



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

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