QH

Malpractice and Maladministration Policy

International L3 High School Diploma

Issued under the QH Qualifications Framework (QQF)

Document version 1.0

1. Purpose and Scope

This Policy protects the integrity of the QH International L3 High School Diploma by setting out how QH and approved Centres identify, report, investigate and sanction malpractice and maladministration. It applies to learners, Centre staff, QH staff, and anyone else involved in the delivery, assessment or administration of the qualification.

2. Definitions

Category	Examples (not exhaustive)
Learner Malpractice	Plagiarism or collusion; impersonation; use of unauthorised materials or devices in an assessment; fabrication of evidence or results; submitting someone else's work as one's own.
Centre Staff Malpractice	Improper assistance to learners during assessment; falsifying or altering learner evidence or marks; fabricating IV or standardisation records; releasing assessment materials in advance without authorisation.
Maladministration	Failure to follow QH's registration, assessment, IV or certification requirements; poor record-keeping that prevents verification of assessment decisions; failure to report malpractice when identified; certificating learners without completed IV sign-off.

In broad terms, malpractice is deliberate or negligent conduct by an individual that compromises the integrity of assessment, while maladministration is a failure of process or systems — by a Centre or by QH — that puts the same integrity at risk, whether or not any individual intended harm.

3. Responsibilities

3.1 Centres

- Appoint a named Malpractice Officer, independent of day-to-day assessment decisions where possible.
- Make learners and staff aware of this Policy at induction and before each assessment series.
- Report any suspected malpractice or maladministration to QH without delay, including where the Centre itself may be implicated.
- Cooperate fully with any QH-led investigation, including providing access to records, premises and staff.

3.2 QH

- Maintain this Policy and review it at least annually.
- Investigate reports proportionately and confidentially, and keep all parties informed of progress.
- Maintain a central log of all malpractice and maladministration cases across all Centres.
- Take action to protect the interests of learners not implicated in a case, including at Centres subject to sanction.

4. Reporting and Investigation Process

#	Stage	Description	Timescale
1	**Identification**	Any person (staff, learner, EV, third party) identifies a suspected malpractice or maladministration concern.	N/A
2	**Initial Report**	Concern is reported to the Centre's designated Malpractice Officer (or directly to QH, where the concern involves the Centre itself).	Within 5 working days of discovery
3	**Acknowledgement**	QH acknowledges receipt and confirms whether the matter will be investigated by the Centre (with QH oversight) or directly by QH.	5 working days
4	**Investigation**	A formal investigation gathers evidence, including statements from those involved; the subject of the allegation is informed and may respond.	20 working days (target)
5	**Outcome & Sanctions**	Findings and any sanctions are confirmed in writing to the Centre and, where applicable, the learner.	10 working days after investigation closes
6	**Appeal**	The Centre or learner may appeal the outcome in writing to QH's Approvals Panel.	Within 20 working days of the outcome letter

Where an allegation, if proven, would put certification at risk, QH may place a precautionary Certification Hold on affected claims pending the outcome of the investigation.

5. Sanctions

5.1 Learner Sanctions

- No further action (allegation not upheld)
- Written warning recorded against the learner's file
- Loss of marks for the affected assessment component
- Void result for the affected unit, with an opportunity to be reassessed
- Disqualification from the qualification, with no right to resit within a specified period

5.2 Centre Sanctions

- No further action (allegation not upheld)
- Required action plan with a fixed deadline
- Certification Hold on some or all pending claims until resolved
- Additional EV monitoring at the Centre's cost

- Suspension of approval for the affected pathway(s)
- Withdrawal of Centre Approval

Sanctions are proportionate to the severity, scale and intent of the case, and take into account any prior history and the Centre's cooperation with the investigation.

6. Appeals

A learner or Centre subject to a sanction may appeal in writing to QH's Approvals Panel within 20 working days of the outcome letter, setting out the grounds for appeal. The appeal is heard by panel members not involved in the original investigation or decision, and the outcome is issued within 20 working days of receipt. The Approvals Panel's decision on appeal is final.

7. Confidentiality and Reporting in Good Faith

QH treats all reports made in good faith seriously and confidentially, and will not penalise a learner, member of staff, or Centre for raising a genuine concern, even where an investigation does not ultimately uphold it. Information is shared only with those who need it to investigate or decide the case.

8. Related Documents

- QH Centre Approval Guidelines
- QH Quality Assurance Handbook
- QH Equality, Diversity and Access Arrangements Policy

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