

# STAND & DELIVER

Learning & Development

## Equality, Diversity and Inclusion Policy

and

## Malpractice and Maladministration Policy

Version 1.0 | June 2026

<b>Applies to</b>	All delegates, clients, staff, associates and trainers of Stand & Deliver
<b>Covers</b>	Part A: Equality, Diversity and Inclusion   Part B: Malpractice and Maladministration
<b>Address</b>	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL
<b>Contact</b>	Malin Patel   info@standanddeliver.co.uk   01254 693999
<b>Effective date</b>	June 2026
<b>Next review</b>	June 2027
<b>Governing law</b>	England and Wales

This document brings together two closely related policies that underpin the integrity and inclusivity of everything Stand & Deliver does. Part A sets out our Equality, Diversity and Inclusion (EDI) Policy, describing how we ensure fair and equitable access to our programmes and services. Part B sets out our Malpractice and Maladministration Policy, describing how we protect the integrity of ILM accredited qualifications and what happens when concerns arise.

Both policies are required by ILM as part of our obligations as an approved assessment centre, and both reflect our own values as a learning and development provider. They apply to all delegates, clients, employers, staff and associates without exception.

### PART A: EQUALITY, DIVERSITY AND INCLUSION POLICY

#### PART A | Equality, Diversity and Inclusion Policy

#### A1. Statement of Commitment

Stand & Deliver Learning & Development is committed to equality of opportunity, diversity and inclusion in all aspects of our work. We believe that every individual has the right to be treated with dignity and respect and to access learning and development opportunities free from discrimination, harassment or unfair treatment of any kind.

We are committed to complying fully with the Equality Act 2010, which protects individuals from discrimination based on the following protected characteristics:

Protected Characteristic	Description
Age	Protection against discrimination on the basis of age, whether young or old.

Protected Characteristic	Description
Disability	A physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities.
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	Being married or in a civil partnership (applies in certain employment contexts).
Pregnancy and maternity	Pregnancy or a period of absence following the birth of a child.
Race	Colour, nationality, and ethnic or national origins.
Religion or belief	Any religion, religious or philosophical belief, or lack of religion or belief.
Sex	Being male or female.
Sexual orientation	Whether a person is attracted to people of the same sex, the opposite sex, or both.

In addition to these protected characteristics, Stand & Deliver will not discriminate on the basis of educational background, employment status or socioeconomic background. We recognise that some individuals may face multiple, overlapping disadvantages and we seek to respond to these intersecting needs thoughtfully and proactively.

## A2. Scope of This Policy

This policy applies to:

- all delegates attending any Stand & Deliver programme, whether accredited or non-accredited;
- all clients and sponsoring organisations that book programmes with us;
- all staff employed by Stand & Deliver;
- all associate trainers, assessors and IQAs working on our behalf; and
- any third party acting as a representative of Stand & Deliver.

The policy applies to all activities we undertake, including programme design and delivery, assessment and IQA processes, marketing and communications, recruitment of staff and associates, and interactions with clients and delegates.

## A3. Our Commitments in Practice

### A3.1 Programme Design and Delivery

We design and deliver all of our programmes to reflect and celebrate diversity. Specifically:

- within the introduction to every programme, tutors explain how equality of opportunity relates to the subject matter;
- tutors use and actively encourage positive, inclusive and respectful language throughout;
- case studies, examples and exercises reflect diverse perspectives and recognise the varied learning styles, cultural backgrounds, professional experiences and personal beliefs of delegates;
- there is zero tolerance of discriminatory language, behaviour or attitudes from tutors, delegates or client representatives during any programme; and
- all materials are reviewed at the start of any newly introduced programme and at least every six months to ensure they remain inclusive and up to date with current legislation and best practice.

### A3.2 Access to Assessment

Stand & Deliver is committed to ensuring that all delegates have equitable access to assessment. We will take reasonable steps to remove barriers that could disadvantage any delegate without compromising the integrity of the qualification.

Reasonable adjustments may include additional time, alternative formats for submission, or other support measures agreed with the delegate and, where necessary, with ILM as the awarding organisation. Delegates with a disability, learning difficulty or other additional need are encouraged to make us aware as early as possible so that appropriate adjustments can be explored.

Reasonable adjustments will be agreed before any assessment activity takes place, will not give the delegate an unfair advantage over others, and will be clearly documented. Full details are set out in our Access to Assessment Policy, available on our website and on request.

