

Reporting Malpractice Policy

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This document is intended for Trinity College London (TCL) personnel and authorised external parties. This document must be handled in accordance with the TCL classification policy

Reporting Malpractice Policy

Printed copy of this document is uncontrolled and should not be relied upon as the most up to date version.

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Aims of the Policy

Trinity College London ('Trinity', 'the company', 'we') is committed to upholding the integrity of its qualifications. We believe that a culture of openness and accountability at every stage of the delivery of our qualifications is vitally important for building the trust and respect of our customers and stakeholders. The aims of this policy are threefold:

- to encourage you to raise concerns about malpractice
- to re-assure you that your concerns will be taken seriously
- to provide information about how to raise your concerns and to explain how Trinity will respond

Scope

This policy is aimed at:

- candidates
- parents or guardians of candidates
- teachers
- staff at Registered Exam Centres

Trinity employees, workers, agency staff or contractors should refer in the first instance to the Whistleblowing Policy to ascertain whether the matter they wish to report is a 'protected disclosure'. If it is, they should follow the reporting procedure under that policy. If it is not, they should use the reporting procedure set out in this policy.

What is malpractice?

Malpractice means any act or omission, or attempted act or omission, that:

- breaches Trinity's rules and regulations for its exams
- compromises the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
- prejudices or otherwise damages the authority, reputation or credibility of Trinity as a regulated awarding organisation or damages the authority, reputation or credibility of a Registered Exam Centre or its staff (including any contractor, consultant or other person acting on the centre's behalf)

For further guidance on what constitutes malpractice, see [Trinity's Malpractice and Maladministration Policy](#).

Malpractice covers a wide range of concerns. The types of activity that should be disclosed include:

- fraud and financial maladministration
- bribery and corruption

- physical, emotional or sexual abuse
- failure to comply with legal obligations
- endangering of an individual's health and safety
- breaches of Trinity's rules and regulations
- cheating and other unfair practices
- deliberate concealment of information relating to any of the above

Reporting malpractice

Reporting an instance of malpractice is different from making a complaint or appeal. A complaint is usually a grievance and could relate to poor administration or customer service. Appeals are generally made against the outcomes of assessment. Malpractice, on the other hand, involves misconduct or illegal behaviour.

Should you wish to make a complaint or lodge an appeal rather than report malpractice, Trinity's policies for making complaints and appeals can be found at www.trinitycollege.co.uk/policies.

Reporting procedure

Raising a concern

If you have a concern that malpractice has taken place in relation to a Trinity qualification, you should address your concerns directly to Trinity's Examinations Security Officer using one of the ways to contact us set out at the end of this policy.

Trinity's response procedure

Trinity will evaluate your concern and may ask you for more evidence or information, using the contact details you provided in the Malpractice Report Form.

Trinity will decide whether and how to pursue the issue expressed by you. You will receive an update on any course of action taken within 10 working days of raising the concern.

Upon conclusion of any investigation, Trinity will provide you with a summary update of outcomes, given the need to protect confidentiality. This will be done within 10 working days of the conclusion of the investigation.

Depending upon the nature of the concern raised and the evidence for it, Trinity may report the matter to one or more of its regulators (Ofqual, Qualifications Wales, CCEA Regulation in Northern Ireland) and other awarding organisations offering the same or similar qualifications.

Anonymity

You are encouraged to give your name when raising concerns. A concern expressed anonymously is much less powerful and is often more difficult to investigate. When taking the decision whether to investigate an anonymous allegation, Trinity will take into account the seriousness of the issues raised, the credibility of what is being said and the likelihood of confirming the allegation from other sources.

Confidentiality & retention

Trinity will always endeavour to keep your identity confidential when asked to do so, although by law and regulation we may need to disclose your identity to:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud);
- the courts (in connection with court proceedings);
- another person to whom we are required by law to disclose your identity;
- the national regulator responsible for the standards of the qualification(s) concerned.

You should also be aware that you may be identifiable by others due to the nature or circumstances of the disclosure.

All personal data collected as part of this procedure will be stored securely at all times, in accordance with Trinity's Data Protection Policy and Privacy Statement, which can be viewed [here](#).

How to contact us

The best methods of receiving your disclosures is either through the [Malpractice Report Form](#), or alternatively you can raise your concerns through the Trinity [EthicsPoint platform](#).

Alternatively, you can email your concerns to us at reporting@trinitycollege.com or post them to:

Examinations Security Officer
Trinity College London
7th Floor
22 Upper Ground
London
SE1 9PD
United Kingdom

If the matter concerns the Trinity SELT service and you believe you need to contact the UKVI, please use the following email: psfaintelhub@cabinetoffice.co.uk

Change Control

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
0.1	14.05.2018	Compliance Manager	Policy updated to incorporate GDPR requirements
0.2	14.08.2018	Examinations Security Officer	Minor change
0.3	17.05.2024	General Counsel	Update to formatting & minor changes
0.4	17.04.2025	General Counsel	Minor changes

Change Approval

The changes to this document have been approved by the following personnel:

Version	Date	Approver
0.1	23.05.2018	Trinity's Executive
0.3	20.05.2024	Policy Management Group
0.4	29.04.2025	Policy Management Group