperate fully with awarding organisations, regulators and external agencies; and
- review this Policy regularly to ensure ongoing compliance with current requirements.

All staff and learners have a responsibility to report concerns relating to suspected malpractice or maladministration.

#### **5. Candidate Malpractice**

Candidate malpractice may include, but is not limited to:

- plagiarism;
- collusion;
- copying from another learner;
- personation;
- unauthorised use of materials, devices or resources during assessment;
- misconduct during assessment;
- falsification of evidence;
- breaching assessment conditions;
- compromising the security of assessment materials; and

- misuse of artificial intelligence in assessment.

## **6. Centre Malpractice and Maladministration**

Centre malpractice or maladministration may include, but is not limited to:

- failure to apply awarding organisation requirements;
- failure to assess fairly, consistently or in line with national standards;
- excessive direction or assistance to learners;
- insecure storage or handling of assessment materials;
- inaccurate certification claims;
- falsification of assessment or verification records;
- failure to maintain assessment records;
- failure to report suspected malpractice;
- failure to cooperate with investigations;
- withholding information that may affect qualification integrity; or
- failure to meet awarding organisation or regulatory requirements.

## **7. Artificial Intelligence (AI)**

Glasgow Kelvin College recognises that artificial intelligence (AI) tools may be used to support learning, teaching and assessment where permitted by the relevant awarding organisation.

Learners must not submit AI-generated content, outputs or ideas as their own work in assessment. This constitutes plagiarism and malpractice.

Where AI tools are used in assessment, learners must acknowledge their use in accordance with awarding organisation requirements.

Allegations of AI misuse will be investigated in the same manner as any other allegation of malpractice and appropriate sanctions may be applied where malpractice is upheld.

## **8. Reporting Concerns**

The College encourages the prompt reporting of all concerns relating to suspected malpractice or maladministration.

Concerns may be reported by learners, staff, assessors, internal verifiers, invigilators or any other individual involved in the delivery, assessment or quality assurance of qualifications.

The College maintains documented procedures that describe:

- how concerns may be reported;
- who concerns should be reported to;
- how investigations will be conducted; and
- how outcomes will be communicated.

All concerns will be treated seriously and investigated appropriately.

## **9. Reporting to Awarding Organisations**

The College will comply with all awarding organisation requirements relating to the reporting of malpractice and maladministration.

The College will notify the relevant awarding organisation of suspected or confirmed malpractice where required by awarding organisation regulations and will cooperate fully with any subsequent investigation.

Any suspected cases of centre malpractice must be reported to Qualifications Scotland (or the relevant awarding organisation) as soon as the College has carried out an initial screening exercise to establish the nature of the concern. This includes concerns where the College subsequently determines that no further action is required.

The College will also promptly notify the Qualifications Scotland of:

- investigations undertaken by awarding organisations, regulators, industry bodies or funding agencies that may or may not affect our delivery of Qualifications Scotland qualifications;
- findings of centre malpractice or maladministration communicated by another awarding organisation or industry body; and
- withdrawal of centre or qualification approval by another awarding organisation.

The College will notify Qualifications Scotland of candidate malpractice relating to internal assessment only in the following circumstances:

- where the concern is identified after internal assessment results have been submitted;
- where the concern relates to a qualification regulated by Qualifications Scotland Accreditation, Ofqual or Qualifications Wales;
- where a candidate who has exhausted the College's internal appeals process wishes to pursue an appeal through Qualifications Scotland; or
- where exceptional circumstances exist, including cases where the alleged malpractice may constitute a criminal offence. Such matters will also be reported to the police where appropriate.

## **10. Investigations**

All allegations of malpractice or maladministration will be investigated in accordance with the College's Malpractice Procedures.

The College will take all concerns of possible malpractice seriously and any investigation will be fair, robust and proportionate to the nature of the concern.

Investigations will be:

- fair;
- impartial;
- evidence-based;
- proportionate to the nature of the allegation; and
- conducted by staff with appropriate authority and independence.

Where malpractice is proven, appropriate sanctions and corrective actions will be applied.

## **11. Appeals**

Learners and staff have the right to appeal decisions arising from malpractice investigations.

Appeals will be managed in accordance with the College's Malpractice Procedures and awarding organisation requirements.

Where permitted by awarding organisation regulations, learners and the College may have further rights of appeal to the awarding organisation and, for regulated qualifications, the relevant regulator.

## **12. Record Retention**

The College will maintain records relating to malpractice investigations, outcomes, appeals and associated evidence in accordance with awarding organisation and regulatory requirements.

Records will be retained securely, in a retrievable format, and made available to awarding organisations, regulators and external quality assurance personnel where required.

## **13. Data Protection**

The College will process personal data relating to malpractice investigations in accordance with:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Freedom of Information (Scotland) Act 2002;
- Environmental Information (Scotland) Regulations 2004; and

- the College's Data Protection Policy.

#### **14. Related Documents**

This Policy should be read alongside:

- Malpractice Procedures;
- Assessment and Internal Verification Procedures;
- Internal Assessment Appeals Procedure;
- Conflict of Interest in Assessment Policy;
- Data Protection Policy;
- Student Disciplinary Procedure; Staff Disciplinary Procedure; and
- relevant awarding organisation guidance relating to malpractice and maladministration