

Malpractice Policy

Purpose

The purpose of this policy is to maintain the integrity, fairness, and credibility of all assessments conducted by the organisation. This policy outlines what constitutes malpractice, the responsibilities of learners, the procedures for investigating suspected malpractice, and the potential consequences of confirmed malpractice. The organisation is committed to ensuring that all learners are assessed fairly and that qualifications, certifications and awards are awarded on the basis of genuine achievement.

Scope

This policy applies to all learners undertaking:

- Online assessments
- Virtual assessments
- Face-to-face assessments

for both regulated and non-regulated qualifications, certifications and awards.

Definition of Malpractice

Malpractice is any deliberate action, negligence, misconduct, or breach of assessment rules that may compromise the integrity, validity, or fairness of an assessment.
Examples of malpractice include, but are not limited to:

Identity Fraud

- Impersonating another learner.
- Allowing another individual to complete an assessment on your behalf.
- Providing false identification or registration details.

Collusion

- Working with another learner when individual work is required.
- Sharing answers before, during, or after an assessment.
- Assisting another learner to gain an unfair advantage.

Plagiarism

- Submitting work that is not your own.
- Copying content from other learners, publications, websites, or other sources without appropriate acknowledgement.
- Presenting another person's work as your own.

Unauthorised Materials or Devices

- Using prohibited notes, books, websites, calculators, mobile phones, smart devices, or other materials during an assessment.
- Accessing resources that have not been specifically authorised.

Disruptive Behaviour

- Behaving in a manner that disrupts an assessment.
- Failing to follow instructions provided by assessors or invigilators.
- Engaging in conduct that adversely affects other learners.

False Information

- Providing inaccurate or misleading personal information.
- Falsifying records, evidence, certificates, or assessment documentation.

Misuse of Artificial Intelligence (AI)

- Using AI tools to generate answers, coursework, assessments, or other content where such use is not expressly authorised.
- Presenting AI-generated content as original work without permission.
- Using AI tools to obtain assessment answers during an examination or controlled assessment.

Learner Responsibilities

All learners are responsible for:

- Following all assessment instructions and assessment regulations.
- Completing assessments honestly and independently unless collaborative work has been authorised.
- Ensuring their technology, internet connection, and equipment are suitable for online or virtual assessments.
- Maintaining the confidentiality of assessment materials and content.
- Adhering to closed-book assessment requirements where applicable.
- Reporting any technical difficulties or assessment issues immediately.
- Informing the organisation of any circumstances that may affect their ability to complete an assessment in accordance with the rules.

Failure to comply with these responsibilities may be treated as malpractice.

Detection and Investigation

The organisation will investigate all allegations or suspicions of malpractice fairly, consistently, and confidentially.

Identification of Malpractice
Malpractice may be identified through:

Online and Virtual Assessments
- Secure assessment platform monitoring.
- System logs and audit trails.
- Plagiarism detection software.
- Review of assessment submissions.

Face-to-Face Assessments
- Invigilator observations and reports.
- Witness statements.
- Inspection of unauthorised materials or devices.

Investigation Process

Where malpractice is suspected:
1. Evidence will be gathered and reviewed.
2. The learner will be notified in writing of the allegation.
3. The learner will be given the opportunity to respond and provide relevant evidence.
4. Learners will normally have **five (5) working days** from the date of notification to submit their response.
5. A decision will be made based on the available evidence and communicated in writing.

Outcomes and Sanctions

Where malpractice is confirmed, one or more of the following sanctions may be applied:
- Invalidation of assessment results.
- Disqualification from the assessment or qualification.
- Referral to the relevant awarding organisation, regulator, or professional body.
- Permanent exclusion from future assessments.

Appeals

Learners have the right to appeal a malpractice decision.
Appeals must:

- Be submitted in writing.
- Clearly state the grounds for appeal.
- Include any supporting evidence.

Appeals must be received within **ten (10) working days** of the learner receiving the malpractice decision.
Appeals will be reviewed by an individual who was not involved in the original decision-making process where practicable.
The outcome of the appeal will be communicated in writing.

Confidentiality and Data Protection

All malpractice investigations will be handled confidentially and in accordance with applicable data protection legislation.
Information will only be shared with individuals or organisations who have a legitimate need to know, including awarding organisations, regulators, or legal authorities where required.
Personal data will be processed in accordance with the organisation's Data Protection and Privacy Policies and the requirements of the UK General Data Protection Regulation (UK GDPR).