**Malpractice and Maladministration Policy**

**Purpose**

​This policy ensures that TQTI staff handle malpractice and maladministration cases consistently. It outlines the steps for reporting and investigating such cases and defines responsibilities for addressing them. ​

**Centre Responsibility**

​ All staff involved in managing, assessing, and ensuring the quality of TQTI qualifications must understand this policy. ​ Measures should be in place to prevent and investigate malpractice and maladministration. ​

**Definition of Malpractice**

Malpractice refers to deliberate actions or negligence that compromise assessment integrity, qualification validity, or the institution's reputation. ​ Examples include falsifying records, plagiarism, cheating, collusion, unauthorized use of materials, and fraudulent activities. ​

**Definition of Maladministration**

​Maladministration involves non-compliance with administrative regulations due to persistent mistakes or poor practices. ​ Examples include late registrations, inaccurate certification claims, misuse of logos, and withholding required information. ​

**Reporting**

Suspected or actual malpractice/maladministration must be reported to the TQTI Manager immediately on Info@tqtoman.com, with written details and supporting evidence. ​ Reports should include specific details such as the nature of the issue, dates and personnel details.

**Note:** This procedure should be applied using the designated form:

**TQTI-HSE-FO-26 Malpractice Maladministration Report**

**Confidentiality**

Whistleblowers can remain anonymous, though revealing their identity is preferred. ​ TQTI will strive to maintain confidentiality but may disclose identities to authorities like the police, courts, or regulatory bodies if necessary. ​

**Investigation Responsibility**

The Centre Coordinator ensures investigations are conducted by competent staff with no personal interest in the outcome. ​ If allegations involve the coordinator, another senior staff member will oversee the investigation. ​

**Investigation Timelines and Process**

Investigations aim to be completed within 10 working days but may take longer if needed. ​ The process will be fair, unbiased, and confidential, focusing on establishing facts, identifying causes, and determining remedial actions. ​ All evidence will be securely stored for at least five years. ​

**Investigation Report ​**

If evidence implicates an individual, they will be informed of the allegations, evidence, and potential consequences. ​ A report will confirm the facts, identify responsible parties, and recommend remedial actions. ​ Internal cases will involve disciplinary procedures. ​

**Investigation Outcome** ​

If malpractice or maladministration is confirmed, TQTI will take steps to protect certification integrity, maintain public confidence, and prevent recurrence. ​ Invalid certificates will be recalled, and affected candidates will be informed. ​

Communication, Training, and Continuous Improvement: ​ The policy will be communicated to all employees and students and will be included in new employee training. ​ Annual reviews and updates will be part of employees' Continuous Professional Development (CPD). ​



**Dr. Samir Al Bahrani**

**Manager of Institute Next Review 25 / June / 2026**

**25 / June / 2025**