



Defence Awarding  
Organisation



# DAO Malpractice & Maladministration Policy

Ver 8.1 Dec 24

*Recognising Quality and Competence:*

*Supporting Defence with accreditation and specialist bespoke qualification opportunities*

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## Amendments

Version Number	Amendment	Date Published
8.0	Published	01 Aug 24
8.1	Wording change to paragraph 17	16 Dec 24

## Introduction

1. This policy is aimed at DAO Awarding Centres, including DAO Learners, who are delivering/registered on DAO approved qualifications or units and who are involved in suspected or actual Malpractice/Maladministration – and also applies to DAO staff who are suspected of being involved in such cases. It is also for use by DAO staff to ensure they address all Malpractice and Maladministration<sup>1</sup> investigations in a consistent manner.

## Scope

2. This policy sets out the steps an Awarding Centre, and DAO Learners or other personnel must follow when reporting suspected or actual cases of Malpractice/Maladministration and DAO responsibilities in managing such cases. It also sets out the procedural steps DAO will follow when reviewing the cases.

## Awarding Centre's Responsibility

3. Awarding Centres should take all responsible steps to ensure that Awarding Centre staff involved in the management, assessment and quality assurance of DAO qualifications, and DAO Learners, are aware of the contents of this policy and that the Awarding Centre has arrangements in place to prevent and investigate instances of Malpractice and Maladministration<sup>2</sup>.
4. A failure to report suspected or actual Malpractice/Maladministration cases or have in place effective arrangements to prevent such cases, may lead to sanctions being imposed on the Awarding Centre (see DAO Sanctions Policy for reference).
5. Guidance/advice on how to prevent, investigate, and manage Malpractice and Maladministration can be obtained by contacting the DAO<sup>3</sup>.
6. Awarding Centre compliance with this policy will be reviewed by the DAO periodically through its ongoing Awarding Centre monitoring process<sup>4</sup>.
7. Should an investigation be undertaken at the Awarding Centre, the Centre Head **must**:
  - a. ensure the investigation is carried out by competent person(s) who have no personal involvement in the incident or interest in the outcome(s).
  - b. ensure the investigation is carried out in an effective, prompt, and thorough manner – and in line with the DAO Awarding Centre Handbook guidance. Investigator(s) should look beyond the immediate reported issues to assure the Awarding Centre that arrangements are appropriate for all qualifications. Guidance on the investigative approach can be sought from the DAO team using the contact details provided at the end of this policy.

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<sup>1</sup> This meets the requirement for [Ofqual GCoR Condition: A8.3\(a\)](#)

<sup>2</sup> This meets the requirement for [Ofqual GCoR Condition: A8.4](#)

<sup>3</sup> This meets the requirement for [Ofqual GCoR Condition: A8.5](#)

<sup>4</sup> This meets the requirement for [Ofqual GCoR Condition: A8.4](#)

- c. respond openly and in a timely manner, to all requests relating to the allegation and/or investigation.
- d. Co-operate and ensure Awarding Centre staff engage fully with any investigation and/or request for information.
- e. identify the arrangements the Awarding Centre have/will put in place to reduce the risk of the event occurring again in the future.
- f. Submit details of the investigation, using the DAO Incident Form, on the DAO Qualification Management System (QMS) when notifying of an incident, status, and any outcomes/actions.

## Review Arrangements

8. The DAO will review the policy and its associated procedures annually as part of the DAO self-evaluation arrangements, and revise it as and when necessary, in response to DAO Awarding Centre, DAO Learner or Regulatory Authorities feedback or external agencies, changes in legislation, or trends identified from previous allegations.
9. In addition, this policy may be updated in light of operational feedback to ensure DAO arrangements for dealing with suspected cases of Malpractice and Maladministration remain effective<sup>5</sup>.
10. The DAO welcomes feedback about the policy and it can be sent to the DAO using the details provided at the end of this policy.

## Definition of Malpractice

11. Malpractice is any activity or practice, which deliberately contravenes regulations and compromises the integrity of the internal assessment process and/or the validity of qualifications including internal and external quality assurance. It covers any deliberate actions, neglect, default, or other practice that compromises, or could compromise:
  - a. the assessment processes.
  - b. the integrity of a regulated qualification.
  - c. the validity of a result or certificate.
  - d. the reputation and credibility of the DAO ; or,
  - e. the qualification or the wider qualifications community.
12. Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.
13. For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of DAO Learners including learners with protected characteristics.

