

Zen Pilates Training

Malpractice and Maladministration Policy

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Purpose and Scope

Zen Pilates Training is committed to maintaining the integrity, fairness and quality of all training, assessment and certification processes.

This policy outlines how allegations of malpractice and maladministration will be prevented, reported, investigated and managed.

The policy applies to:

- learners
- tutors and assessors
- contractors
- anyone involved in the delivery, assessment or quality assurance of training provided by Zen Pilates Training.

Where qualifications are regulated by an awarding organisation, any confirmed or suspected malpractice or maladministration will be managed in accordance with the awarding organisation's requirements.

Definitions

Malpractice

Malpractice is any deliberate action or practice that compromises, or could compromise:

- the assessment process
- the integrity of a qualification
- the validity of assessment decisions or certification
- the reputation of Zen Pilates Training or the awarding organisation.

Examples of malpractice may include:

- plagiarism
- collusion
- impersonation
- cheating during assessment
- falsifying assessment evidence
- deliberately providing false information
- assessor malpractice
- unauthorised assistance during assessment.

Maladministration

Maladministration refers to unintentional or negligent failures in administration or quality assurance that result in non-compliance with procedures or awarding organisation requirements.

Examples may include:

- inaccurate learner records
- administrative errors
- failure to follow published procedures
- incorrect registration or certification information
- poor record keeping.

Responsibilities

As the owner of Zen Pilates Training, **Zenny Middleton** is responsible for:

- promoting good practice
- maintaining secure assessment and learner records
- investigating concerns fairly and impartially
- maintaining confidentiality
- notifying the relevant awarding organisation where required
- implementing any actions necessary to prevent recurrence.

Policy Contact

Name: Zenny Middleton

Email: hello@zenpilatestraining.com

Learners, tutors and contractors are expected to act honestly, professionally and report any suspected malpractice or maladministration promptly.

Reporting Concerns

Anyone who suspects malpractice or maladministration should report their concerns as soon as possible.

Reports should include, where possible:

- details of the concern
- the individuals involved
- relevant dates
- any supporting evidence.

Where the allegation relates to Zen Pilates Training itself, individuals may report concerns directly to the relevant awarding organisation in accordance with its published procedures.

Investigation Process

All concerns will be taken seriously and investigated fairly, objectively and confidentially.

The investigation may include:

- reviewing learner records
- reviewing assessment evidence
- speaking with those involved
- gathering relevant documentation
- seeking clarification from the awarding organisation where appropriate.

Where necessary, the awarding organisation will be informed and involved throughout the investigation.

Appropriate records will be maintained throughout the investigation.

Outcomes

Where malpractice or maladministration is confirmed, Zen Pilates Training will take appropriate action.

Depending on the circumstances, this may include:

- additional assessment or reassessment
- withdrawal of assessment decisions
- additional quality assurance measures
- learner or staff guidance and training
- disciplinary action where appropriate
- reporting to the awarding organisation.

Where required, affected learners will be informed of any actions that may impact their assessment or certification.

Confidentiality and Whistleblowing

Zen Pilates Training encourages individuals to report genuine concerns without fear of unfair treatment.

Concerns may be raised confidentially wherever possible.

Information will only be shared with those involved in investigating the concern or where disclosure is required by law or the relevant awarding organisation.

Records relating to investigations will be managed in accordance with our **Privacy & GDPR Policy**.

Preventing Malpractice and Maladministration

Zen Pilates Training is committed to reducing the risk of malpractice and maladministration by:

- maintaining clear policies and procedures
- ensuring assessment decisions are evidence based
- keeping accurate learner records
- maintaining secure assessment documentation
- undertaking quality assurance activities
- ensuring tutors and assessors maintain appropriate professional knowledge and continuing professional development
- providing learners with clear guidance regarding academic honesty and assessment expectations.

Monitoring and Review

Zen Pilates Training will monitor incidents of malpractice and maladministration to identify trends and opportunities for improvement.

This policy will be reviewed annually or sooner if required following:

- changes in legislation
- awarding organisation requirements
- organisational changes
- quality assurance findings
- identified improvements to practice.