LANGUAGECERT®

Sanctions policy

July 2026

Version 6.0

Public

PeopleCert
Dream it, do it.

TABLE OF CONTENTS

1 INTRODUCTION 4

2 CENTRE'S RESPONSIBILITY 4

3 REVIEW ARRANGEMENTS 4

4 ENSURING THE STANDARDS OF OUR QUALIFICATIONS AND UNITS 4

5 OUR APPROACH TO CENTRE SANCTIONS 4

6 SANCTIONS THAT MAY BE IMPOSED ON CENTRES 5

7 SANCTIONS THAT MAY BE IMPOSED ON CANDIDATES 7

8 ENSURING CONSISTENCY IN OUR APPROACH 7

9 CONTACT US 7

© 2026 LANGUAGECERT® | All rights reserved

Document Revision History		
Version	**Date**	**Description of Change**
6.0	**10/07/2026**	Periodical review, no updates
5.0	**30/09/2025**	Update of 2025
4.0	**02/10/2024**	2024 Rebranding
3.0	**12/06/2024**	Update of 2024
1.0-2.4	**-**	Previous versions

© 2026 LANGUAGECERT® | All rights reserved

1 Introduction

This policy is aimed at LANGUAGECERT® approved centres delivering LANGUAGECERT® qualifications who have failed to meet aspects of our delivery requirements and/or the standards set by the regulatory authorities in respect of regulated qualifications. It sets out the sanctions LANGUAGECERT® may impose on centres in such situations. It also sets out the sanctions LANGUAGECERT® may impose on candidates if a candidate, or group of candidates, is found to have committed malpractice. This policy is also for use by our staff to ensure any sanctions are applied in a consistent manner.

2 Centre's responsibility

It is important that your staff involved in the delivery of our qualifications are fully aware of the contents of this policy and its possible implications on your centre should you fail to comply with requirements specified by LANGUAGECERT® in relation to the delivery of our qualifications (some of which are required of us by our regulators).

3 Review arrangements

We will review the policy annually and revise it when necessary, in response to customer feedback, trends from our internal monitoring arrangements, changes in our practices, actions from the regulatory authorities or external agencies, or changes in legislation.

4 Ensuring the standards of our qualifications and units

LANGUAGECERT® has a responsibility to the candidates taking our qualifications and the regulatory authorities to ensure that centres deliver our qualifications in accordance with LANGUAGECERT® and the relevant regulatory authorities' standards.

5 Our approach to centre sanctions

LANGUAGECERT® has a range of sanctions that can be imposed on a centre depending on the seriousness of the situation, the level and track record of the centre's non-compliance, and the risk to the interests of candidates and stakeholders and the integrity of our qualifications.

LANGUAGECERT® aims to ensure that the application of sanctions is a last resort. Through our approach to centre support and management, and the setting of appropriate corrective actions and remediation measures, we will work with centres to mitigate and where possible prevent situations arising that would warrant a sanction being imposed.

The sanction(s) that LANGUAGECERT® may apply will depend on the nature of the situation. For example, if the centre has:

- Failed to complete corrective actions in the timeframes set by LANGUAGECERT®
- Suspected or proven cases of maladministration/malpractice at the centre and/or the services provided by the centre and/or its satellite centres or third parties
- An increased likelihood of an adverse effect occurring (e.g. something that is likely to have an adverse effect on the standards of the qualifications being delivered or public confidence in the qualifications)
- Refused access to premises and/or records to LANGUAGECERT®'s staff or the regulatory authorities
- Breached any requirement contained in LANGUAGECERT®'s 'Partner Application form & Agreement' submitted by the centre and accepted by LANGUAGECERT®

© 2026 LANGUAGECERT® | All rights reserved

- Repeatedly breached requirements contained in the 'Partner Application form & Agreement' submitted by the centre and accepted by LANGUAGECERT® in such a manner as to reasonably justify doubts about its ability or intention to deliver our qualifications and services in accordance with the terms and conditions outlined.

The following are not classified as sanctions, but are standard good awarding organisation or business practices that may be applied instead of a formal sanction and/or alongside a sanction. For example:

- Should a centre refuse to pay outstanding fees after repeated contact from our Finance team, we may:
  - Suspend the centre until outstanding fees have been paid
  - Remove centre approval with immediate effect. Such a decision would not be considered a sanction but a commercial decision
- Undertaking additional visits to a centre to provide them with a greater level of support and/or monitoring, depending on their needs and performance
- Requiring specific centre staff to undergo additional training and/or scrutiny by the centre if there are concerns about their ability to undertake their role in the delivery of our qualifications effectively. Such decisions would normally be communicated to the centre via a 'corrective action' following a monitoring and assurance activity. LANGUAGECERT® reserves the right to impose a number of restrictions against individuals at any time. Ordinarily restrictions would be imposed against individuals either during or prior to conducting an investigation into maladministration or malpractice connected to a centre with whom the individual(s) is/are connected. Restrictions against individuals may include not permitting specific centre staff to be involved in the delivery of our qualifications for a specified period of time
- Altering the way, and the period in which, centres receive examination materials from LANGUAGECERT® if there are concerns around their ability to maintain the security and confidentiality of such materials
- Appointing our staff to observe an exam at the centre if there are concerns around the centre's arrangements and/or the centre is unable to resource specific exams
- Applying a £3,000 penalty fee on the centre if it has breached our exam paper procedures and this has led to us having to fully withdraw an exam paper from circulation.

6 Sanctions that may be imposed on centres

Sanctions that may be imposed as part of a centre monitoring activity or investigation into a complaint, appeal or allegation of malpractice and/or maladministration include withholding certificates (e.g. suspending certification status) and preventing further candidate registrations by the centre (e.g. suspending registration status) for:

- A single qualification
- Specific qualifications
- All qualifications.

