RoSPA Qualification Fraud Prevention, Detection and Response Procedure

Policy Owner	ROSPA
Policy Lead	Head of Qualifications
Audience	RoSPA Staff, Centres and Learners
Legislation and Regulation	**Ofqual General Conditions** **A6. Identification and Management of Risk** **A7. Preventing and Addressing Malpractice & Maladministration** **A8. Malpractice and Maladministration** https://www.gov.uk/guidance/ofqual-handbook/section-a-governance D.https://www.gov.uk/guidance/ofqual-handbook/section-d-general-requirements-for-regulated-qualifications l-handbook&q=D **E4- Assessment fit for purpose and can be delivered** https://www.gov.uk/guidance/ofqual-handbook/section-e-design-and-development-of-qualifications **H – Assessment Integrity & Security (e.g., H1, H2)** https://www.gov.uk/guidance/ofqual-handbook/section-h-from-marking-to-issuing-results
Formally endorsed by	Chief Financial Officer
Version	1
Last Update	New Policy

Next Review	September 2026
Date effective from	1 January 2026

1.Guidance

This guidance document specifically relates to the prevention of qualification fraud and the actions RoSPA will take if such fraud is identified. It should be read alongside RoSPA's Malpractice and Maladministration Policy. The document sets out our approach to preventing and detecting qualification fraud and the procedures we will follow when investigating suspected or confirmed incidents. This ensures compliance with Ofqual's General Conditions of Recognition, including Conditions A6.1, A7.1, A8.1 and A8.7(b) Section A Governance: https://www.gov.uk/guidance/ofqual-handbook/section-a-governance).

2.Purpose

Ofqual requires awarding organisations to take all reasonable steps to:

- Identify the risk of fraud and malpractice

- Prevent the occurrence of fraud and malpractice

- Investigate and establish whether malpractice has occurred

- Mitigate any adverse effects where fraud or malpractice has occurred.

3.Scope

This guidance applies to all RoSPA Centres. This guidance applies to all qualifications developed, delivered and assessed under RoSPA's authority, including those delivered remotely or internationally.

4. Policy Statement

RoSPA is committed to ensuring that all qualifications are fit for purpose, valid, reliable and secure. Anti-fraud measures will be embedded at every stage of the qualification lifecycle to proactively reduce and eliminate opportunities for fraud.

Where qualification fraud is suspected or identified, RoSPA will take prompt, proportionate and robust action in line with our regulatory obligations. This includes investigating the incident in line with the Malpractice and Maladministration policy, implementing corrective and preventative measures, reporting to Ofqual, notifying other Awarding Organisations (where required) and taking appropriate action against any individuals or centres involved.

5.What is Qualification Fraud

Qualification Fraud can present itself in many ways, including
- Certificate Fraud
- Fraud by individuals, including Identity (ID) fraud and individual cheating
- Fraud by groups of individuals, including ID fraud, one person sitting exams/

assessments for different people, sharing assessment materials or collaborating in exams/assessments
- Fraud by Centres, including supporting individuals to cheat or being offered payment for certificates
- Criminal gangs or organised criminals targeting Centres with weak controls, thus allowing individuals to cheat. An example of this can be 'phoenix centres' that close and reopen with same staff/facilities and go back to Awarding Organisations for approval
- Criminal gangs/organised criminals infiltrating centres.

Malpractice can occur in any qualification, but the motivation varies depending on the qualification's purpose. Qualifications that grant access to employment opportunities, either directly or indirectly, are more vulnerable to qualification fraud.

Ofqual highlights higher fraud risk for qualifications that are required by Learners to:
- Obtain a licence or work permit
- Support visa applications or
- Other qualifications with similar characteristics (e.g. those tied to regulatory or legal requirements).

Examples include:
- Health and Safety in a Construction Environment
- Private Security qualifications
- ESOL International
- First Aid at Work
- Fire Safety

According to Ofqual's guidance, the RoSPA Level 2 Award in Defensive Driving International would be at high risk of qualification fraud due to the locations in which it is delivered and the reliance on the qualification for Learners to access employment opportunities.

