

DUCO DIGITAL TRAINING

Malpractice and Maladministration Policy

Protecting the integrity of Duco Digital Training's own assessment activity — Owner: Matt Dowling, Co-Founder & Head of Quality — Version 1.0 — Date of issue: August 2026 — Next review: August 2027

This policy sets out how Duco Digital Training identifies, investigates and responds to malpractice or maladministration affecting Duco Digital Training's own internally assessed activities — coursework, practical assessments, and any assessed elements of live training.

Scope

This policy applies to assessment activity that Duco Digital Training itself administers. Malpractice or maladministration concerning a BCS exam or certification is handled under BCS's own policy at [bcs.org/contact-us/policies](https://www.bcs.org/contact-us/policies); Duco Digital Training will support any BCS-led investigation as required.

Definitions

Malpractice: any act by a learner, member of staff, freelance trainer or third party that compromises, or attempts to compromise, the integrity of an assessment — including plagiarism, collusion, impersonation, use of unauthorised materials, or falsifying records.

Maladministration: failure to correctly administer an assessment or certification process — for example, incorrect application of Pass Assist support, poor record keeping, or a breach of assessment conditions by Duco Digital Training or someone acting on its behalf.

Prevention

- Clear guidance is given to learners on academic integrity and what is expected of them.
- Assessment materials are handled securely.
- Staff and freelance trainers are briefed on their responsibilities in administering assessments fairly.

Reporting a concern

Anyone with a concern about malpractice or maladministration should email matt@ducodigital.com with full details and any supporting evidence.

Investigation and outcome

1. The concern is acknowledged within 5 working days.
2. The Head of Quality investigates (or the Director, if the Head of Quality is implicated), which may include suspending an assessment result while the investigation is ongoing.
3. A written decision is issued, along with any sanction applied.
4. Where an outcome affects a BCS-accredited result, the matter is also reported to BCS in line with BCS's requirements.

Possible sanctions

Sanctions are proportionate to the severity of the issue and may range from a formal warning, to voiding an assessment result and requiring resubmission, up to ending a freelance trainer's engagement with Duco Digital Training in serious cases.

Right of appeal

Anyone who disagrees with the outcome of a malpractice or maladministration investigation may use Duco Digital Training's Appeals Procedure.

This policy is reviewed at least annually.