

Malpractice and Maladministration Policy

Including the use of Artificial Intelligence

Centre	Excel Tutors (Centre 10488)
Address	161-163 Commercial Road, London, E1 2DA
Policy owner	Head of Centre
Operational lead	Exams Officer
Last reviewed	July 2026
Review cycle	Annually, on publication of updated JCQ regulations and guidance

This policy is aligned with:

- JCQ Suspected Malpractice: Policies and Procedures 2025-2026
- JCQ General Regulations for Approved Centres 2025-2026
- JCQ AI Use in Assessments guidance

Reviewed annually on the publication of updated JCQ regulations and guidance (General Regulations for Approved Centres, Instructions for Conducting Examinations, and related documents).

Excel Tutors, Malpractice & Maladministration Policy (Including AI) - 2025 Edition

This policy sets out Excel Tutors' approach to preventing, identifying, investigating, and managing cases of malpractice and maladministration, including the misuse of Artificial Intelligence (AI), to uphold the integrity of all qualifications administered through the Centre.

1. Purpose and Scope

The purpose of this policy is to ensure compliance with the requirements of JCQ, Ofqual, CCEA, and other awarding bodies concerning malpractice and maladministration. It applies to all staff, tutors, invigilators, candidates (internal and private), and third-party service providers involved in the examination process.

The policy covers:

- Dishonest, negligent, or unethical behaviour affecting the integrity of assessments
- Failures in administration or data management
- Improper use of technology or AI tools to gain unfair advantage
- Misrepresentation of evidence, identity, or authorship

2. Definitions

- **Malpractice:** Any act, default or practice that compromises, or could compromise, the integrity of an examination, the validity of results, or the reputation of the awarding body or Centre.
- **Maladministration:** Any error, action, or failure to act that does not comply with examination regulations, leading to potential loss of integrity or confidence in the assessment process.
- **AI Misuse:** Use of artificial intelligence tools (e.g., ChatGPT, Grammarly, generative AI applications) to produce, modify, or assist with assessed work in ways that breach assessment authenticity rules.

3. Principles

Excel Tutors will:

- Maintain integrity, transparency, and fairness in all examinations.
- Investigate all suspected cases of malpractice and maladministration thoroughly and impartially.
- Apply proportionate sanctions based on evidence.
- Maintain confidentiality and data protection throughout investigations.
- Promote awareness of malpractice prevention among staff and candidates.

4. Examples of Malpractice and Maladministration

- Collusion, plagiarism, or unauthorised collaboration.
- Impersonation or falsifying candidate identity.
- Unauthorised use of notes, devices, or digital resources during exams.
- Failure to supervise candidates adequately or breach of JCQ Instructions for Conducting Examinations (ICE).
- Unauthorised dissemination or misuse of examination papers.
- Failure to report suspected malpractice.
- Fabrication or alteration of assessment evidence or grades.
- Improper assistance to candidates by staff or tutors.
- Misuse of AI tools to generate or modify assessed work without authorisation or declaration.
- Failure to secure examination materials or maintain accurate records.

5. Responsibilities

Head of Centre: Holds overall responsibility for ensuring compliance and notifying awarding bodies of any malpractice incidents.

Exams Officer: Maintains secure procedures, records suspicions, coordinates investigations, and communicates with awarding bodies.

Data Protection Lead: Ensures GDPR compliance during investigations and reporting.

Invigilators/Tutors: Monitor conduct during exams and report irregularities immediately.

Candidates: Must adhere to examination regulations, maintain academic honesty, and avoid any unauthorised use of AI or technology.

6. Prevention and Training

- Staff receive annual training on malpractice prevention, including JCQ and awarding body updates.
- Candidates are briefed on exam regulations, plagiarism, and appropriate use of digital tools.
- Posters and candidate declaration forms emphasise integrity and consequences of malpractice.
- Coursework/NEA submissions must include authenticity statements signed by both candidate and teacher.

7. Detection and Reporting

All staff must remain vigilant for potential malpractice indicators, including inconsistencies in work quality, suspicious similarity between submissions, or unusual behaviour during examinations. Any suspicion must be documented using the Centre's Malpractice Report Form and submitted to the Exams Officer immediately.

Reports will include: nature of the incident, individuals involved, evidence collected, timeline, and witness statements.

8. Investigation Procedure

1. Initial Review, Exams Officer logs and acknowledges the report; secures evidence.
2. Notification, Head of Centre informed; if serious, awarding body notified within 24 hours.
3. Investigation, A fact-finding process involving interviews, document review, and witness statements.
4. Outcome, Findings presented to Head of Centre for determination and/or referral to awarding body.
5. Record Keeping, All evidence securely retained for at least 6 years in line with JCQ requirements.

9. Use of Artificial Intelligence (AI) in Assessments

AI tools can enhance learning and drafting but must not be used to generate or edit assessed work unless explicitly permitted by the awarding body. Candidates must declare any AI use

where relevant. Use of AI to complete assessments, create answers, or paraphrase responses without disclosure constitutes malpractice.

Permitted uses include:

- Grammar or spelling checks similar to traditional tools.
- Accessibility support (e.g., text-to-speech) for approved access arrangements.
- Research planning and brainstorming without reproducing AI-generated content.

All AI-related concerns will be investigated under this policy using the same procedures as plagiarism or collusion.

10. Sanctions and Consequences

Depending on the severity and intent, sanctions may include:

- Written warning or counselling
- Candidate disqualification or withdrawal of results
- Staff disciplinary action (up to dismissal)
- Reporting to awarding bodies or regulatory authorities
- Withdrawal of approval to deliver qualifications
- Permanent record of malpractice on candidate or staff file

11. Appeals

Individuals subject to disciplinary action may appeal decisions following the Centre's Appeals Policy or the relevant awarding body's procedures. Appeals must be made in writing within 10 working days of receiving the decision.

12. Record Retention and Data Protection

All records, reports, and evidence from malpractice investigations will be securely stored for at least six years. Access will be limited to authorised personnel, and all processing will comply with the UK GDPR and Data Protection Act 2018.

13. Monitoring and Review

This policy is reviewed annually by the Head of Centre and Exams Officer to incorporate updates from JCQ, Ofqual, and CCEA. Findings from malpractice incidents and investigations will inform staff training and procedural improvements.