



**HOPES SAFETY**  
**CONSULTANCY LLC SPC**

# Malpractice and Maladministration Policy

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## 1. Introduction

Hopes Safety Consultancy LLC SPC is committed to upholding the highest standards of integrity and professionalism in all aspects of its operations. This Malpractice and Maladministration Policy aims to prevent, identify, and address any instances of malpractice or maladministration, ensuring fairness and compliance with regulatory and accreditation requirements.

## 2. Purpose

The purpose of this policy is to:

- Define malpractice and maladministration.
- Outline procedures for reporting and investigating suspected cases.
- Safeguard the integrity of all qualifications and services offered.
- Ensure compliance with national and international standards.

## 3. Scope

This policy applies to all:

- Employees, trainers, assessors, and contractors.
- Learners, clients, and other stakeholders involved in our programs.
- Activities, processes, and assessments conducted by Hopes Safety Consultancy LLC SPC.

## 4. Definitions

- **Malpractice:** Any deliberate act or practice that compromises the integrity, validity, or reliability of qualifications or services. Examples include:
  - Plagiarism or cheating by learners.
  - Falsification of records or documentation.
  - Unauthorized distribution of confidential materials.
  - Deliberate failure to comply with accreditation standards.
- **Maladministration:** Any act of poor practice or negligence that results in non-compliance with processes or regulations. Examples include:
  - Failure to follow assessment procedures.
  - Inefficient record-keeping.
  - Unintentional errors in delivering training or assessments.

## 5. Responsibilities

- **Senior Management:**
  - Ensure this policy is implemented and communicated effectively.
  - Provide resources for the investigation of reported incidents.
- **Quality Assurance Team:**
  - Monitor compliance with internal and external standards.
  - Investigate and report on cases of malpractice or maladministration.
- **Employees and Contractors:**
  - Follow policies and procedures to prevent malpractice and maladministration.
  - Report any suspected instances to the appropriate authority.
- **Learners:**
  - Adhere to the rules and regulations set for training and assessments.
  - Avoid any behavior that could be considered malpractice.

## 6. Reporting Procedure

- **Raising Concerns:**
  - Suspected malpractice or maladministration must be reported in writing to the designated Quality Assurance Officer.
  - Reports should include details such as the nature of the incident, individuals involved, and any supporting evidence.
- **Confidentiality:**
  - Reports will be treated confidentially, and the identity of the whistleblower will be protected as far as possible.

## 7. Investigation Process

- **Initial Assessment:**
  - The Quality Assurance Officer will conduct a preliminary review to determine the validity of the report.
- **Formal Investigation:**
  - If warranted, a formal investigation will be launched.
  - This may involve interviews, document reviews, and liaison with external accrediting bodies if applicable.
- **Outcome:**
  - Findings will be documented, and appropriate actions will be taken, which may include:
    - Retraining or disciplinary actions for staff.
    - Disqualification of learners or invalidation of assessments.
    - Review and update of policies and procedures.

## 8. Preventative Measures

- Regular training for staff on compliance and ethical practices.
- Clear communication of rules and expectations to learners.
- Robust internal quality assurance processes to identify and mitigate risks.

## 9. Consequences of Malpractice and Maladministration

- **For Learners:**
  - Cancellation of registration or certifications.
  - Reporting to relevant accrediting bodies.
- **For Staff:**
  - Disciplinary actions up to and including termination of employment.
  - Reporting to professional regulatory bodies.
- **For the Organization:**
  - Review of accreditation status by awarding bodies.
  - Reputational damage and potential financial penalties.

## 10. Monitoring and Review

This policy will be reviewed annually or as required to ensure its effectiveness and compliance with regulatory changes. Updates will be communicated to all stakeholders.

Director  
Hopes Safety Consultancy LLC SPC