## Examples of Malpractice

14. The categories listed below are examples of Awarding Centre and DAO Learner Malpractice. Please note that these examples are not exhaustive and are only intended as guidance on DAO definition of Malpractice:
  - a. Denial of access to premises, records, information, DAO Learners, and Awarding Centre staff to any authorised DAO representative and/or the Regulatory Authorities.

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<sup>5</sup> This meets the requirement for [Ofqual GCoR Condition: A8.3\(a\)](#)

- b. Deliberate misuse of DAO logo, brand, name and trademarks or misrepresentation of an Awarding Centre's relationship with DAO and/or its recognition and approval status with DAO.
- c. Deliberate failure to continually adhere to DAO Awarding Centre recognition and/or qualification approval requirements or actions assigned to the Awarding Centre. Intentional withholding of information from DAO, which is critical to maintaining the rigor of quality assurance and standards of qualifications.
- d. Deliberate failure to carry out internal assessment, internal moderation, or internal verification in accordance with DAO requirements.
- e. The unauthorised use of inappropriate materials / equipment in assessment settings (eg mobile phones).
- f. A loss, theft of, or a breach of confidentiality in, any assessment materials. Insecure storage of assessment materials<sup>6</sup>.
- g. Insecure storage of assessment materials.
- h. Inappropriate circulation/distribution of assessment materials.
- i. Unauthorised amendment, copying or distributing of exam/assessment papers/materials.
- j. Inappropriate assistance/support to DAO Learners by Awarding Centre staff (eg unfairly helping them to pass a unit or qualification).
- k. Deliberate failure to adhere to, or to circumnavigate, the requirements of the DAO Reasonable Adjustments and Special Considerations Policy.
- l. Plagiarism by DAO Learners /Awarding Centre staff.
- m. Copying from another DAO Learner.
- n. Cheating by DAO Learners/Awarding Centre staff.
- o. Impersonation - assuming the identity of another DAO Learner or having someone assume their identity during an assessment.
- p. Collusion or permitting collusion in exams/assessments.
- q. Deliberate contravention by DAO Learners of the assessment arrangements DAO specifies for DAO qualifications.
- r. Fraudulent claim for certificates and/or deliberate submission of false information to gain a Qualification or Unit<sup>7</sup>.
- s. False records.
- t. Deliberate failure to adhere to DAO Learner registration and certification procedures.
- u. Deliberate failure to maintain appropriate auditable records, eg certification claims and/or forgery of evidence.
- v. DAO Learners still working towards qualification after certification claims have been made
- w. Selling certificates for personal gain -
- x. Selling papers/assessment details.
- y. Extortion.
- z. Fraud.
- aa. Threatening or abusive behavior that threatens the safety of DAO or Awarding Centre staff and/or is intended to put undue influence on the outcomes of an assessment/award.

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<sup>6</sup> This meets the requirement for [Ofqual GCoR Condition: B3.2\(b\), G4.2 to G4.6](#)

<sup>7</sup> This meets the requirement for [Ofqual GCoR Condition: B3.2\(f\)](#)

## Definition of Maladministration

15. Maladministration is any activity or practice, which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within an Awarding Centre (eg inappropriate DAO Learner recording or records).

## Examples of Maladministration

16. The categories listed below are examples of Awarding Centre and DAO Learner Maladministration. Please note that these examples are not exhaustive and are only intended as guidance on our definition of Maladministration.
- a. Persistent failure to adhere to DAO Learner registration and certification procedures.
  - b. Persistent failure to adhere to DAO Awarding Centre recognition and/or qualification requirements and/or associated actions assigned to the Awarding Centre.
  - c. Late DAO Learner registrations (both infrequent and persistent).
  - d. Unreasonable delays in responding to requests and/or communications from DAO.
  - e. Inaccurate claim for certificates<sup>8</sup>.
  - f. Late DAO Learner certification requests (eg beyond the certification end date for the qualification).
  - g. Failure to maintain appropriate auditable records, eg certification claims and/or forgery of evidence.
  - h. Withholding or the delaying of information, by deliberate act or omission, from DAO which is required to assure DAO of the Awarding Centre's ability to deliver qualifications appropriately.
  - i. Misuse of DAO logo and trademarks or misrepresentation of Awarding Centre's relationship with DAO and/or its recognition and approval status with DAO.
  - j. Poor administration arrangements and/or records.
  - k. Persistent mistakes in relation to DAO delivery and assessment arrangements and requirements.
  - l. Failure to adhere to, or to circumnavigate, the requirements of the DAO Reasonable Adjustments and Special Considerations Policy.

