



## **Malpractice and Maladministration Policy**

### **1. Purpose**

To ensure compliance with CITB's SSP Quality Assurance Requirements January 2024 (paragraphs 146–163) by establishing clear procedures for identifying, reporting, and investigating malpractice and maladministration. This policy safeguards the integrity of CITB qualifications and protects stakeholders.

### **2. Definitions**

#### **a. Maladministration**

Systemic or persistent administrative failures compromising CITB standards, including:

- Inaccurate record-keeping (e.g., course attendance, exam results).
- Failure to report material changes to CITB (Appendix 4).
- Non-compliance with delegate number limits (paragraph 88).

#### **b. Malpractice**

Deliberate acts or negligence undermining assessment integrity, including

- Falsifying training records or delegate certifications.
- Plagiarism, collusion, or misuse of exam materials.
- Breach of confidentiality (e.g., leaking exam content).

### **3. Reporting Procedures**

#### a. Internal Reporting

- Suspected cases must be reported immediately to the centre coordinator via email ([enquiries@safergreens.co.uk](mailto:enquiries@safergreens.co.uk)) or phone (07557 445389).
- Reports must include:
  - Delegate/Course details (name, registration number, course code).
  - Description of the concern with supporting evidence (e.g., screenshots, documents).
  - Date/time of the incident.

#### b. CITB Escalation

- All confirmed or suspected cases must be reported to CITB within **24 hours** via [report.it@citb.co.uk](mailto:report.it@citb.co.uk) (paragraph 148).

### 4. Investigation Process

#### a. Initial Assessment

- The center coordinator conducts a preliminary review within 48 hours to determine validity.

#### b. Full Investigation

- **Evidence Collection:** Secure exam papers, delegate work, attendance logs, and digital records (e.g., Zoom logs for remote exams).
- **Interviews:** Conduct interviews with involved parties (staff, delegates, witnesses).
- **Timeline:** Resolve investigations within 10 working days (5 days for high-risk cases).

#### c. Outcomes

- **Valid Cases:**
  - Invalidate affected certifications and notify CITB.
  - Implement sanctions (e.g., staff suspension, retraining).
  - Report to legal authorities if fraud is suspected.
- **Invalid Cases:** Document findings and close the case with no further action.

### 5. Roles and Responsibilities

#### **a. Center Coordinator**

- Lead investigations and liaise with CITB.
- Maintain secure records for 3 years (paragraph 129).
- Review investigation reports and approve sanctions.

#### **b. Trainers/Staff**

- Report suspicions immediately.
- Cooperate fully with investigations.

### **6. Whistleblowing Protections**

- Anonymous reporting is permitted ([enquiries@safergreens.co.uk](mailto:enquiries@safergreens.co.uk)).
- Whistleblowers are protected under the *Public Interest Disclosure Act 1998*. Retaliation is prohibited.

### **7. Corrective Actions**

- **Training:** Mandate staff retraining on CITB requirements.
- **Process Improvements:** Update QMS to prevent recurrence
- **CITB Notification:** Submit corrective action plans to CITB within **10 working days** of case closure.

### **8. Record-Keeping**

- **Secure Storage:** All evidence and reports stored digitally with restricted access.
- **Retention Period:** 3 years (aligned with CITB paragraph 129).

### **9. Information and Awareness**

- **Information:** Staff would be informed about CITB SSP malpractice/maladministration requirements.

- **Delegate Briefing:** Explain malpractice risks during course inductions.

## 10. Review and Monitoring

- **Annual Review:** Align with CITB updates and legislative changes.
- **Quarterly Audits:** Internal audits to verify compliance.

### Contact:

Safer Greens Limited | Unit D, Chadwell Heath Industrial Park, Dagenham, RM8 1SL  
**Email:** [enquiries@safergreens.co.uk](mailto:enquiries@safergreens.co.uk) | **Phone:** 07557 445389

### Signed:



Approved By: Oludotun Ashaye, Centre Administrator  
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