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POLICY & PROCEDURES

**ASSESSMENT FRAUD
& MALPRACTICE**

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1. PURPOSE

Crosby Training is committed to protecting the integrity of assessment, certification, and learner achievement. This policy sets out how the organisation prevents, identifies, investigates, and responds to suspected fraud, malpractice, maladministration, and related assessment irregularities by learners or staff.

The policy is designed to ensure that concerns are handled promptly, fairly, consistently, and in line with the requirements of the relevant awarding organisation, centre processes, and any applicable regulatory requirements.

2. AIMS

This policy aims to:

- Minimise the risk of fraud and malpractice by learners and staff.
- Promote honest, authentic, and independent learner work.
- Respond to alleged malpractice promptly and objectively.
- Ensure investigations are documented and handled fairly.
- Apply proportionate sanctions where malpractice is proven.
- Protect the integrity of Crosby Training and the qualifications delivered.

3. SCOPE

This policy applies to:

- Learners
- Tutors, assessors, IQAs, and all other staff involved in delivery or assessment
- Contractors, temporary staff, and anyone acting on behalf of Crosby Training where relevant



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It covers suspected misconduct, malpractice, maladministration, fraud, collusion, plagiarism, impersonation, fabrication of evidence, falsification of records, and improper assistance in assessment.

This policy should be read alongside Crosby Training's safeguarding policy, whistleblowing policy, complaints procedure, disciplinary procedure, appeals procedure, and data protection arrangements where relevant.

4. PREVENTION

To reduce the risk of malpractice, Crosby Training will:

- Explain this policy to learners and staff during induction.
- Make learners aware of how to cite sources and reference work appropriately where relevant.
- Require learners to confirm that submitted work is their own.
- Provide clear guidance on acceptable collaboration and on the use of ICT and external sources where relevant.
- Train staff in assessment integrity, authentication, record keeping, and escalation procedures.
- Keep assessment evidence, certificates, and records secure.

5. LEARNER MALPRACTICE

Examples of learner malpractice may include:

- Plagiarism of any nature.
- Collusion with other learners to present joint work as individual work.
- Copying work, including the use of ICT to aid copying.
- Deliberate destruction of another learner's work.
- Fabrication or falsification of results or evidence.



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- False declaration of authenticity.
- Impersonation or arranging for another person to complete or take an assessment on the learner's behalf.

6. STAFF MALPRACTICE

Examples of staff malpractice may include:

- Improper assistance to learners.
- Inventing, altering, or inflating marks without evidence.
- Failing to keep learner evidence secure.
- Retaining certificates inappropriately.
- Producing work for a learner where this affects assessment outcomes.
- Producing false witness statements.
- Allowing non-authentic evidence to be used as learner work.
- Facilitating impersonation.
- Misusing reasonable adjustment or special consideration arrangements.
- Falsifying records or certificates.
- Claiming certification before assessment requirements are completed.

7. REPORTING CONCERNS

Any person who suspects malpractice should report it to the Quality Assurance Manager or, where that is not appropriate, to the CEO or another designated senior manager.

Concerns should be reported as soon as possible and should include:

- What happened.
- Who was involved.



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- When and where it happened.
- Any evidence available.
- Any immediate risk to assessment integrity or learner welfare.

Where a concern may also indicate a safeguarding issue, it must be referred immediately through the safeguarding route. Concerns should be reported as soon as possible after the alleged incident is identified. Delays in reporting may make it harder to investigate fully and may affect the availability of evidence.

8. INVESTIGATIONS

All allegations will be assessed promptly to determine the appropriate level of investigation. The investigation will be proportionate to the seriousness and complexity of the allegation.

Timescales

- **Acknowledgement:** The person raising the concern will normally receive an acknowledgement within 5 working days, where contact details are available.
- **Initial assessment:** The concern will normally be reviewed and an initial assessment completed within 10 working days.
- **Investigation:** Formal investigations will be completed as quickly as reasonably practicable, taking account of the nature and complexity of the case.
- **Updates:** The person raising the concern, and any other relevant parties, will be kept informed of progress at reasonable intervals, subject to confidentiality and any legal or awarding-body requirements.

Crosby Training will:

- Inform the individual of the allegation at the earliest appropriate opportunity.
- Explain the possible consequences if malpractice is proven.



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- Give the individual the opportunity to respond.
- Gather relevant evidence and witness statements.
- Keep full written records of each stage of the process.
- Maintain confidentiality on a need-to-know basis.

Where necessary, the learner or staff member may be temporarily removed from assessment-related activity or duties while the investigation is taking place, but this should be a precautionary measure rather than an automatic sanction.

9. OUTCOMES & SANCTIONS

If malpractice is proven, Crosby Training will apply a proportionate and evidence-based outcome. This may include:

- No further action.
- Reworking or re-assessment.
- Invalidating assessment evidence.
- Withholding certification until requirements are met.
- Referral to the awarding organisation.
- Withdrawal from the course or assessment process.
- Disciplinary action for staff.
- Referral to external bodies where required.

Any sanction will depend on the seriousness of the issue, whether the behaviour was deliberate, repeated, or reckless, and any requirements imposed by the awarding organisation.

10. APPEALS

The individual concerned must be informed of the decision and the reason for it.



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Any appeal must be submitted in writing within 10 working days of the date of the outcome letter, unless the relevant awarding organisation specifies a different timescale for the qualification concerned.

They must also be told how to appeal, the timescale for doing so, and who will hear the appeal. The appeal should be considered by someone not previously involved in the original investigation wherever possible.

Where an awarding organisation has its own appeal route for malpractice decisions, that route will be followed for the relevant qualification. Appeals received outside the published timescale may not be accepted unless there is a valid reason and the relevant awarding organisation's rules permit it.

11. RECORDS & REFERRALS

All stages of any investigation will be documented and retained securely.

Where the matter affects certification, assessment validity, or awarding-body requirements, the relevant awarding organisation will be informed in line with its rules.

If a qualification is governed by City & Guilds, Highfield, NCFE, or another awarding body, Crosby Training will follow that body's malpractice, maladministration, and appeal requirements for that qualification.

12. REVIEW

This policy will be reviewed annually, or sooner if there are changes to awarding-body rules, regulatory expectations, or centre practice.