## Process for making an allegation of Malpractice or Maladministration

17. All suspected or actual cases of Malpractice or Maladministration at any time, **must be reported immediately**. Awarding Centres are to submit details of potential/actual cases via the Malpractice and/or Maladministration Form in the DAO QMS. Other parties such as DAO Learners or Whistleblowers may contact DAO direct – contact details are outlined at the end of this policy and in the DAO Whistleblowing Policy which can be found on the DAO QMS and DAO website).

18. All allegations must include (where possible):

- a. Awarding Centre name, address, and Centre number
- b. DAO Learner's name and DAO registration number
- c. Awarding Centre/DAO personnel's details (name, job role) if involved in the case.
- d. details of the DAO qualification affected, or nature of the service affected.
- e. nature of the suspected or actual Malpractice and relevant dates and timeline

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<sup>8</sup> This meets the requirement for [Ofqual GCoR Condition: B3.2\(f\)](#)

- f. details and outcome of any initial investigation carried out by the Awarding Centre or anyone else involved in the case, including any mitigating circumstances.
19. In addition, DAO ask that the person making the allegation declares any personal interest they may have in the matter at the outset.
  20. If an Awarding Centre has conducted an initial investigation prior to formally notifying DAO, the Awarding Centre should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation<sup>9</sup>.
  21. DAO would expect that such investigations would normally involve the Head of Awarding Centre (if there is an investigation into allegations of Malpractice or irregularities against the Head of the Awarding Centre or the management of the Awarding Centre then such investigations should be carried out by the Command of the Awarding Centre or their nominee). However, it is important to note that in all instances the Awarding Centre must immediately notify DAO if they suspect Malpractice or Maladministration has occurred as DAO have a responsibility to the Regulatory Authorities to ensure that all investigations are carried out rigorously and effectively<sup>10</sup>.

## Confidentiality and Whistleblowing

22. A person making an allegation of Malpractice or Maladministration may wish to remain anonymous. DAO will always aim to keep whistleblowers identify confidential where asked to do so. However, the DAO cannot guarantee this and may need to disclose the source identity should it lead to issues that need to be taken forward by other parties. For example:
  - a. the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
  - b. the courts (in connection with any court proceedings)
  - c. other third parties such as the relevant Regulatory Authority (eg Ofqual in England).
23. The investigator(s) assigned to review the allegation will not reveal the whistleblower's identity unless the whistleblower agrees, or it is absolutely necessary for the purposes of the investigation (as noted above). The investigator(s) will advise the whistleblower if it becomes necessary to reveal their identity against their wishes.
24. A whistleblower should also recognise that they may be identifiable by others due to the nature or circumstances of the disclosure (eg the party which the allegation is made against may manage to identify sources of disclosure without such details being disclosed to them).
25. Once a concern has been raised, the DAO has a duty to investigate the matter even if it has subsequently been withdrawn. In all cases, the DAO will update as to how the DAO has progressed the allegation (eg DAO have undertaken an investigation) and the whistleblower will have the opportunity to raise any concerns about the way the investigation is being conducted with the investigator(s). However, DAO will not disclose details of all of the investigation activities, and it may not be appropriate to disclose full details of the outcomes of the investigation due to confidentiality or legal reasons (eg disclose full details on the action that may be taken against the parties concerned). DAO will strive to manage the matter fairly and appropriately. Full details of the process can be found in the DAO Whistleblowing Policy.

