



**HOPE SAFETY**  
**CONSULTANCY PVT LTD**

# Malpractice and Maladministration Policy

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## Policy Statement:

**Hope Safety Consultancy Pvt Ltd** is unwavering in its commitment to upholding the highest standards of ethical conduct, transparency, and professionalism. We take a proactive approach to preventing, detecting, and addressing all forms of malpractice and maladministration that may arise in any aspect of our operations. This policy outlines our efforts to protect the credibility and integrity of our qualifications, assessments, training programs, and administrative practices.

## Our Commitments:

- Clearly define, document, and communicate our expectations regarding ethical conduct and professional behavior to all staff, learners, and stakeholders, thereby creating a shared understanding of what constitutes malpractice and maladministration.
- Carry out comprehensive and unbiased investigations into all allegations or suspicions of malpractice or maladministration in a timely manner, ensuring that every case is treated with fairness, consistency, and confidentiality.
- Take swift and appropriate corrective and disciplinary actions against any proven instances of malpractice or maladministration, while also providing support to those adversely affected by such incidents.
- Monitor our systems and procedures on a regular basis to identify potential weaknesses or risks, and introduce preventive measures to reduce the likelihood of malpractice or maladministration occurring in the future.

## Objectives:

- Ensure that all administrative, training, and assessment processes are conducted with the utmost transparency, impartiality, and fairness, preserving the credibility and recognition of our qualifications and services.
- Provide a clear, safe, and confidential mechanism for learners, staff, and external stakeholders to report concerns or suspicions of malpractice or maladministration without fear of reprisal.
- Protect the integrity and value of our programs by safeguarding the rights of learners and trainers, and by ensuring that all qualifications awarded are earned honestly and in accordance with regulatory standards.
- Rigorously comply with all relevant awarding body requirements, regulatory guidelines, and industry best practices to maintain trust and accountability in our training and assessment operations.

## Responsibilities:

- **Management** Lead and oversee the effective implementation of this policy, ensure that preventive controls are in place, and respond decisively to incidents involving malpractice or maladministration.
- **Employees & Trainers** Demonstrate ethical conduct at all times, report any suspicions or confirmed incidents of malpractice or maladministration without delay, and cooperate fully during any investigation processes.
- **Quality Assurance Team** Independently investigate any reported concerns, maintain accurate records, gather evidence impartially, and recommend actions to resolve the issue and prevent recurrence.
- **Learners** Understand and adhere to assessment rules and academic honesty policies, and report any irregularities, suspected cheating, or unfair practices they may observe or experience.

## Handling Procedures:

- Immediately report any suspected malpractice or maladministration to the designated Malpractice Officer or relevant member of the Quality Assurance Team using the appropriate reporting form or communication channel.
- Acknowledge the receipt of the complaint or allegation within 48 hours, confirming that the concern will be taken seriously and investigated confidentially.
- Launch a formal investigation within 7 working days, assigning appropriate personnel to review evidence, interview involved parties, and assess the situation objectively.
- Complete the investigation and communicate findings, outcomes, and any required corrective or disciplinary actions to all relevant parties within 14 working days from the initiation of the investigation.
- Implement necessary corrective measures to resolve the issue and update internal systems, processes, or training where appropriate to prevent future incidents

## Continuous Improvement:

- Regularly review, revise, and strengthen policies, procedures, and internal controls relating to malpractice and maladministration to keep pace with regulatory expectations and best practices in the training sector.
- Provide continuous training, refresher workshops, and awareness sessions for all employees, assessors, and trainers to enhance their knowledge of ethical practices, prevent misconduct, and ensure consistent compliance.

## Communication:

- Ensure that this policy is communicated clearly and effectively to all employees, trainers, learners, and external stakeholders during induction, training sessions, and through internal communications.
- Display this policy visibly in all offices, classrooms, and training centers to raise awareness and reinforce the importance of academic integrity and compliance.
- Publish this policy on our official website (<https://hscpk.org>), making it publicly accessible to emphasize our transparency, accountability, and zero-tolerance stance toward malpractice and maladministration.

**Hope Safety Consultancy Pvt Ltd** is fully dedicated to preserving the integrity, quality, and credibility of its training and assessment services by adopting a zero-tolerance approach to malpractice and maladministration. Through clear policies, ongoing vigilance, and collective responsibility, we aim to create a culture of honesty, responsibility, and continuous improvement.



**Director**  
**Hope Safety Consultancy Pvt Ltd**