



CIFA Malpractice & Maladministration Policy

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1: Introduction

This policy assists in identifying and managing “malpractice” and “maladministration” in the design, delivery and award of CIFA qualifications. Providing a framework for addressing any suspected or identified instances of malpractice or maladministration within CIFA Education Ltd. All examples in this policy do not form an exhaustive list. Therefore, CIFA reserves the right to add/investigate other incidents as it sees fit.

2: Malpractice - Definitions and Types

CIFA defines *malpractice* as any deliberate action that harms the integrity or fairness in providing qualifications and subsequent certifications. CIFA acknowledges that malpractice can occur at any stage in the awarding of qualifications and from many different sources. The following examples illustrate common forms of malpractice.

2.1: Malpractice by CIFA

Examples of malpractice within CIFA may include:

- A member of staff failing to declare any associations or connections with other education providers either online or institution, or enrolled students or those likely to enrol.
- Unauthorised sharing of qualification (Exam) materials, **please refer to our Exam Policy (Doc Ref: EP)**
- Showing bias or engaging in any activity that weakens the fairness or credibility of the qualifications.

2.2: Malpractice by Students

Malpractice by Students can include:

- Using unauthorised materials or equipment during an assessment.
- Changing or making false certificates.
- Copying of qualification questions and sharing with other students or posting online.
- Any action that gives the student an unfair advantage over others in the same situation.

3: Maladministration - Definitions and Types

CIFA defines *maladministration* as a lack of care, judgment or competence in the development, delivery or award of a qualification. Specifically, inadequate procedures lead to failure in providing the necessary standards for the qualification, which in turn can compromise the integrity or the validity of that qualification.



3.1: Maladministration by CIFA

Examples of maladministration within CIFA may include:

- Errors in qualification materials.
- Delays in providing exam results to candidates or incorrect decisions regarding Gauge (exam proctoring) results.
- Delays in issuing certificates.
- Providing misinformation.
- Failure to deal with appeals/complaints effectively or within the given time frame.

4: Reporting Suspected Malpractice or Maladministration

Anyone who suspects or identifies instances of malpractice or maladministration must notify the CIFA Board promptly. Any concerns from external sources should be submitted in writing or via email, accompanied by supporting evidence.

Allegations should be submitted by completing a **Complaints and Feedback form Doc Ref: CFE**) located on the Contact Us Page of CIFA's website and clicking on the drop-down tab, where possible please include the following details:

- Student name and CIFA student number (if applicable).
- Name of the CIFA qualification in question.
- Description of the suspected malpractice or maladministration, along with relevant dates.
- Details of any initial investigation conducted by CIFA, including a timeline of events.
- Highlighting if it's likely that an Adverse Effect has occurred. Refer to the **Adverse Effects policy,(Doc Ref: AEP)**
- Names/Job position of staff involved (if relevant).

While whistleblowers may choose to remain anonymous, CIFA encourages transparency to ensure effective follow-up. **Refer to Whistleblowers Policy (Doc Ref: WBP).**



5: Procedures for Handling Malpractice or Maladministration

5.1: CIFA Responsibilities

When allegations of malpractice or maladministration arise, CIFA will:

- Inform the CIFA Board of Directors.
- Initiate an investigation, following standard published time limits or is likely to require longer and agree on an alternative yet appropriate time frame for resolution.
- Instigate an action plan to mitigate any potential Adverse Effects and to prevent future occurrences. Refer to the **Adverse Effects Policy, (Doc Ref: AEP)**

In cases where a member of the Board is implicated, the Chair will lead the investigation unless they are the subject in question, in which case another BOD member will lead the investigation.

6: Malpractice or Maladministration by CIFA Staff

If malpractice or maladministration is suspected among CIFA staff, the BOD will:

- Act immediately to halt the issue and remedy any problems.
- Develop an action plan to prevent recurrence.
- Take appropriate action against the individual(s) responsible.

7: Authorised Actions

CIFA reserves the right to take necessary action following identification of any acts of malpractice or maladministration. These may include:

- Suspension of candidate.
- Withholding or cancelling of award certificates.
- Staff warning or the implementation of redundancy proceedings following staff rules and regulations.
- Report to regulators.

Where any incident of malpractice or maladministration leads to an Adverse Effect CIFA is required to notify regulators.



8: Appeals

Candidates can appeal any actions taken by CIFA following an investigation into malpractice or maladministration, in line with the procedures set out in the Appeals policy. **Please refer to our Appeals Policy AP (Doc Ref: AP)**

This policy is reviewed annually or as needed to ensure it remains up to date.