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<sup>9</sup> This meets the requirement for [Ofqual GCoR Condition: A8.3\(b\)](#)

<sup>10</sup> This meets the requirement for [Ofqual GCoR Condition: A8.3\(b\)](#)

## Responsibility for the Investigation

26. In accordance with Regulatory Authority requirements, all suspected cases of Maladministration and Malpractice will be examined promptly by DAO to establish if Malpractice or Maladministration has occurred, and the DAO will take all reasonable steps taken to prevent any adverse effect from occurring as defined by the regulator Ofqual<sup>11</sup>.
27. All suspected cases of Malpractice and Maladministration will be passed to the DAO Compliance Manager, and DAO will acknowledge receipt, as appropriate, within **7 Working Days**.
28. The DAO Compliance Manager will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff (eg a member of our quality assurance team) to lead the investigation and establish whether or not the Malpractice or Maladministration has occurred, and review any supporting evidence received or gathered by DAO<sup>12</sup>.
29. At all times, the DAO will ensure that personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter<sup>13</sup>.

## Notifying Relevant Parties

30. In all cases the DAO will inform the person who made the allegation of their points of contact, what further assistance DAO may need from them and agree a timetable for feedback. See the above section on 'Confidentiality and whistleblowing for limitations in relation to the feedback and the section below – 'Investigation timelines and summary process' – for details of DAO anticipated response times).
31. In cases of suspected or actual Malpractice or Maladministration at an Awarding Centre, DAO will notify the Centre Head involved in the allegation (except when the Centre Head is under investigation; in which case communication may be with the Commander of the Awarding Centre) that DAO will be investigating the matter<sup>14</sup>.
32. In the case of DAO Learner Malpractice, DAO will ask the Awarding Centre to investigate the issue in liaison with DAO personnel. DAO will only ask the Awarding Centre to investigate the matter where the DAO have confidence that the investigation will be prompt, thorough, independent, and effective.
33. In all cases the DAO may withhold details of the person making the allegation if to do so would breach a duty of confidentiality or any other legal duty<sup>15</sup>.
34. The DAO may engage and communicate directly with members of Awarding Centre staff who have been accused of Malpractice if appropriate (eg the staff member is no longer employed by the Awarding Centre) and/or communicate directly with a DAO Learner or their representative (eg if there is a contradiction in the evidence provided during an investigation or where the Awarding Centre is suspected of being involved in Malpractice).

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<sup>11</sup> This meets the requirement for [Ofqual GCoR Condition: D4.2](#)

<sup>12</sup> This meets the requirement for [Ofqual GCoR Condition: A8.2](#)

<sup>13</sup> This meets the requirement for [Ofqual GCoR Condition: A8.3\(b\) & G4.6](#)

<sup>14</sup> This meets the requirement for [Ofqual GCoR Condition: A8.7\(a\)](#)

<sup>15</sup> This meets the requirement for [Ofqual GCoR Condition: D4.2](#)



35. Where applicable, the DAO Compliance Manager will inform the appropriate Regulatory Authorities if DAO believe there has been an incident of Malpractice or Maladministration, which could either invalidate the award of a qualification, or if it could affect another Awarding Organisation. In particular DAO will keep them informed of progress in large and/or complex cases<sup>16</sup>.
36. Where the allegation may affect another Awarding Organisation and their provision, DAO will inform them in accordance with the Regulatory Authority requirements and obligations imposed on DAO by the regulator Ofqual and/or seek to undertake a joint investigation with them if appropriate. The DAO will seek assistance from Ofqual, if needed, to identify all relevant parties that should be informed of the incident<sup>17</sup>.
37. If fraud is suspected and/or identified, the DAO may also notify the Tri-Service police services.

### Investigation Timelines and Summary Process

38. The DAO aims to complete the investigation within **10 working days** of receipt of the allegation. (Please note that in some cases the investigation may take longer; for example, if an Awarding Centre visit is required). In such instances, the DAO will advise all parties concerned of the revised timescale.
39. The fundamental principle of all investigations is to conduct them in a fair, reasonable, and legal manner, ensuring that all relevant evidence is considered without bias. In doing so investigations will be based around the following broad objectives:
  - a. To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred.
  - b. To identify the cause of the irregularities and those involved.
  - c. To establish the scale of the irregularities and whether other qualifications may be affected.
  - d. To evaluate any action already taken by the Awarding Centre.
  - e. To determine whether remedial action is required to reduce the risk to current registered DAO Learners and to preserve the integrity of DAO qualification(s).
  - f. To ascertain whether any action is required in respect of DAO certificates already issued.
  - g. To obtain clear evidence to support any sanctions to be applied to the Awarding Centre, and/or to members of staff, in accordance with the DAO Sanctions Policy.
  - h. To identify any adverse patterns or trends.
40. In carrying out any investigation the DAO will be sensitive to the effect on, and reputation of, an Awarding Centre and/or those members of staff who may be the subject to investigation. DAO will ensure that the investigation is carried out as confidentially as possible and the Awarding Centre/person who is the subject of the allegation will have the opportunity to raise any issues about the proposed approach and the conduct of the investigation with the investigator(s).
41. The investigation may involve a request for further information from relevant parties and/or interviews with those involved. In any interviews carried out with the person(s) accused of Malpractice/Maladministration they can choose to be accompanied by a work colleague, trade union representative, or other party.

