

Sport for Confidence Learning Arena

Malpractice and Maladministration Policy

1. Purpose

The purpose of this policy is to protect learners by preventing, identifying and addressing malpractice and maladministration in the design, delivery and management of Learning Arena programmes.

This policy ensures:

- The integrity, reliability and fairness of all learning activity.
- Learners are safeguarded from disadvantage, discrimination or unsafe practice.
- Organisational processes are robust, transparent and aligned with CIMSPA expectations.
- Any potential risks are identified early and managed appropriately.

Although the Learning Arena does not currently deliver formal assessments, this policy outlines how malpractice and maladministration will be prevented and managed should assessment activity be introduced in the future.

2. Scope

This policy applies to:

- All Learning Arena staff (employed, associate, voluntary).
- All learning delivery formats (including but not limited to workshops, CPD, online learning, shadowing, placements).
- All internal systems linked to the management and coordination of learning.
- Any future assessment processes (if implemented).
- Any activity that could compromise learner safety, fairness, experience or equality of opportunity.

Company Number: 09694705

Registered Business Address: Sport for Confidence, Patch Chelmsford, 5 - 6 Grays Yard,
Springfield Road, Chelmsford, CM2 6QR

3. Definitions

3.1 Malpractice

Malpractice refers to deliberate, reckless or negligent acts that compromise:

- The integrity or fairness of learning.
- Learner safety or wellbeing.
- Equal access to learning.
- Standards or quality of delivery.
- Future assessment validity.

Examples include (but are not limited to):

- Failing to deliver learning in line with required standards.
- Disregarding reasonable adjustments.
- Discriminatory behaviour or unfair treatment.
- Misrepresentation of learning outcomes or opportunities.
- Breach of confidentiality.
- Deliberate falsification of learner records.

3.2 Maladministration

Maladministration refers to unintentional errors, omissions or mismanagement that compromise:

- Learner experience.
- Accuracy of records.
- Operational integrity.
- Organisational compliance.
- Fairness of any future assessment processes.

Examples include:

- Incorrect information being shared with learners.
- Errors in scheduling, communication or documentation.

Company Number: 09694705

Registered Business Address: Sport for Confidence, Patch Chelmsford, 5 - 6 Grays Yard,
Springfield Road, Chelmsford, CM2 6QR

- Mismanagement of internal systems.
- Delays that negatively affect learners.
- Poor record keeping.

Both malpractice and maladministration pose risks to learner safety, equity and confidence, and are treated seriously.

4. Principles

This policy is underpinned by the Sport for Confidence Blueprint and organisational values:

Belonging for Everyone: Learners must not be disadvantaged through discrimination or inequitable treatment.

No Labels & Sharing Power: Learners must experience fair, transparent and non-biased interactions at all times.

Caring with Purpose: All concerns must be handled with empathy, dignity and respect.

Innovating for Impact / Embracing the Journey: We continuously reflect, learn and improve to reduce systemic risks.

These principles guide how malpractice and maladministration are prevented, investigated and resolved.

5. Responsibilities

5.1 Heads of Services Team (HoS)

- Holds overall accountability for preventing malpractice and maladministration.
- Ensures adequate governance, resources and systems.
- Oversees significant investigations and organisational learning.

5.2 Learning Arena Quality Lead

Company Number: 09694705

Registered Business Address: Sport for Confidence, Patch Chelmsford, 5 - 6 Grays Yard,
Springfield Road, Chelmsford, CM2 6QR

- Leads investigation processes (unless conflict of interest requires escalation).
- Maintains records of cases, decisions and corrective actions.
- Identifies themes and risks to inform quality improvement.
- Ensures staff understand their responsibilities.

5.3 Tutors, Facilitators and Contributors

- Must deliver learning ethically, safely and in line with organisational values.
- Must uphold accuracy, transparency and fairness.
- Must report concerns promptly.
- Must maintain up-to-date professional competence.

5.4 Administrators and Coordinators

- Must ensure accurate, timely and secure documentation.
- Must maintain reliable communication with learners.
- Must report any procedural errors that may impact learners.

