

**YOUR LOGO HERE**

## **MALPRACTICE AND MALADMINISTRATION POLICY**

### **Policy Statement**

Malpractice consists of those acts, which compromise, attempt to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of an examination result or certificate. This can damage the authority and reputation of all concerned.

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements.

**(Company name here)** does not tolerate actions (or attempted actions) of malpractice or maladministration by Candidates and internal and external staff in connection with any qualification and examinations.

**(Company name here)** may enforce disciplinary action on Candidates or staff where incidents (or attempted incidents) of malpractice or maladministration have been proven.

### **Introduction**

This document provides procedures for investigating and determining allegations of malpractice and maladministration.

All staff must be vigilant regarding malpractice and maladministration where malpractice or maladministration occurs it must be dealt with in a fair, thorough, impartial and objective way.

The **(insert job role of person responsible)** will supervise investigations resulting from allegations of malpractice or maladministration. They are also required to inform all suspected of malpractice or maladministration of their rights and responsibilities. Investigations will escalate to **the (General Manager and Education Team – replace job roles as appropriate)** depending on their gravity and scope.

The company reserves the right, in suspected cases of malpractice and maladministration to withhold the issuing of results/certificates or suspend any employee or contractor while an investigation is in progress. The re issuing will then depend on the outcome of the investigation.

### **Guidance**

The Centre requires:

- Tutors to have asked all Candidates to declare that their work is their own
- All Candidates are informed of malpractice and the penalties for attempted and actual incidents
- All Candidates to be aware of the appropriate formats recorded cited texts and other relevant materials or information sources that can contribute to achievement.
- That procedures for marking and examining work are efficient and reduce or identify malpractice e.g. plagiarism, collusion, cheating etc.

- Access controls to prevent candidates from accessing and using other people's work when using networked computers
- Examiners to follow CIBTAC guidelines for security of exam papers and invigilation procedures

### **Candidate Malpractice**

The following are examples of malpractice by Candidates; this list is not exhaustive and the company, at its discretion, may consider other instances of malpractice.

- Plagiarism - copying or passing off work as own including artwork, images, words, computer generated work (including internet sources), thoughts, inventions and/or discoveries with or without the inventors consent
- Collusion – working collaboratively with other Candidates, beyond what is permitted
- Copying from another Candidate or allowing work to be copied
- Deliberate destruction of another Candidate's work
- Disruptive behaviour in an examination room (including the use of offensive language)
- Exchanging, obtaining, receiving, passing on information (or the attempt to), which could be examination related.
- Making a false declaration of authenticity in relation to the authorship of coursework or the contents of a portfolio
- Allowing others to assist in the production of coursework or assisting others in the production of coursework
- The misuse, or the attempted misuse, of examination materials and resources (e.g. exemplar materials)
- Being in possession of confidential material in advance of the examination
- Personating/pretending to be someone else
- Theft of another candidate's work
- Bringing into the examination room unauthorised material e.g. study guides,
- Behaving in a manner as to undermine the integrity of the examination
- Altering any results documentation including certificates.
- Failing to abide by instructions or advice of an examiner
- Breach of the instructions or advice of an examiner

### **Internal and External Staff and Centre Malpractice and Maladministration**

The following are examples of malpractice by internal and external staff; this list is not exhaustive and the company, at its discretion, may consider other instances of malpractice.

- Failing to keep CIBTAC records secure
- Tampering with Candidates scripts or coursework after collection
- Failing to keep Candidate computer files, which contain coursework secure
- Obtaining unauthorised access to exam materials prior to examination
- Altering or changing marks for internally assessed components
- Manufacturing evidence of competence
- Entering fictitious Candidates for examinations
- Altering CIBTAC assessment criteria
- Assisting Candidates in producing work where the support has the potential to influence an outcome or assisting with answers.
- Failing to ensure Candidates coursework is adequately monitored
- Failure to use current assignments for assessments
- Failure to issue Candidates with appropriate notices and warnings

- Failure to inform CIBTAC of alternative sites for examinations
- Failure to ensure that the examination venue conforms to CIBTAC requirements
- Failure to keep accurate and timely records
- Failing to report an instance of suspected malpractice to CIBTAC as soon as possible after such an incident occurs or is discovered
- Failing to conduct a thorough investigation into suspected malpractice
- Inappropriate retention or destruction of certificates
- Producing falsified records e.g. sick notes, candidate ID
- Knowingly allowing evidence that is not the Candidates to be included in coursework
- Facilitating and allowing imitation
- Misusing conditions for special learner requirements
- Falsifying records/certificates

## **Discovery of Malpractice and Maladministration**

Any malpractice or maladministration or attempted acts of malpractice or maladministration, which have influenced the outcomes for Candidates, must be reported to the (insert appropriate job role). Any alleged incident of malpractice or maladministration brought to attention after the issue of certificates may result in a full investigation by CIBTAC. Depending on the outcome of the investigation, certificates could be recalled and declared invalid.

## **Investigating alleged Malpractice and Maladministration**

When dealing with alleged malpractice and maladministration (insert company name) will primarily deal with the (insert job role) and will require full access to all records for investigation purposes. If applicable, examiner feedback may also form part of the investigation.

As part of this investigation the company retains the right to involve Candidates and others in the investigation process. During the investigation period CIBTAC may withhold the release of results/certificates or withhold examination papers if the security of an examination is considered at risk (pending the outcome of the investigation).

If malpractice or maladministration is discovered or is reported directly to CIBTAC by a third party, CIBTAC will conduct an investigation appropriate to the nature of the allegation.

## **Dealing with Malpractice and Maladministration**

It is the responsibility of the (insert appropriate job role) to investigate any allegation of malpractice and maladministration. Any allegation of malpractice and maladministration against the (insert appropriate job role) will be investigated by the (insert appropriate job role). Any alleged incident must be reported to the (insert appropriate job role) at the earliest opportunity. If malpractice or maladministration is discovered or suspected within (insert company name) the individual must be made fully aware, in writing, at the earliest opportunity of the nature of the allegation and of the possible consequences should the malpractice or maladministration be proven. The individual must be given the opportunity to respond, in writing, to the allegations made and informed of the avenues for appealing should the judgement be made against them.

In cases where certificates are deemed to be invalid the regulatory authorities will be informed. Investigations will escalate to the (insert appropriate job role) depending on their gravity and scope.

## **Penalties and Sanctions Applied**

Where malpractice or maladministration is proven, (insert company name) will have to consider whether the integrity of the examination might be in jeopardy and if the member of internal or external staff or Candidate in question would be involved in future examinations.

Actions from CIBTAC may include:

- Refusing to accept examination entries from the centre
- Reserving the right to withdraw programme approval
- Refusing to issue or to withdraw certificates

## **Appeals**

If the outcome of an investigation is unsatisfactory those involved have the right to appeal in the first instance to the (insert appropriate job role) then to the (insert appropriate job role) who's decision is final.

CIBTAC require Centres to inform Head Office promptly should there be any publicity around malpractice or maladministration to minimise any adverse effect for all concerned.