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<sup>16</sup> This meets the requirement for [Ofqual GCoR Condition: B3.2\(g\)](#)

<sup>17</sup> This meets the requirement for [Ofqual GCoR Condition: A8.7\(b\)](#)

42. In addition, the DAO will:
- a. Ensure all material collected as part of an investigation is kept secure. All records and original documentation concerning a completed investigation that leads to sanctions against an Awarding Centre will be retained for a period of no less than **7 years**. If an investigation leads to invalidation of certificates, or criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for **7 years** thereafter.
  - b. Expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with DAO.
43. Either at notification of a suspected or actual case of Malpractice or Maladministration and/or at any time during the investigation, The DAO reserves the right to impose sanctions on the Awarding Centre in accordance with the DAO Sanctions Policy in order to protect the interests of DAO Learners and the integrity of the qualifications. The DAO Compliance Manager will be responsible for regularly reviewing the application and maintenance of sanctions to ensure they continue to be appropriate and proportionate to the incident(s) and risk of future incidents occurring.
44. The DAO also reserves the right to withhold a DAO Learner's, and/or cohorts, results for all the DAO qualifications and/or units they are studying at the time of the notification/investigation.
45. If appropriate, the DAO may find that the complexity of a case or a lack of cooperation from an Awarding Centre means that the investigation cannot be concluded. In such circumstances, the DAO will consult the relevant Regulatory Authority for advice, in order to determine how best to progress the matter.
46. Where a member of DAO staff is under investigation, the DAO may suspend them or move them to other duties until the investigation is complete.
47. Throughout the investigation, the DAO Compliance Manager will be responsible for overseeing the investigation to ensure that due process is being followed, appropriate evidence has been gathered and reviewed, and for liaising with and keeping informed, relevant external parties.

## Investigation Report

48. If the DAO believe there is sufficient evidence to implicate an individual/Awarding Centre in Malpractice and/or Maladministration, it will:
- a. Inform them (in writing/email) of the allegation.
  - b. Inform them of the evidence found to support judgment.
  - c. Inform them that information in relation to the allegation and investigation may be, or has been, shared with the Regulators and other relevant bodies.
  - d. Provide them with an opportunity to consider and respond to the allegation and findings.
  - e. Inform them of the DAO Appeals policy should they wish to appeal against the decisions.
49. After an investigation, the DAO will produce a draft report for the parties concerned to check the factual accuracy (Awarding Centres will normally receive this via the DAO Qualification Management System (QMS)). Any subsequent amendments will be agreed between the parties concerned and the DAO.
50. The report will cover the following areas:

- a. Identify where the breach, if any, occurred.
  - b. Confirm the facts of the case (and any mitigating factors if relevant)
  - c. Identify who is responsible for the breach (if any)
  - d. Contain supporting evidence where appropriate (eg written statements)
  - e. Confirm an appropriate level of remedial action to be applied.
51. The DAO will make the final report available to the Regulatory Authorities and other external agencies as required.
52. If it was an independent/third party that notified the DAO of the suspected or actual case of Malpractice, the DAO may also inform them of the outcome – normally within **10 working days** of making the decision(s) - in doing so the DAO may withhold some details if to disclose such information would breach a duty of confidentiality or any other legal duty.
53. If it is an internal investigation against a member of DAO staff the DAO Responsible Officer will agree the report with the relevant internal managers and appropriate internal disciplinary procedures will be implemented. In some circumstances external authorities may need to be alerted.

