

Greenway Academy

Malpractice and Maladministration Policy

Version	1.0 (June 2026)
Applies To	All staff, learners, assessors, internal quality assurers, contractors, and any individual involved in the delivery, assessment, or administration of qualifications at Greenway Academy.
Policy Owner	Greenway Academy

1. Introduction

Greenway Academy is committed to maintaining the highest standards of academic integrity, fairness, and quality assurance in the delivery and assessment of all qualifications. This policy outlines how the Academy identifies, investigates, manages, and prevents malpractice and maladministration to protect the integrity of learners, qualifications, and awarding organisations.

The policy applies to every learner, member of staff, contractor, assessor, Internal Quality Assurer (IQA), and any other individual involved in Greenway Academy's academic or administrative processes.

Greenway Academy follows the requirements and guidance issued by OTHM and any other relevant awarding organisations to ensure that all qualifications are delivered ethically, transparently, and in full compliance with regulatory standards.

2. Purpose

The purpose of this policy is to:

- safeguard the credibility and integrity of all qualifications delivered by Greenway Academy;
- ensure that all assessments are conducted fairly, consistently, and honestly;
- define malpractice, maladministration, and plagiarism;
- establish clear procedures for reporting, investigating, and resolving suspected cases;
- protect learners, staff, and stakeholders through a fair and transparent investigation process;
- promote a culture of academic honesty and professional conduct across the Academy.

3. Definitions

3.1 Malpractice

Malpractice refers to any deliberate action, omission, or dishonest practice that compromises, or has the potential to compromise, the integrity, quality, fairness, or credibility of the assessment process or the qualifications delivered by Greenway Academy.

Malpractice may be committed by learners, members of staff, assessors, Internal Quality Assurers (IQAs), contractors, or any other individual involved in the delivery or assessment of qualifications.

Examples of malpractice include, but are not limited to:

- Plagiarism or presenting another person's work as one's own.
- Collusion between learners or staff to gain an unfair academic advantage.
- Fabrication, falsification, or alteration of assessment evidence, records, or documentation.
- Submission of fraudulent or misleading information during the assessment or certification process.
- Deliberate failure to follow Greenway Academy or awarding organisation assessment regulations.
- Unauthorised assistance during examinations or assessments.
- Impersonation of another learner or allowing another individual to complete assessed work.
- Tampering with assessment decisions or learner records.

- Knowingly making false certification claims.
- Breaches of confidentiality relating to assessment materials or learner information.

Any other action that could undermine the validity, reliability, or reputation of Greenway Academy or its awarding organizations.

3.2 Maladministration

Maladministration refers to unintentional or negligent actions that result in a failure to comply with Greenway Academy's policies, awarding organization requirements, or regulatory standards. While maladministration may not involve deliberate misconduct, it can still negatively affect learners, assessment quality, and qualification integrity.

Examples of maladministration include:

- Late or inaccurate learner registrations.
- Administrative errors in certification claims.
- Failure to maintain accurate learner or assessment records.
- Delays in responding to awarding organization requests.
- Poor record keeping or document management.
- Failure to implement required quality assurance procedures.
- Repeated administrative mistakes that affect the learner experience or qualification delivery.
- Failure to follow established Academy procedures without reasonable justification.

3.3 Plagiarism

Plagiarism is regarded as a serious form of malpractice and occurs when a learner or member of staff presents another person's ideas, words, research, images, data, or work as their own without appropriate acknowledgement or referencing.

Greenway Academy maintains a zero-tolerance approach towards academic dishonesty and expects all submitted work to reflect the learner's own understanding and independent effort.

Plagiarism includes, but is not limited to:

- Copying text, ideas, or research from books, journals, websites, or other published sources without proper citation.
- Copying another learner's assignment, either in full or in part.
- Purchasing or commissioning assignments from third parties.
- Submitting work completed by another individual.

- Reusing previously submitted work for another assessment without prior approval (self-plagiarism).
- Using translation or paraphrasing tools to disguise copied content.
- Failing to acknowledge quotations, references, or source materials appropriately.

3.4 Artificial Intelligence (AI) and Academic Integrity

Greenway Academy recognizes that Artificial Intelligence (AI) tools can support learning when used responsibly. However, learners remain fully responsible for ensuring that all submitted work demonstrates their own knowledge, critical thinking, and academic ability.

The inappropriate use of AI-generated content is considered academic malpractice.

