



MALADMINISTRATION POLICY

Skin Aesthetics & Academy – Student Maladministration Policy
Review Date: 13/6/27

Policy Statement

At Skin Academy, we are committed to maintaining the integrity, accuracy, and fairness of all training and assessment processes. Maladministration can undermine the validity of qualifications and damage the reputation of both the academy and awarding bodies. This policy outlines how we define, prevent, identify, and manage student maladministration.

1. Purpose of the Policy

The purpose of this policy is to:

- Define what constitutes maladministration in the context of student activity.
- Ensure students understand their responsibilities and the consequences of non-compliance.
- Provide a clear process for handling suspected maladministration cases.
- Maintain compliance with awarding body and regulatory standards.

2. What is Maladministration?

Maladministration refers to any accidental or deliberate actions, neglect, or mistakes by students that lead to inaccurate records, unfair advantage, or compromise the assessment process.

Examples of student maladministration include (but are not limited to):

- Failing to follow assessment instructions (e.g. submitting incomplete evidence or incorrect formats).
- Falsifying evidence (e.g. making up client treatments, service logs, or consultation forms).
- Incorrectly completing or altering official documentation (e.g. attendance logs, timesheets).
- Submitting outdated or inappropriate versions of assignments or forms.
- Repeated failure to meet deadlines without valid reason.
- Not following academy procedures for submitting work or evidence.
- Misusing online systems or platforms used for learning or assessment.

3. Distinction Between Maladministration and Malpractice

- Maladministration is typically unintentional and caused by lack of understanding, carelessness, or poor organisation.
- Malpractice is more serious and usually involves deliberate cheating or dishonest behaviour.

Some cases may begin as maladministration and, if intentional, may be escalated to malpractice.



4. Preventing Maladministration

- Students will receive clear guidance during induction and throughout their course on how to properly complete and submit work.
- Tutors will provide support and feedback to help students meet standards.
- Templates and checklists will be issued to assist students in completing documentation correctly.
- Regular tutorials and progress checks will be held to identify issues early.

5. Identification and Investigation

When suspected maladministration is identified:

- The assessor or tutor will inform the Academy Manager or Internal Quality Assurer (IQA).
- An initial review will be conducted to determine if further investigation is needed.
- The student will be invited to explain or clarify their actions.
- All findings will be documented and reviewed.

6. Possible Outcomes and Actions

If maladministration is confirmed, outcomes may include:

- Verbal or written warning
- Requirement to re-submit or re-do the affected work
- Delayed certification until the issue is resolved
- Support plan to improve understanding and compliance
- In repeated or serious cases, escalation to malpractice procedures

7. Student Support and Education

Skin Academy is committed to educating students about their responsibilities. We will:

- Offer guidance on completing assessments and documentation correctly.
- Provide access to policies and handbooks during induction.
- Offer additional help to students who may struggle with paperwork or digital systems.

8. Appeals

Students have the right to appeal any decision related to maladministration via the Appeals Procedure Policy. Appeals must be submitted in writing within 7 working days of the outcome.

9. Policy Review

This policy will be reviewed annually, or sooner if there are changes to regulatory requirements or academy processes.