### Investigation Outcomes

54. If the investigation confirms that Malpractice or Maladministration has taken place, the DAO will consider the action(s) that will be taken to:
- a. Minimise the risk to the integrity of DAO certification now and in the future.
  - b. Maintain confidence in the delivery and awarding of qualifications.
  - c. Discourage others from carrying out similar instances of Malpractice or Maladministration.
  - d. Ensure there has been no gain from compromising DAO standards.
55. The action the DAO may take include (this list is indicative only and is not meant to form an exhaustive list):
- a. impose actions in relation to the Awarding Centre with specified deadlines in order to address the instance of Malpractice/Maladministration and to prevent it from reoccurring such as<sup>18</sup>:
    - i. Undertaking additional/increased Quality Assurance engagements and activities to provide a greater level of support and/or monitoring depending on the situation, outcomes, and Awarding Centre performance.
    - ii. Requiring specific Awarding Centre staff to undergo additional training and/or scrutiny by the Awarding Centre if there are concerns about their ability to undertake their role in the delivery of DAO qualifications effectively.
    - iii. Not permitting specific Awarding Centre staff to be involved in the delivery or assessment of DAO qualifications (eg not permitting an individual to invigilate examinations or assessments mapped to DAO qualifications)
    - iv. Appointing independent assessors to undertake assessments at the Awarding Centre if there are concerns around the Awarding Centre's arrangements or resource levels.

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<sup>18</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(a\)\(b\)](#)

- b. Impose sanctions on the Awarding Centre – if so, these will be communicated in accordance with the DAO sanctions policy along with the rationale for the sanction(s) selected<sup>19</sup>.
  - c. Take action against DAO Learner(s) in relation to proven instances of Maladministration or Malpractice such as some or all of the following (which will be communicated to the DAO Learner(s) by the DAO Learner’s Awarding Centre):
    - i. Issuing a written warning that if the offence is repeated further action may be taken.
    - ii. Resubmission of evidence against the DAO Learning Outcome(s) for the relevant DAO qualification(s)
    - iii. Disqualification from the unit(s)/qualification  
Placing a ban from taking any further qualifications with DAO for a specified time.
  - d. When certificates are found to be invalid, the relevant awarding Centre(s) and regulatory authorities will be notified accordingly, giving an explanation of the actions taken. DAO will also ask the Awarding Centre(s) to let the affected DAO Learners know the action DAO are taking and that their original certificates are invalid and ask the Awarding Centre – where possible – to return the invalid certificates to DAO . DAO will also update the DAO database so that duplicates of the invalid certificates cannot be issued, and DAO expect the Awarding Centre to amend their records to show that the original award(s) are invalid<sup>20</sup>.
  - e. Implementing disciplinary or dismal procedures against DAO staff if they have been found to be responsible/involved in the Malpractice.
  - f. Amend aspects of DAO qualification development, delivery, and awarding arrangements and if required assessment and/or monitoring arrangements and associated guidance to prevent the issue from reoccurring<sup>21</sup>.
  - g. Inform relevant third parties (eg funding bodies) of the findings in case they need to take relevant action in relation to the Awarding Centre<sup>22</sup>.
  - h. Carry out additional, related investigations if DAO suspect the issue may be more widespread at the Awarding Centre and/or at other Awarding Centres.
56. In addition, to the above the DAO Compliance Manager will record any lessons learnt from the investigation and share them with other Awarding Centres to help DAO prevent the same instance of Maladministration or Malpractice from reoccurring<sup>23</sup>.
57. If the relevant party(ies) wishes to appeal against the decision to impose sanctions, the procedure is contained in the DAO Appeals Policy.

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<sup>19</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(b\)](#)

<sup>20</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(b\) & 14.2\(c\)](#)

<sup>21</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(a\), D3.1 & D3.2](#)

<sup>22</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(b\)](#)

<sup>23</sup> This meets the requirement for [Ofqual GCoR Condition: A8.6\(a\)](#)

## **Centre Support**

Policies for handling Enquiries, Appeals, Malpractice and Maladministration are available on the DAO website and the DAO Qualification Management System (QMS)

The DAO will work with Awarding Centres to deliver a customer-focused and professional service to DAO Learners. DAO policies are reviewed annually. Any queries about the contents of the policy, please contact the DAO Compliance Manager via:

## **DAO website**

[Defence Awarding Organisation - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## **Post**

Defence Awarding Organisation (DAO)  
Defence Academy Headquarters  
Room 15, Slim Building  
Shrivenham  
Swindon  
SN6 8LA

## **By email**

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