



EWA Tracker

Malpractice and Maladministration Policy

(Regulated & EAL Approved)

Centre Name: EWA Tracker Ltd

Version: 1.2

Date Reviewed: 02 February 2026

Next Review Due: February 2027

1. Purpose

This policy sets out EWA Tracker Ltd's arrangements to prevent, identify, investigate and manage cases of malpractice and maladministration involving learners, staff or associated parties, in line with EAL and regulatory requirements.

2. Scope

This policy applies to all learners, assessors, tutors, IQA staff, subcontractors and centre personnel involved in the delivery, assessment and quality assurance of EAL qualifications.

3. Communication, Training and CPD

All staff receive training on malpractice and maladministration during induction and through ongoing CPD and standardisation activities. Learners are informed through induction materials and learner handbooks.

4. Definitions

Malpractice: Deliberate acts that compromise assessment integrity, including cheating, falsification of evidence or collusion.

Maladministration: Unintentional errors or poor practice in administration, such as incorrect claims or insecure records.

5. Examples of Malpractice

Learners: plagiarism, impersonation, collusion, submission of false evidence.

Staff: falsifying assessment decisions, unauthorised assistance, tampering with evidence.

6. Examples of Maladministration

Late registrations, inaccurate certification claims, failure to follow procedures, poor record keeping.

7. Reporting Procedure

All suspected malpractice or maladministration must be reported immediately to the Centre Manager. Where required, EAL will be notified in line with awarding organisation guidance.

8. Investigation Process

Reports are logged and investigated promptly. Evidence is gathered, findings recorded, and outcomes communicated to relevant parties. Serious cases are escalated to EAL.

9. Actions and Containment

Actions may include invalidation of results, staff disciplinary measures, retraining, and procedural review. Preventative measures are implemented to reduce recurrence.

10. Appeals and Confidentiality

Individuals involved may access the Centre Appeals Procedure. All cases are handled confidentially, with protection for whistleblowers under relevant legislation.

11. Policy Review

This policy is reviewed annually or in response to regulatory or awarding organisation changes.

Approved by: Centre Manager, EWA Tracker Ltd