Recommendations in relation to the above types of sanctions will be reviewed and agreed with LANGUAGECERT®'s Audit & Malpractice Evaluation Committee (AMEC). Where there is clear evidence of non-compliance by the centre and/or a sufficient rationale, the relevant sanction will be imposed on the centre and take account of the:

© 2026 LANGUAGECERT® | All rights reserved

- Seriousness of the incident
- Actual or potential impact on candidates and/or the validity of an awarding decision
- Centre's track record
- Actions taken by the centre
- Risk of the situation reoccurring and/or spreading
- Reputational impact on the qualification, certificates that have/would be awarded and on LANGUAGECERT® and other key stakeholders
- Intelligence received from other sources such as regulators, other awarding organisations, law enforcement bodies, etc.

In applying a sanction, the AMEC will consider the impact on candidates to ensure they are not unfairly impacted, and that any suspension of certification will not prevent legitimate claims for certification from being processed. If a centre loses its centre approval status and there are candidates not yet certified for their achievements, LANGUAGECERT® will contact them – or they can contact LANGUAGECERT® directly. In such cases we will seek to issue appropriate certificates where there is sufficient evidence of achievement and/or we will support the candidate to complete their studies (e.g. providing them with details of alternative centres or arranging for LANGUAGECERT® to assign appropriate, independent staff to invigilate their exam).

In all instances, the nature of the sanction and rationale for its application will be communicated in writing to the centre via e-mail along with details of its implementation date, scope and how it may be removed (i.e. the corrective actions a centre needs to take and by when).

If a centre disagrees with a LANGUAGECERT® decision, the first point of contact is our Head of Quality, then our Assessment & Deputy Quality Director and then LANGUAGECERT®'s appeals arrangements as set out in our Appeals Policy available on LANGUAGECERT®'s website.

In cases of extremely serious non-compliance, or the persistent failure of the centre to address outstanding corrective actions, and/or the failure of previous sanctions to address the issue, LANGUAGECERT®'s AMEC may impose the ultimate sanction of **withdrawal of qualification approval** in relation to:

- A single qualification
- specific qualifications
- All qualifications and in turn, the centre's 'approval' by LANGUAGECERT®.

If the non-compliance is so serious that LANGUAGECERT® considers it beyond remediation and there is severe threat to the interest of candidates or the integrity of our qualifications LANGUAGECERT® reserves the right to impose the immediate withdrawal of approval for a qualification or range of qualifications. Where feasible LANGUAGECERT® will not impose the immediate withdrawal of approval for a qualification or range of qualifications without:

- The centre being given an opportunity to address the area(s) of non-compliance
- First of all, imposing one of the previous sets of sanctions
- There being evidence that the non-compliance poses a significant threat to the interest of candidates or the integrity of the qualifications.

© 2026 LANGUAGECERT® | All rights reserved

Should a centre have its approval for a qualification/suite of qualifications withdrawn, we will communicate the decision to the centre, outlining the rationale and evidence the decision is based upon and the date(s) by which the sanction will be imposed. In addition, we will take all reasonable steps to protect the interests of any candidates currently registered on the qualification(s) as outlined earlier in this policy.

Upon the withdrawal of approval, the centre shall:

- Immediately cease to offer LANGUAGECERT® qualifications and shall at its own expense immediately deliver to LANGUAGECERT® all relevant and specified deliverables (e.g. exam materials) and/or securely dispose of materials if instructed to do so by LANGUAGECERT®. If the centre fails to do so, we may take action to recover such materials where relevant
- Immediately cease to operate as a LANGUAGECERT® approved centre and immediately cease to describe, promote, market or advertise itself as a centre approved by and/or offering the relevant qualification(s).

7 Sanctions that may be imposed on candidates

If a candidate, or group of candidates, is found to have committed malpractice, the following sanctions may be imposed on them in accordance with the arrangements outlined in our Malpractice and Maladministration policy (which may be communicated to the candidate by LANGUAGECERT® and/or the candidate's centre):

- Issuing a written warning that if the offence is repeated further action may be taken
- Loss of partial or all marks for the related exam
- Disqualification (e.g. invalidating a result and revoking a certificate)
- Placing a ban from taking any further qualifications with us (e.g. disabling a candidate account/profile in our systems).

If a candidate disagrees with a LANGUAGECERT® decision they should follow LANGUAGECERT®'s appeals arrangements as set out in our Appeals Policy available on LANGUAGECERT®'s website.

8 Ensuring consistency in our approach

The length of time for which any of the above sanctions will be imposed depends on the situation that warranted their introduction.

The AMEC are responsible for regularly reviewing the application and retention of sanctions to ensure they continue to be appropriate and proportionate to the incident(s) and risk of future incidents occurring.

9 Contact us

For any queries about the contents of the policy, please contact us by using the channels described in the "Contact Us Guide".

© 2026 LANGUAGECERT® | All rights reserved

PeopleCert
Dream it, do it.

LANGUAGECERT is the business name of PeopleCert Qualifications Ltd (UK company no. 09620926), part of the PeopleCert group.

Copyright © 2026 PeopleCert International Limited and its affiliates (“PeopleCert”)

All rights reserved. No part of this document or the information in it may be copied, distributed, disclosed or used other than as authorized by PeopleCert. LANGUAGECERT® is a registered trademark of PeopleCert.

DISCLAIMER

This publication is designed to provide helpful information to the recipient. Although care has been taken by PeopleCert in preparation of this publication, no representation or warranty (either express or implied) is given by PeopleCert with respect to the completeness, accuracy or suitability of the information or advice contained within it, and PeopleCert shall not be held responsible for any loss or damage whatsoever relating to such information or advice.

languagecert.org | info@languagecert.org