6. Key Actions to Reduce Qualification Fraud Risk
RoSPA is committed to ensuring that all qualifications remain secure, valid and reliable. Anti-fraud measures are embedded throughout the qualification lifecycle to minimise the risk of fraud.

6.1 Qualification Risk Assessment
Qualification Portfolio Manager's will conduct a fraud risk assessment during the qualification design stage that considers fraud risk factors, such as.
- Qualification purpose
- Associated value e.g. linked to jobs, licences, or immigration status
- Delivery method and location
- Where fraud could occur e.g. Assessment Centres, online exams, certificate issue.

The findings of the risk assessment will be recorded in the risk register along with control/risk reducing methods.

6.2 Assessment Design

Where appropriate, the following will be incorporated when designing and developing assessments.

- Use of varied assessment methods: combining practical, written and oral components to reduce opportunities for cheating
- Secure online assessments: implementing remote proctoring, biometric identity checks and randomised question banks
- Authenticity verification: require portfolios or evidence to be validated by independent assessors
- Plagiarism monitoring: use systems and processes to detect plagiarism effectively
- Mechanisms to identify non-adherence to guided learning hours.

6.3 Remote Invigilation Controls (if applicable)

- Use of additional cameras (secondary/environmental) to monitor the wider environment
- Implement systems allowing invigilators to view the Learner's screen
- Apply robust identity checks (e.g. pre-registration, facial recognition against photo ID)
- Use technology to detect external devices and block prohibited software.

6.4 Certificate Security

Certificate security will include

- Digital verification systems: issue certificates with QR codes backed validation to prevent forgery
- Centralised database: allowing employers and regulators to verify authenticity easily.

6.5 Centre and Provider Controls

The following actions will be implemented.

- Robust Centre approval process
- Monitoring of Centre compliance based on risk rating and qualification malpractice risk rating, including intelligence received from other Awarding Organisations within the sector
- All Centres are required to maintain detailed records of Learner attendance, assessment and assessor decisions.

7. Intelligence Sharing & Reporting

RoSPA will collaborate with Ofqual and other regulators to share data and intelligence to identify potential patterns of fraud. In line with General Condition A8.7(b), where we have reason to believe that malpractice, maladministration or any connected occurrence may impact another awarding organisation, we will notify that organisation.

This will enable them to investigate and determine whether the issue may affect their Learners or qualifications. This intelligence will also be used by other Awarding Organisations as part of their approval process to determine the suitability of applicants for centre approval

RoSPA will maintain multiple, accessible and confidential mechanisms for reporting suspected:

- Malpractice
- Maladministration
- Fraudulent or unethical behaviour
- Breaches of assessment integrity

- Any activity that may place qualification standards, Learners, or public confidence at risk.

These channels will be clearly publicised on the RoSPA website and on the Qualification Management System. Reporting channels will include:
- Dedicated email address
- Online reporting form
- Postal submissions for individuals unable to use digital routes.

8. Awareness & Deterrence

RoSPA will ensure that Learners, employers, centres and members of the public are equipped to identify fake qualifications and understand the seriousness of qualification fraud. This supports RoSPA's regulatory responsibilities under Ofqual's General Conditions of Recognition, including conditions relating to the prevention of malpractice and the maintenance of public confidence.

RoSPA will actively promote information that helps stakeholders to:

- Recognise fraudulent certificates, credentials or claims of achievement
- Verify the authenticity of RoSPA's qualifications
- Understand common signs of fake qualifications, including altered documents or unapproved issuing bodies
- Access clear guidance, published on the RoSPA website, explaining how employers and Learners can check whether a qualification, certificate, or centre is genuine.

Guidance will be accessible, regularly updated and available in formats suitable for a wide range of users.