### **A3.3 Delegate Support**

Full support is available to any delegate who wishes to discuss their learning experience or any concerns they have. Delegates may request a confidential one-to-one meeting with their tutor or a member of the Stand & Deliver team at any time. We maintain contacts with professional bodies and support organisations that specialise in disability and learning difficulties, and we will signpost delegates to appropriate external support where relevant.

### **A3.4 Recruitment of Staff and Associates**

Stand & Deliver applies the principles of this policy to the recruitment and management of all staff and associates. We recruit on the basis of merit and the ability to perform the role. We do not discriminate in recruitment, selection, development, promotion or conditions of service. All associates and staff are expected to uphold this policy at all times.

### **A3.5 Marketing and Communications**

Our marketing, promotional materials and communications are designed to be inclusive and to represent the diversity of the people we serve. We do not use language or imagery that stereotypes, excludes or misrepresents any group.

---

## **A4. Monitoring and Review**

Stand & Deliver monitors the effectiveness of this policy through the following mechanisms:

- equal opportunities evaluation sheets are completed by delegates at the end of each programme. The results are analysed, recorded and reviewed to identify any trends or concerns.
- confidential feedback from delegates is discussed and acted upon at programme review meetings, or sooner if the matter is urgent.
- tutor materials are reviewed and updated at the start of any newly introduced programme and at six-monthly intervals to ensure continued alignment with equality of opportunity principles.
- feedback on trainer performance in relation to EDI is provided at quality observation sessions and programme review meetings, and forms part of each trainer's annual review.
- complaints or concerns raised under this policy are recorded and reviewed as part of our annual quality and continuous improvement process.

ILM may request evidence of our EDI monitoring and implementation as part of their centre approval and ongoing quality assurance processes. We will maintain appropriate records to support this.

---

## **A5. Responsibilities**

Responsibility for this policy and its implementation rests with the Centre Manager, Malin Patel. All staff, associates and trainers are personally responsible for:

- treating every delegate, client and colleague with dignity and respect;
- upholding inclusive practices in the design and delivery of programmes;
- challenging and reporting discriminatory behaviour or language; and
- co-operating with any investigation or monitoring activity carried out under this policy.

Delegates and clients also have a responsibility to behave respectfully towards others during programmes and in all interactions with Stand & Deliver.

---

## A6. Raising a Concern or Complaint

Anyone who believes they have been treated unfairly or in a manner that is inconsistent with this policy is encouraged to raise the matter promptly. Concerns may be raised:

- informally, by speaking with the trainer or a member of the Stand & Deliver team; or
- formally, by using Stand & Deliver's Complaints Procedure, details of which are available on our website and on request.

All concerns will be taken seriously, investigated thoroughly and handled in confidence. No one who raises a concern in good faith will be treated less favourably as a result. Stand & Deliver will not tolerate victimisation of anyone who raises a concern under this policy.

<b>Contact</b>	Malin Patel, Centre Manager
<b>Email</b>	info@standanddeliver.co.uk
<b>Tel</b>	01254 693999
<b>Address</b>	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL

## PART B | Malpractice and Maladministration Policy

### B1. Purpose and Scope

Stand & Deliver is committed to maintaining the highest standards of integrity in all ILM accredited qualifications. This policy sets out our approach to preventing, identifying, investigating and responding to malpractice and maladministration in our role as an ILM approved assessment centre.

This policy applies to all delegates enrolled on ILM accredited programmes, all assessors, IQAs, trainers and other staff or associates involved in the delivery or administration of those programmes, and to Stand & Deliver as a centre. It is a requirement of ILM's centre approval process that we have a malpractice and maladministration policy in place and that all delegates and staff are made aware of it.

This policy is aligned with ILM's own Malpractice and Maladministration Policy and the ILM Plagiarism, Collusion and Cheating Policy, both of which are available on request and are provided to delegates at induction.

### B2. Definitions

#### B2.1 Malpractice

Malpractice is any deliberate act, neglect, default or other practice that compromises, or is likely to compromise, the integrity of ILM qualifications or the validity and reliability of assessment outcomes. It includes both learner malpractice and centre malpractice.

