

# Malpractice and Maladministration Guidance for Centres

As a recognised centre delivering Gateway Qualifications, you are required to actively monitor, manage, and report any suspected or actual instances of Malpractice or Maladministration as per our [Malpractice and Maladministration Policy](#)

## Definitions

---

- **Maladministration:**  
Mistakes or poor processes due to carelessness, inexperience, or incompetence.

*Examples:*

- *Failing to follow procedures correctly*
- *Mistakes arising from inattention*
- *Poor record keeping*

- **Malpractice:**  
Intentional wrongdoing or serious negligence that may compromise the integrity of qualifications.

*Examples:*

- *Learner plagiarism (including collusion, unauthorised use of AI)*
- *Falsifying learner records.*
- *Breach of assessment materials*

- **Repeated maladministration may escalate to malpractice.**

For more detailed examples, please refer to our [Malpractice and Maladministration Policy](#)

## Centre & Workforce Responsibilities

---

- **Identify** and **report** any suspected or actual cases via our [online webform](#)
- **Prevent** adverse effects that could negatively impact learners or the awarding process
- **Follow** Gateway's policies and procedures and **comply** with all lines of enquiry and mitigating actions

## Adverse Effects

---

An adverse effect is any action or event which gives rise to prejudice to Learners or potential Learners and which may negatively impact:

- The ability of the awarding Organisation to undertake the development, delivery or award of qualifications
- The standards of qualifications which the awarding Organisation makes available or proposes to make available, or

- The public confidence in qualifications.

## Risk Review Process

---

There are different types of risk increases. They can be applied to your specific qualification delivery, or the specific aspects relating to certain functions, such as “systems and processes, Leadership and Management, Qualification Standards or Finance”

Risk levels are either Low, Marginal, Moderate or High.

- Reviews occur every **3 months**
- Aim to reduce risk levels step-by-step (e.g., *moderate* → *marginal* → *low*)
- Reviews must show **evidence of improved practice**
- Reviews unable to take place will be rescheduled

## Sanctions Available

---

Depending on severity, Gateway Qualifications may apply:

- Action plans
- Letters of concern
- Onsite visits
- Temporary suspension of registrations or certificates
- Removal of direct claim status
- Withdrawal of qualification or centre recognition

Sanctions are monitored and removed once improvements are evidenced via ongoing monitoring.

## Communication

---

The **Centre Compliance Team** will:

- Keep centres and staff informed of review outcomes
- Provide updates on any changes to risk status or sanctions

## Further Information

---

Visit the Gateway Qualifications website for:

- [Malpractice & Maladministration Policy](#)
- [Sanctions Policy](#)
- [Suspected Malpractice or Maladministration Form](#)

**Website Path:**

Home → Centre Support → Quality Assurance → [Our Policies](#)