Examples include:

- Submitting AI-generated work as original without appropriate acknowledgement.
- Using AI tools to produce complete assignments or assessment responses.
- Using AI paraphrasing or rewriting tools to disguise copied content.
- Failing to demonstrate personal understanding of submitted work during academic discussions or authenticity checks.
- Misrepresenting AI-generated material as independent work.

To maintain academic standards, Greenway Academy may use recognized similarity detection and AI-screening software, including Turnitin, to review learner submissions. A similarity score above the Academy's acceptable threshold, or evidence suggesting inappropriate AI use, may result in further investigation. Each case will be reviewed individually, recognising that AI detection tools may occasionally produce false-positive results. Decisions will always be based on a balanced review of all available evidence rather than automated reports alone.

4. Responsibilities of the Greenway Academy

Greenway Academy is responsible for promoting a culture of honesty, accountability, and academic integrity throughout all of its operations.

The Academy will promptly report any suspected or confirmed cases of malpractice or maladministration to the relevant awarding organisation whenever required. Appropriate evidence will be collected and preserved, and the Academy will cooperate fully with any external investigation.

All members of staff have a professional responsibility to report suspected misconduct immediately. Any individual who knowingly fails to disclose malpractice or maladministration may themselves be subject to disciplinary action.

Learners are encouraged to report concerns regarding academic dishonesty or administrative irregularities through confidential reporting procedures without fear of unfair treatment or retaliation.

Greenway Academy is committed to ensuring that every allegation is handled fairly, confidentially, objectively, and in accordance with the principles of natural justice.

5. Reporting Suspected Malpractice or Maladministration

Every member of Greenway Academy has a responsibility to help maintain academic integrity. Any learner, staff member, assessor, or external stakeholder who becomes aware of suspected malpractice or maladministration should report the matter as soon as possible.

Reports should be submitted in writing by email or through the Academy's official reporting procedures and should include any available evidence to support the allegation. Where possible, the report should contain the learner's name and registration number, the names of any staff members involved, details of the relevant qualification or assessment, a clear description of the incident, the dates on which it occurred, and the outcome of any preliminary enquiries that may already have taken place.

All reports will be acknowledged promptly and treated with the highest level of confidentiality.

6. Confidentiality and Whistleblowing

Greenway Academy encourages individuals to report genuine concerns without fear of discrimination or retaliation. Anyone raising a concern in good faith will be treated fairly and their identity will be protected wherever reasonably possible.

If a person wishes to remain anonymous, the Academy will respect that request whenever practical. However, anonymous reports may restrict the scope of an investigation if there is insufficient evidence available.

Information relating to malpractice investigations will only be shared with individuals who have a legitimate role in the investigation or where disclosure is required by law or by the relevant awarding organisation.

7. Initial Review of Allegations

Upon receiving an allegation, the Director or an authorised senior member of staff will conduct an initial review to determine whether there is sufficient evidence to justify a formal investigation.

The individual responsible for the review must remain impartial and must not have any personal interest in the outcome of the case. If a conflict of interest exists, another suitably qualified member of the management team will be appointed to oversee the process.

Where there is insufficient evidence, additional information may be requested before deciding whether the investigation should proceed.

8. Investigation Procedure

Greenway Academy is committed to conducting every investigation fairly, objectively, and without unnecessary delay. Each case will be assessed on its own merits while ensuring that the rights of all parties involved are respected throughout the process.

Depending on the nature of the allegation, the investigation may include reviewing assessment materials, examining learner records, analysing similarity and AI detection reports, interviewing learners and staff members, and collecting any additional documentary evidence considered relevant.

All evidence gathered during the investigation will be stored securely and treated as confidential. Individuals involved in the investigation are expected to cooperate fully and provide accurate information whenever requested.

Where necessary, Greenway Academy may temporarily withhold assessment results or certification until the investigation has been completed and a final decision has been reached.

If the allegation concerns a member of staff, the Academy may temporarily reassign duties or suspend assessment responsibilities while the investigation remains ongoing. Such action does not imply guilt but is intended to protect the integrity of the investigation.

9. Investigation Timeframe

Greenway Academy aims to begin investigations promptly after receiving a formal allegation and, wherever possible, complete the investigation within **10 working days**.

More complex cases involving multiple learners, extensive evidence, or external organisations may require additional time. If this occurs, all relevant parties will be informed of the delay and provided with updates on the progress of the investigation.

Throughout the investigation, every effort will be made to ensure that decisions are based solely on factual evidence and that all parties are given an appropriate opportunity to respond to the allegations.