Examples of learner malpractice include:

- **Plagiarism:** submitting work that is not the delegate's own original work, including copying from published sources, websites, other delegates' work or third-party assignment writing services, without proper acknowledgement.
- **Collusion:** working with one or more other delegates to produce individual assignments, or submitting another person's work as one's own.
- **Cheating:** any attempt to gain an unfair advantage in an assessment, including taking unauthorised materials into an assessment, communicating improperly with others during an assessment, or fabricating evidence.
- **Misuse of artificial intelligence:** generating assessed content using AI tools in a manner that is not permitted under Stand & Deliver's Artificial Intelligence Policy. The use of AI as a research aid is permitted; the submission of AI-generated text as the delegate's own work is not.

- Falsification: submitting false information, fabricated workplace evidence or making false declarations about one's own work or identity.
- False declaration of authenticity: signing a plagiarism cover sheet or authenticity declaration knowing that the work submitted is not wholly the delegate's own.

Examples of centre malpractice include:

- knowingly accepting or submitting work that is not a delegate's own;
- falsifying assessment records or certification claims;
- failing to maintain the security and confidentiality of assessment materials;
- providing delegates with improper assistance in assessments beyond what is permitted; and
- misuse of the ILM name, logo or brand materials.

## B2.2 Maladministration

Maladministration is any unintentional act, omission or poor practice that leads to a failure to comply with ILM's requirements and that has, or could have, an adverse effect on the delivery, assessment or quality assurance of a qualification. Unlike malpractice, maladministration does not involve deliberate intent to deceive.

Examples of maladministration include:

- persistent administrative errors leading to failure to maintain accurate learner records;
- inaccurate recording of assessment decisions;
- failure to register delegates within the required timeframes;
- non-compliance with ILM requirements through oversight rather than intent; and
- failure to retain assessment records for the required period.

---

## B3. Prevention

Stand & Deliver takes a proactive approach to preventing malpractice and maladministration. The following measures are in place:

- All delegates are informed of this policy at induction and are required to sign a declaration of authenticity with every assignment submission.
- Assignment briefs are designed to require delegates to draw on their own experience and context, making it difficult to submit generic or bought-in work.
- Assessors are trained to identify indicators of plagiarism, collusion and other forms of malpractice, and to raise concerns promptly.
- IQA sampling includes scrutiny for consistency of writing style, sudden changes in the quality of work, and other indicators that work may not be authentic.
- Stand & Deliver's Artificial Intelligence Policy clearly sets out the permitted and prohibited uses of AI tools in assignment preparation.
- All staff and associates undergo induction covering their responsibilities under this policy and under ILM's requirements.
- Administrative processes are documented and reviewed regularly to minimise the risk of maladministration.

---

## B4. Declaration of Authenticity

Every delegate is required to declare that their submitted work is their own by signing a plagiarism cover sheet or making an equivalent written declaration with each assignment submission. The declaration includes confirmation that:

- the work has not, in whole or in part, been knowingly submitted elsewhere for assessment;
- where materials from other sources have been used, these have been properly acknowledged;
- the work has not been generated in its entirety by an artificial intelligence tool; and
- if any of the above is untrue, the delegate acknowledges that an assessment offence has been committed.

Failure to submit the required declaration may result in the work not being accepted for assessment.

## B5. Reporting Suspected Malpractice or Maladministration

Any delegate, member of staff, associate, trainer, assessor or IQA who suspects or becomes aware of malpractice or maladministration must report it promptly. Reports should be made to the Centre Manager:

<b>Contact</b>	Malin Patel, Centre Manager
<b>Email</b>	info@standanddeliver.co.uk
<b>Tel</b>	01254 693999
<b>Address</b>	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL

Reports may be made verbally, with a written follow-up, or in writing. Anonymous reports will be considered, though they may be more difficult to investigate thoroughly.

Whistleblowers are protected. Any person who reports a genuine concern in good faith will not be treated less favourably as a result, regardless of whether the concern is ultimately substantiated. This protection is in keeping with the Public Interest Disclosure Act 1998.

Where a concern relates to the conduct of the Centre Manager, it should be reported directly to ILM at [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com).

## B6. Investigation Procedure

Upon receipt of a report of suspected malpractice or maladministration, the Centre Manager will:

- acknowledge receipt of the report and confirm the next steps to the person who raised the concern;
- conduct an initial assessment to determine whether the concern falls within this policy;
- notify ILM at [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com) at the earliest opportunity if the concern relates to an ILM accredited programme, as required by ILM's centre requirements;
- appoint an investigator who has no prior involvement in the matter and who can consider the concern objectively; and
- complete the investigation and report findings within 20 working days of the concern being received, or notify the parties of an extended timescale where the matter is complex.

