

EAST BRIDGE TRAINING (EBT)

STAFF MALPRACTICE AND MALADMINISTRATION POLICY

Policy Reference Number: EBT-POL-005

Version: 1.0

Effective Date: 03 November 2025

Review Date: 03 November 2026

Approved By: Director, East Bridge Training (EBT)

1. Purpose

The purpose of this Staff Malpractice and Maladministration Policy is to define, prevent, identify, investigate, and address all forms of staff malpractice and maladministration at East Bridge Training (EBT). This policy ensures:

- **Integrity** of all assessments, qualifications, and administrative processes
- **Protection** of learners, staff, and stakeholders
- **Compliance** with the KHDA Training Institute Regulations, Dubai Code of Conduct for Education Professionals, and standards of IEAC and EDU
- **Preservation** of EBT's reputation as a high-quality vocational and teacher training provider

EBT enforces a **zero-tolerance approach** to any activity that compromises assessment validity, learner safety, administrative accuracy, or institutional credibility.

2. Scope

This policy applies to:

Staff Covered

- Full-time, part-time, and visiting trainers
- Assessors, internal verifiers, and academic coordinators
- Administrative staff
- Consultants, contractors, invigilators, and temporary staff

Activities Covered

- Delivery and assessment of EBT programmes

- Management of learner records and academic data
- Interactions with learners, KHDA, IEAC, EDU, and external auditors
- Use of EBT facilities, systems, and resources

Stakeholders

Learners, employers, and external partners may also be impacted by or report staff malpractice or maladministration.

3. Policy Statement

EBT upholds the highest standards of professional behaviour, academic integrity, and administrative accuracy. All staff are required to conduct their duties:

- Lawfully
- Ethically
- In compliance with KHDA, IEAC, and EDU standards
- In line with EBT's internal policies and Code of Conduct

Definitions

Malpractice (Deliberate Misconduct)

Any intentional act, neglect, or practice that compromises:

- Assessment integrity
- Validity or reliability of qualifications
- Learner safety or fairness
- EBT's reputation

Maladministration (Poor Practice or Non-Compliance)

Errors, negligence, or failures in following required administrative procedures or regulations that result in:

- Inaccurate learner records
- Incorrect reporting to KHDA or awarding bodies
- Compromised assessment processes

- Breach of QA procedures

Examples of Staff Malpractice/Maladministration

Category	Examples
Assessment Integrity	Altering grades, falsifying assessment decisions, leaking exams, providing unauthorised assistance, ignoring moderation procedures
Professional Conduct	Breaching KHDA Code of Conduct, inappropriate behaviour, discriminatory actions, misuse of authority, failure to safeguard learners
Administrative Integrity	Falsifying learner registration, incorrect data entry, late or inaccurate KHDA reporting, unauthorised access to confidential data
Resource Misuse	Using EBT property for personal gain, unauthorised distribution of materials

4. Procedures

5.1 Reporting a Concern

1. Who May Report:

Any staff member, learner, contractor, or stakeholder may report suspected malpractice/maladministration.

2. Reporting Method:

Reports may be made:

- Directly to the Director
- To a designated senior manager
- Through confidential email
- Anonymously
(Though anonymity may limit investigation scope.)

3. Confidentiality:

All complaints are treated confidentially.

No reporter acting in good faith will face retaliation.

4. Evidence Submission:

Reports should include:

- Names of individuals involved
- Date, time, and location of incident
- Description of the concern
- Any supporting evidence (documents, screenshots, messages)

5.2 Investigation Process

1. Initial Screening (Within 5 Working Days)

The Director or designated senior manager conducts an initial review to determine whether a full investigation is required.

2. Formal Investigation

If warranted:

- An **Investigation Panel** is appointed (Director or delegate + impartial staff member).
- The staff member under investigation receives a **written notice** of allegations.
- To preserve integrity, the staff member may be placed on **paid administrative leave**, following UAE Labour Law.

3. Investigation Components

The Panel will:

- Examine evidence and documentation
- Interview witnesses
- Interview the accused staff member
- Review relevant policies, assessment records, and communications

The staff member has the right to:

- Respond to allegations
- Provide evidence
- Be accompanied by a colleague or legal representative

4. KHDA Notification

EBT will notify KHDA immediately for any serious case that may lead to:

- Formal warning
- Suspension
- Dismissal
- Potential sector deregistration

A full investigation report will be shared as required.

5.3 Outcomes and Sanctions

Outcome 1: No Malpractice

- Staff member reinstated with full confidentiality
- No negative record added
- Recommendations may be issued for training or support

Outcome 2: Malpractice Confirmed

Sanctions may include:

- Written warning
- Final written warning
- Mandatory retraining
- Suspension
- **Dismissal**, in accordance with UAE Labour Law and KHDA requirements

Outcome 3: Severe or Criminal Misconduct

EBT will:

- Dismiss the staff member
- Report to KHDA for potential **Deregistration**
- File a police report if applicable
- Ban the individual from future EBT employment

All decisions are recorded for KHDA audit purposes.

6. Roles and Responsibilities

Role	Responsibilities
Director – Shivanjan Chakraborty	Approves investigations and sanctions; ensures KHDA reporting; signs off all final outcomes.
Academic Staff	Maintain assessment and delivery integrity; report any suspicion immediately; comply with investigation procedures.
Administrative Staff	Maintain accurate records; ensure secure data handling; support investigations with necessary documentation.
Learners & Stakeholders	Report concerns promptly; provide truthful information; cooperate during investigation when required.

7. Monitoring and Compliance

Monitoring

The Director oversees:

- Regular internal QA audits covering assessment, admin processes, and data accuracy
- Annual staff compliance checks
- Mandatory refresher training on:
 - Staff Code of Conduct
 - Safeguarding
 - Assessment integrity
 - KHDA reporting standards

Non-Compliance

- Staff non-compliance can result in disciplinary action, including termination
- Failure to report serious malpractice to KHDA can result in institutional sanctions, including fines or license impact

8. Review and Renewal

This policy is reviewed **annually**, or earlier if required due to:

- Changes in KHDA regulations
- Updates in UAE Labour Law
- Revisions to IEAC or EDU accreditation requirements
- Findings from internal audits or investigations

Revisions are approved by the Director and communicated to all staff.

9. Related Policies and Documents

- Staff Disciplinary Policy
- Learner Malpractice and Maladministration Policy
- Safeguarding and Child Protection Policy
- KHDA Staff Deregistration Technical Guide
- UAE Education Sector Code of Conduct

10. Approval and Signature

Approved by:

Shivanjan Chakraborty

Shivanjan Chakraborty
Director, East Bridge Training (EBT)
Date: 03 November 2025