10. Notification of Relevant Parties

Where an investigation identifies serious malpractice or maladministration that may affect the validity of qualifications or compliance with awarding body regulations, Greenway Academy will notify the relevant awarding organisation and any regulatory authority where required.

The Academy will cooperate fully with external investigations and provide all relevant documentation requested.

Following completion of the investigation, those directly involved will receive written notification of the outcome. Where appropriate, the Academy may also inform other authorised organisations whose interests have been affected, while ensuring that confidentiality and data protection requirements are maintained.

11. Investigation Report

Once an investigation has been completed, Greenway Academy will prepare a formal investigation report outlining the findings and conclusions. Before the report is finalised, the relevant parties may be given an opportunity to review the factual information and provide clarification where necessary.

The final report will include:

- A summary of the allegation.
- The evidence considered during the investigation.
- The findings of the investigation.
- A determination of whether malpractice or maladministration occurred.
- Any corrective actions or disciplinary measures to be implemented.
- Recommendations to reduce the likelihood of similar incidents in the future.

The completed report will be retained securely in accordance with the Academy's record retention procedures and may be shared with the relevant awarding organisation or regulatory authority where required.

12. Outcomes of an Investigation

Where an investigation confirms malpractice or maladministration, Greenway Academy will take appropriate action based on the seriousness of the offence, the evidence available, and any mitigating circumstances.

The Academy's response will seek to:

- Protect the integrity and credibility of its qualifications.
- Maintain public confidence in assessment and certification processes.
- Ensure that no individual gains an unfair academic advantage.
- Prevent similar incidents from occurring in the future.
- Comply with the requirements of awarding organisations and regulatory authorities.

Corrective measures may include additional monitoring, reassessment, withdrawal of assessment decisions, cancellation of certification claims, staff training, procedural improvements, or disciplinary action where appropriate.

If qualifications or certificates are found to have been awarded incorrectly, Greenway Academy will work with the awarding organisation to determine the appropriate course of action, which may include the withdrawal of certificates and reassessment of affected learners.

13. Consequences for Learners

Learners found responsible for malpractice or plagiarism will be subject to disciplinary action appropriate to the seriousness of the offence.

Depending on the circumstances, disciplinary measures may include a formal written warning, compulsory academic integrity guidance, resubmission of the assessment with an academic penalty, reduction of marks, failure of the assessment or module, temporary suspension from the programme, or notification to the relevant awarding organisation.

Repeated or serious breaches, including deliberate plagiarism, fraudulent documentation, contract cheating, or significant misuse of artificial intelligence, may result in disqualification from the qualification or termination of enrolment.

Each case will be considered individually, ensuring that learners are treated fairly and given an opportunity to respond before a final decision is made.

14. Consequences for Staff and Assessors

Greenway Academy expects all employees and assessors to uphold the highest standards of professional and academic integrity.

Where a member of staff is found to have contributed to malpractice or maladministration, appropriate disciplinary action will be taken in accordance with the Academy's Human Resources policies.

Depending on the seriousness of the matter, actions may include formal counselling, a written warning, mandatory professional development, temporary removal from assessment or quality assurance duties, performance monitoring, suspension, or termination of employment.

Where required, the Academy may also notify the relevant awarding organisation of any confirmed misconduct involving members of staff.

15. Continuous Improvement

Following every confirmed case of malpractice or maladministration, Greenway Academy will review the circumstances that led to the incident and identify opportunities to strengthen its academic and administrative processes.

Where necessary, policies, procedures, staff training programmes, quality assurance practices, and learner guidance will be updated to minimise future risks and promote a culture of honesty, accountability, and continuous improvement.

Lessons learned from investigations will be shared internally with relevant departments while maintaining appropriate confidentiality.

16. Appeals

Any learner or member of staff who is dissatisfied with the outcome of a malpractice or maladministration investigation has the right to submit an appeal.

Appeals must be made in writing within the timeframe specified in the Greenway Academy Appeals Policy and should clearly explain the grounds for the appeal together with any supporting evidence.

Appeals will be reviewed independently by an authorised person who was not involved in the original investigation. The decision reached following the appeal will be communicated in writing and will be considered final unless otherwise required by the relevant awarding organisation.

17. Policy Review

Greenway Academy will review this policy annually, or earlier where necessary, to ensure continued compliance with awarding body requirements, regulatory guidance, and recognised best practices.

Any amendments will be approved by the Academy's senior management before implementation and communicated to all relevant staff and learners.

Policy Owner: Greenway Academy

Approved By: Director / Academic Board

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