



MultiSports Guildford – Leadership Skills Foundation Malpractice & Maladministration policy and procedure

MASL Malpractice & Maladministration	
Issue: SL8	
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Review date: 20 th February 2026	
Owner: Director, The MultiSports Group	

*The name Leadership Skills Foundation, when not used in full, is abbreviated to LSF throughout this document.

This policy relates to MultiSports Guildford who are an approved Leadership Skills Foundation Centre under the MultiSports Amersham umbrella and deliver LSF approved qualifications.

This policy lays out the steps MultiSports Guildford will take when responding to suspected or actual cases of malpractice/maladministration. The steps will be initiated on receipt of a complaint by a learner registered on a course, the parent of a learner registered on a course or a member of public where quality assurance has come into dispute and or/ suspected or found to be non-compliant. It also sets out the procedural steps we will follow when reviewing the cases.

When is this policy reviewed?

This policy will be reviewed bi-annually or as necessary due to updated guidance from Leadership Skills Foundation or other regulatory authorities.

1. MultiSports Guildford – Approved Centre’s responsibility

MultiSports Guildford will, at all times, do its best to ensure that all staff involved in the management, assessment and quality assurance of the Leadership Skills Foundation qualifications and awards are fully aware of the content of the LSF policy for malpractice and maladministration and that they have arrangements in place to prevent and investigate instances of malpractice and maladministration. Learners should be made aware of this policy and procedure if an investigation into suspected maladministration or malpractice is raised.

Suspected malpractice or maladministration should firstly be dealt with using the MultiSports Guildford – Leadership Skills Foundation complaints procedure. If this complaint is not resolved by MultiSports Guildford or is suspected to be or proves to be a case of malpractice or maladministration, it must be reported to LSF using their Whistleblowing policy and procedure. A failure to report suspected or actual malpractice/maladministration cases or have in place effective arrangements to prevent such cases, by MultiSports Guildford may lead to sanctions being imposed by Leadership Skills Foundation (see the LSF Sanctions policy for details of the sanctions that may be imposed).

As an approved Leadership Skills Foundation Centre, MultiSports Guildford will take reasonable steps to prevent and/or investigate instances of malpractice and maladministration. Administration and practices relating to Leadership Skills Foundation qualifications and awards are monitored and reviewed by LSF periodically through ongoing Centre monitoring arrangements.

Failure by MultiSports Guildford to investigate allegations of suspected malpractice or maladministration in accordance with the requirements in this document also constitutes malpractice.

2 Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process;
- the integrity of a regulated qualification;
- the validity of a result or certificate;
- the reputation and credibility of Leadership Skills Foundation UK/LSF; or,
- the qualification or the wider qualifications community.
- the authority, reputation or credibility of any awarding organisation or Centre or any officer, employee or agent of any awarding organisation or Centre.

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of learners.

Examples of malpractice

Listed below are examples of Sports Leader Centre and learner malpractice. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Denial of access to premises, records, information, learners and staff to any authorised LSF representative and/or the regulatory authority
- Failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements
- Deliberate failure to adhere to the LSF learner registration and certification procedures
- Deliberate failure to continually adhere to the LSF Centre approval requirements or actions assigned to MultiSports Guildford as an approved centre
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Fraudulent claim for certificate
- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g. mobile phones)
- Intentional withholding of information from us which is critical to maintaining the rigor of quality assurance and standards of qualifications
- Deliberate misuse of LSF logo and trademarks or misrepresentation of a Centre's relationship with LSF and/or its recognition and approval status with LSF

- Collusion or permitting collusion in assessments
- Learners still working towards qualification after certification claims have been made
- Persistent instances of maladministration within the Centre
- Deliberate contravention by MultiSports Guildford and/or its learners of the assessment arrangements we specify for our qualifications
- A loss, theft of, or a breach of confidentiality in, any assessment materials
- Plagiarism by learners/staff
- Copying from another learner (including using ICT to do so).
- Unauthorised amendment, copying or distributing of assessment papers/materials
- Inappropriate assistance to learners by Centre staff (e.g. unfairly helping them to pass a unit or qualification)
- Deliberate submission of false information to gain a qualification or unit
- Deliberate failure to adhere to, or to circumnavigate, the requirements of the LSF Reasonable Adjustments and Special Considerations Policy.

3. Definition of maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a Centre (e.g. inappropriate learner records).

Examples of maladministration

Listed below are examples of Centre and learner maladministration. Please note that these examples are not exhaustive and are only intended as guidance on our definition of maladministration:

- Persistent failure to adhere to our learner registration and certification procedures
- Persistent failure to adhere to LSF Centre recognition and/or qualification requirements and/or associated actions assigned to the Centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from Leadership Skills Foundation UK/LSF
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Withholding of information, by deliberate act or omission, from us which is required to assure LSF of the Centre's ability to deliver qualifications appropriately
- Misuse of the LSF logo and trademarks or misrepresentation of a Centre's relationship with LSF and/or its recognition and approval status with LSF
- Failure to adhere to, or to circumnavigate, the requirements of our Reasonable Adjustments and Special Considerations Policy.

4 Reducing learner malpractice

MultiSports Guildford takes positive steps to prevent or reduce the occurrence of learner malpractice. These steps often include:

- using the course induction period to inform learners of the Centre's policy on malpractice and the penalties for attempted and actual incidents of malpractice
- showing learners, the appropriate formats to record cited texts and other materials or information sources including websites. Learners should not be discouraged from

- conducting research; however, work should ensure that appropriate information has acknowledged any sources used
- introducing procedures for assessing work in a way that reduces or identifies malpractice, e.g. plagiarism, collusion, cheating, etc. These procedures may include:
 - i. periods of supervised sessions during which evidence for assignments/tasks/coursework is produced by the learner
 - ii. the assessor assessing work for a single assignment/task in a single session for the complete cohort of learners
 - iii. using oral questions with learners to ascertain their understanding of the concepts, application, etc. within their work
 - iv. assessors getting to know their learners' styles and abilities, etc.
 - v. ensuring access controls are installed to prevent learners from accessing and using other people's work when using networked computers

5. Procedure for making an allegation of malpractice or maladministration

- Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration of Leadership Skills Foundation Qualifications by MultiSports Guildford at any time **must immediately notify LSF**.
- LSF should be notified through the procedure outlined in the LSF Whistleblowing policy.
- In all cases of suspected malpractice and maladministration reported to LSF they will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty as outlined in the LSF Whistleblowing Policy which can be found at the following link:
<https://www.sportsleaders.org/files/files/Policies/SLP005%20Malpractice%20and%20Maladministration%20policy%20-%20Ver%207%20Feb%2019%201.pdf>

Contact us

If you've any queries about the contents of the policy, please contact The MultiSports Group support staff. Telephone: 07704 675554 or via email: enquiries@multisports.co.uk or via post to: 37 Littleworth, Wing, Leighton Buzzard. Bedfordshire. LU7 0JX