The investigation may involve reviewing submitted work, assessment records, communications and other evidence; interviewing the delegate, assessor or other relevant parties; and seeking guidance from ILM where appropriate. All parties are entitled to be made aware of the allegation against them (subject to any considerations of confidentiality), to provide their account, and to be accompanied to any meeting by a person of their choice.

All investigation records will be retained for a minimum of five years.

## B7. Outcomes and Sanctions

Where malpractice is found to have occurred, the following outcomes may apply, depending on the nature and severity of the offence:

Outcome	When It May Apply
Formal warning	Minor or first-time instances of unintentional malpractice or poor academic practice.
Rejection of submitted work	Where specific submitted work is found to be plagiarised, colluded upon, or otherwise inauthentic. The delegate will normally be given the opportunity to resubmit genuine work.

Outcome	When It May Apply
Permanent rejection of work	Where the malpractice is deliberate and serious, or where repeated concerns have arisen.
Suspension from the programme	Where continued participation would compromise the integrity of the assessment process.
Removal from the programme without refund	In the most serious cases of deliberate and significant malpractice.
Referral to ILM	In all cases where ILM's requirements specify notification, and in serious cases. ILM may impose additional sanctions including withdrawal of certification.
Notification to the client organisation	Where the delegate is sponsored by their employer and the matter is sufficiently serious.

Where maladministration (rather than deliberate malpractice) is identified, the outcome will focus on corrective action: identifying what went wrong, putting it right as far as possible, and implementing changes to prevent recurrence. ILM will be notified as required.

All outcomes will be communicated to the affected parties in writing. The right to appeal any outcome arising from this process is set out in Stand & Deliver's Complaints Procedure.

## B8. ILM Escalation

Stand & Deliver will notify ILM of any suspected or confirmed malpractice or maladministration on an ILM accredited programme, in accordance with ILM's requirements. Notification will be made to:

<b>ILM regulation email</b>	ILMregulation@i-l-m.com
<b>ILM assessment policy</b>	ilmassessmentpolicy@i-l-m.com (for access arrangements and special consideration)
<b>ILM customer service</b>	customer@i-l-m.com
<b>ILM address</b>	ILM, City & Guilds Group, 1 Giltspur Street, London, EC1A 9DD

ILM may conduct its own independent investigation and may impose sanctions at centre or learner level, including withdrawal of certification or suspension of centre approval in the most serious cases. Stand & Deliver will co-operate fully with any ILM investigation.

Any person who wishes to report a concern directly to ILM, rather than or in addition to raising it with Stand & Deliver, may do so at any time by contacting ILMregulation@i-l-m.com.

## B9. Recording and Continuous Improvement

All reports, investigations and outcomes under this policy will be recorded and retained securely for a minimum of five years. Records will include the nature of the concern, the investigation steps taken, the findings and the outcome.

The Centre Manager will review malpractice and maladministration records at least annually as part of Stand & Deliver's quality and continuous improvement process. Where patterns or trends are identified, appropriate preventive action will be taken.

Anonymised summaries of malpractice and maladministration activity may be shared with ILM as part of our regular quality reporting obligations.

## 10. Related Policies and Documents

This policy should be read alongside the following Stand & Deliver policies, all available on our website and on request:

- Complaints Procedure (including Appeals Procedure)
- Access to Assessment Policy
- Artificial Intelligence Policy
- Learner Identification and Suitability Policy
- Privacy Policy
- Terms and Conditions of Sale
- IQA Strategy
- Internal and External Communications Policy

Relevant ILM policies provided to delegates at induction include the ILM Plagiarism, Collusion and Cheating Policy and the ILM Malpractice and Maladministration Policy.

## 11. Policy Review

This policy will be reviewed at least annually and updated where required to reflect changes in legislation, ILM requirements or Stand & Deliver's operating practices. The current version is always available on our website at [www.standanddeliver.co.uk](http://www.standanddeliver.co.uk) and on request.

<b>Version</b>	1.0
<b>Date issued</b>	June 2026
<b>Next review</b>	June 2027
<b>Authorised by</b>	Malin Patel, Director, Stand & Deliver Learning & Development

*Stand & Deliver Learning & Development | Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL  
Tel: 01254 693999 | [info@standanddeliver.co.uk](mailto:info@standanddeliver.co.uk) | [www.standanddeliver.co.uk](http://www.standanddeliver.co.uk)*