5.5 Learners

Learners are *not responsible* for this policy, but they may:

- Raise concerns.
- Provide information relevant to an investigation.

6. Prevention of Malpractice and Maladministration

Sport for Confidence protects learners through proactive prevention measures, including:

6.1 Staff Training and Competence

- Comprehensive staff induction.
- Clear communication of systems, responsibilities and quality expectations.
- Ongoing CPD.

- Regular reflective practice and team learning.

6.2 Monitoring and Review

As outlined in the Quality Assurance and Quality Monitoring policies:

- Observations of delivery.
- Review of materials.
- Feedback analysis.
- Internal audits.

6.3 Clear Processes and Documentation

- Up-to-date delivery frameworks.
- Accurate record-keeping.
- Transparent communication routes.
- Controls around version management of resources.

6.4 Accessible Reporting Routes

- Clear routes for reporting concerns (internal and learner-initiated).
- Safe, confidential handling of concerns.
- No detriment to individuals raising concerns in good faith.

7. Examples of Risks and Protective Measures

Risk	Potential Impact on Learners	Protective Measures
Incorrect scheduling or communication	Missed learning, inequity	Admin Quality Assurance checks; internal sign-off
Untrained tutor/facilitator	Unsafe or poor-quality learning	Induction + competency checks
Discriminatory behaviour	Harm, exclusion, disadvantage	Values-based practice; safeguarding

Company Number: 09694705

Registered Business Address: Sport for Confidence, Patch Chelmsford, 5 - 6 Grays Yard, Springfield Road, Chelmsford, CM2 6QR

Risk	Potential Impact on Learners	Protective Measures
Materials not quality-checked	Misinformation, confusion	Review cycle in Quality Assurance policy
Improper handling of learner data	Breach of trust, risk to safety	GDPR-compliant processes

8. Reporting Concerns

Concerns relating to malpractice or maladministration may be raised by:

- Staff.
- Learners.
- Partners.
- Observers.
- External stakeholders.

Reports can be made verbally or in writing to:

- The Learning Arena Quality Lead.
- A member of the Senior Leadership Team.

All reports will be:

- Taken seriously.
- Treated confidentially.
- Logged securely.
- Investigated appropriately.

9. Investigation Process

All allegations will be managed through the following structured process:

9.1 Initial Review

- Acknowledgement of the concern.
- Preliminary assessment of risk to learners.
- Immediate protective actions if needed.

9.2 Formal Investigation

- Led by the Quality Lead or HoS nominee.
- Evidence gathered (documents, feedback, observations, statements).
- Impartiality maintained.
- Learners protected from any negative consequences.

9.3 Decision and Actions

- Findings recorded.
- Corrective or preventative actions identified.
- Communication of outcomes to relevant staff.
- Actions implemented and monitored.

9.4 Escalation

Cases may be escalated where:

- They present a safeguarding risk.
- There is potential legal or reputational impact.
- Conflicts of interest exist.
- External reporting is required (e.g., CIMSPA).

10. Corrective and Preventative Actions

Actions may include:

- Amendments to processes, materials or communications.
- Additional staff training or supervision.
- Formal performance measures.
- Revision of systems or workflows.

- External review or validation.

The purpose is **protection, not blame**.

11. Record Keeping

All cases of malpractice or maladministration will be:

- Recorded centrally.
 - Stored securely.
 - Retained for the required organisational period.
 - Analysed periodically to identify themes and prevent recurrence.
-

12. Continuous Improvement

Findings from any cases inform:

- Quality Assurance reviews.
- Staff training.
- System improvements.
- Organisational learning.

This supports the value of **Embracing the Journey** and ensures learners remain protected through evolving, responsive practice.

13. Policy Review

This policy is reviewed annually, or sooner if:

- CIMSPA requirements change.
- Internal processes are updated.
- A case or incident indicates a system weakness.

Malpractice and Maladministration Policy Procedure	
Author	Emily Wingate and Jake Turner
Date Reviewed	November 2025
Next Review Date	November 2027