9. Communication of Consequences

RoSPA will clearly communicate that:
- The use, creation or distribution of fake qualifications is a serious offence
- Individuals and organisations involved may face loss of certification, centre sanctions, regulatory referral and/or legal consequences
- Fraudulent activity undermines Learner achievement, employer confidence, and the credibility of the qualification system.

This information will be made available through centre communications, Learner materials and public-facing channels.

10. Continuous Improvement

RoSPA is committed to the continuous improvement of its Fraud Prevention, Detection and Response Policy to ensure ongoing protection of qualification integrity and compliance with Ofqual's General Conditions of Recognition.

We recognise that fraud risks evolve over time, particularly in international delivery, digital assessment environments and high-stakes qualification pathways. To respond effectively, RoSPA will.
Conduct regular reviews:

- Review this policy at least annually, or sooner if:
  - New fraud risks emerge
  - Intelligence from centres, regulators or partners indicates a change in threat level
  - Ofqual updates requirements or issues new guidance
  - Internal audits or investigations identify gaps in controls.

Analyse patterns, incidents and trends:
We will evaluate data from:
- Actual or attempted fraud cases
- Malpractice or maladministration investigations
- Centre monitoring activity
- External intelligence from Ofqual and other awarding organisations.

This analysis will inform improvements in policy, training and fraud-prevention systems.

Strengthen controls and preventative measures:
Where risks are identified, RoSPA will implement targeted improvements that may include:
- Enhanced verification procedures
- Updated guidance for Centres
- Improved identity-checking processes
- Stronger digital security controls
- Increased monitoring for high-risk qualifications or delivery locations.

Engage stakeholders in policy development:
Feedback will be gathered from:
- Centres and delivery partners
- RoSPA Assessors, Moderators and staff
- Learners and employers
- Regulatory bodies (where appropriate).

This helps ensure fraud prevention measures remain practical, fair and effective.

 Implement corrective and preventative actions:
Following any suspected or confirmed fraud, RoSPA will:
- Identify root causes
- Implement corrective measures
- Introduce preventative actions to mitigate future risk
- Update the fraud policy and associated procedures where required.

Maintain alignment with Ofqual requirements:
RoSPA will ensure this policy continues to meet Ofqual's expectations for:

- Risk management
- Prevention and detection of malpractice
- Reporting obligations
- Maintenance of public and employer confidence in qualifications.

Any updates will be approved by the Head of Qualifications and communicated to Centres and key stakeholders. This will ensure that the policy continues to meet Ofqual's expectations and any changes to General Conditions or guidance.

11. Monitoring and Review

Each qualification must have a documented strategy outlining how its fitness for purpose will be maintained and regularly reviewed. Compliance with this policy will be monitored through audits and quality assurance reviews. The policy will be reviewed annually or sooner if regulatory requirements change.
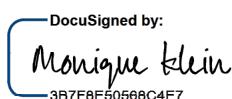
Contact Us

If you've any queries about the contents of the policy, please:

- Telephone RoSPA on 0121 248 2115
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Approved by:

Name: Monique Klein   **Date:** 2/9/2026

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Monique Klein

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Appendix 1: Related Documents

Document Title	Relationship to this policy
Malpractice and Maladministration Policy	This policy outlines how RoSPA prevents, detects and addresses any improper or unethical practices during assessments, examinations or qualification processes. It also includes. • Protection of the integrity of qualifications • Defines unacceptable practice • Framework for investigation • Safeguards learners and staff • Complies with regulatory requirements
Sanctions Policy	This policy sets out the actions RoSPA will take when malpractice or maladministration is proven.
Registration and Certification Policy	This policy sets out how learners are formally registered for qualifications and how certificates are issued once they successfully complete the requirements. It covers. • The process for collecting and verifying learner details, registering them and meeting deadlines • Maintains compliance with regulatory requirements • Outline certification procedures, including checks to avoid incorrect registrations, duplicate records or fraudulent certification • Ensures learners, Centres and staff understand their responsibilities and timelines for registration and certification.

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by