

Malpractice and Maladministration Policy

Date: January 2027

Next review due: December 2026

This policy will be reviewed annually or earlier if legislation, guidance, or operational requirements change.

Policy Statement

At Kanga Sports Ltd, we are committed to delivering high-quality learning and services that are fair, accurate, and trusted. We take all concerns relating to malpractice and maladministration seriously, as these can undermine learner confidence, centre reputation, and the integrity of outcomes.

Scope

This policy applies to all activities delivered under the Kanga Sports Ltd name, including delivery within centres/settings, schools, partner venues, and community locations.

It applies to:

- Learners/delegates participating in training, learning, or centre-based provision
- Staff, including employees, contractors, volunteers, apprentices, and work experience placements

- Any third party supporting or involved in the delivery or administration on behalf of Kanga Sports.

This policy covers concerns connected to delivery assessment (where applicable), records, administration, certification process (where applicable), conduct, or any action that may impact fairness and integrity.

Core Principles

Kanga Sports Ltd will ensure that:

- Concerns are taken seriously and acted upon promptly
- Reports can be raised without fear of unfair treatment
- Investigations are fair, proportionate, and evidence-based
- Decisions and actions are consistent and justifiable
- Safeguarding procedures take priority where welfare concerns arise
- Records are kept securely and in line with data protection expectations

Key Difference: Maladministration vs Malpractice

Maladministration

Maladministration is poor practice or administrative failure, usually caused by error, omission, or lack of care rather than deliberate intent.

Malpractice

Malpractice is deliberate or reckless behaviour that gives an unfair advantage, misleads others, or undermines integrity.

In some UK guidance, “malpractice” is used as a broad term that includes both malpractice and maladministration, as both involve failure to follow required rules or procedures.

Examples (Non-Exhaustive)

Examples of Learner/Delegate/Apprentice Malpractice

This may include:

- Plagiarism or representing someone else’s work as their own (where relevant)
- Collusion (working with others unfairly)
- Dishonesty during assessments or activities intended to evaluate performance
- Providing false information to gain an outcome or advantage

Examples of Staff Malpractice

This may include:

- Providing improper assistance that compromises fairness
- Falsifying records (attendance, results, evidence, sign-off documents)

- Altering outcomes with evidence or authorisation
- Failing to follow the required safeguarding or delivery standards deliberately

Examples of Maladministration (Staff or Centre/Setting)

This may include:

- Incorrect or incomplete learner records
- Errors in registration, scheduling, documentation, or internal checks
- Poor record-keeping or failure to store information securely
- Late or inaccurate reporting to relevant parties where required

Awarding organisation centre guidance commonly expects the centre to include both staff and learner issues, plus maladministration issues, in a published policy.

Stage 1: Prevention and Expectations

Kanga Sports aims to prevent malpractice and maladministration through clear procedures and good practice.

This includes:

- Clear guidance for staff and learners/delegates
- Induction and regular staff training
- Appropriate supervision and quality checks

- Secure record-keeping and controlled access to documents
- Clear expectations about honesty, professionalism, and behaviour

Stage 2: Reporting a Concern

Who Can Report

A concern may be raised by:

- A learner/delegate
- A member of staff
- A parent/carer (where appropriate)
- A partner organisation or venue

How to Report

Concerns should be reported as soon as possible to:

- The session lead/trainer/centre manager, or
- A senior manager or Director

If the concern relates to safeguarding or welfare, it must be escalated immediately to the **Designated Safeguarding Lead (DSL)** in line with safeguarding procedures.

A report should include (where possible):

- What happened and when

- Who was involved
- What policy/process may have been breached
- Any supporting evidence (messages, documents, screenshots, witness accounts)

Stage 3: Initial Review

Kanga Sports will complete an initial review to determine:

- Whether the concern indicates malpractice or maladministration
- Whether immediate action is required to protect fairness, safety, or evidence
- Whether the issue should be dealt with under policy (e.g. safeguarding, staff conduct, disciplinary, complaints)

Where appropriate, Kanga Sports may take immediate safeguarding or operational steps while the matter is reviewed.

Stage 4: Investigation

Investigation Approach

If an investigation is required, it will be carried out by a suitable senior member of staff or Director who was not involved in the situation.

Investigations may include:

- Reviewing records, registers, correspondence, or evidence

- Collecting statements from relevant parties
- Meeting with the individual(s) involved
- Liaising with centres/settings, partner venues, or stakeholders as needed

Confidentiality During Investigation

Confidentiality will be maintained as far as possible. Information will only be shared where necessary to investigate properly or where safeguarding/legal obligations require escalation.

Outcomes and Actions

Where concerns are upheld, Kanga Sports may take appropriate action. This will be proportionate to the seriousness of the matter and may include:

- Additional training, supervision, or quality monitoring
- Correcting records or processes
- Issuing a warning or applying internal management action
- Disciplinary action (where applicable)
- Repeating training/assessment activity (where relevant and appropriate)
- Referral to external agencies where required (e.g. police/safeguarding)

External Reporting (Where Required)

Where Kanga Sports is delivering regulated learning/assessment linked to an awarding organisation, there may be a requirement to notify the awarding organisation and cooperate with investigations. Published centre guidance commonly expects centres to have clear processes for escalating incidents.

Safeguarding concerns will always be handled in line with Kanga Sports safeguarding procedures and may require escalation to external agencies.

Appeals

If a learner/delegate or staff member wishes to challenge an outcome relating to malpractice or maladministration, they may do so through the appeals process set out in the Kanga Sports **Complaints & Appeals Policy**.

Record Keeping

All concerns, evidence, decisions, and actions taken under this policy will be recorded accurately and stored securely. Records will be retained appropriately in line with data protection requirements.

DEFINITIONS

Company Kanga Sports Ltd, including all employees, contractors, volunteers, apprentices, work experience placements, and authorised representatives acting on its behalf

Staff All individuals working for or representing Kanga Sports, including employees, contractors, volunteers, apprentices, and work experience placements

Leaner / Delegate Any individual attending or participating in a Kanga Sports session, course, programme, training, or activity

Malpractice Deliberate or reckless behaviour that compromises fairness, integrity, or trust, or that attempts to gain an unfair advantage

Maladministration Administrative error, poor practice, or failure to follow procedures that may affect the accuracy, fairness, or integrity of delivery or outcomes (usually not deliberate)

Concern / Allegation A report or suspicion that malpractice or maladministration may have occurred

Evidence Information used to support an investigation, which may include written statements, registers, documents, emails, messages, screenshots, or witness accounts

Investigation A structured process of gathering facts and evidence to determine what happened and whether malpractice or maladministration has occurred

Outcome The final decision reached following review and/or investigation, including any actions taken

Sanction A consequence applied where malpractice is confirmed, such as warnings, retraining, supervision measures, disciplinary action, or other proportionate steps

Awarding Organisation An external body responsible for qualifications or certification (where applicable) that may require notification or involvement where malpractice or maladministration is suspected or confirmed



Confidentiality Handling information sensitively and sharing it only with those who need to know in order to manage the complaint appropriately, unless safeguarding or legal duties require further sharing

Designated Safeguarding Lead (DSL) The individual appointed by Kanga Sports Ltd with responsibility for managing safeguarding concerns and escalating matters to external agencies where required

Working Day Any weekday (Monday to Friday), excluding bank holidays