



## **CIBTAC 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 those responsible.

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

CIBTAC does not tolerate actions (or attempted actions) of malpractice or maladministration by Centres, Learners and internal / external staff in connection with any qualification and examinations.

CIBTAC may take disciplinary action on Centres, Learners or staff, both at Centres and at Head Office, where incidents (or attempted incidents) of malpractice or maladministration have been proven.

### **Introduction**

This policy 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 Head of Education will supervise investigations resulting from allegations of malpractice or maladministration. The Head of Education will inform the regulators promptly of any investigations into malpractice and maladministration. They are also required to inform all suspected of malpractice or maladministration of their rights and responsibilities. Investigations will escalate to the Education Team depending on their gravity and scope.

CIBTAC 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 reissuing will then depend on the outcome of the investigation.

## Guidance

CIBTAC requires:

- all Centres to have a published Malpractice and Maladministration Policy in place
- Tutors to have obtained signed evidence that all Learners declare their work is their own
- all Learners are informed of malpractice and the penalties for attempted and actual incidents
- all Learners to be aware of the appropriate formats for recording 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 Learners 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

## Learner Malpractice

The following are examples of malpractice by Learners; 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 inventor's consent
- collusion – working collaboratively with other Learners, beyond what is permitted
- copying from another Learner or allowing work to be copied
- deliberate destruction of another Learner'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
- impersonating/pretending to be someone else
- theft of another Learner'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 and Centres; this list is not exhaustive and the company, at its discretion, may consider other instances of malpractice.

- delivering a qualification without CIBTAC approval
- failing to keep CIBTAC records secure
- tampering with Learners scripts or coursework after collection
- failing to keep Learner 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 Learners for examinations
- altering CIBTAC assessment criteria
- assisting Learners in producing work where the support has the potential to influence an outcome or assist with answers
- failing to ensure Learners coursework is adequately monitored
- failure to use current assignments for assessments
- failure to issue Learners 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, Learner ID
- knowingly allowing evidence that is not the Learners to be included in coursework
- facilitating and allowing imitation
- misusing conditions for special learner requirements
- falsifying records/certificates
- attempting to sell CIBTAC accreditation to a third party

## **Discovery of Malpractice and Maladministration**

All Centres are required to have a Malpractice and Maladministration Policy. Any malpractice or maladministration or attempted acts of malpractice or maladministration, which have influenced the outcomes for Learners, must be reported to the Head of Education. 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**

The regulatory authorities will be informed of all cases of malpractice and maladministration. When dealing with alleged malpractice and maladministration CIBTAC will primarily deal with the Centre Manager and will require full access to a centre and all records for investigation purposes. If applicable, Examiner feedback may also form part of the investigation.

CIBTAC will investigate malpractice by any or all of the following:

- interviewing Learners
- interviewing Tutors
- recording interviews
- inspecting paperwork and relevant records

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 Head of Education to investigate any allegation of malpractice and maladministration. Any allegation of malpractice and maladministration against the Head of Education will be investigated by the Governing Board. Any alleged incident must be reported to the Head of Education or Governing Board at the earliest opportunity. If malpractice or maladministration is discovered or suspected within a Centre 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.

Investigations will escalate to the Education team depending on their gravity and scope.

## **Penalties and sanctions applied**

Where malpractice or maladministration is proven, CIBTAC will have to consider whether the integrity of the examination might be in jeopardy and if the member of internal or external staff or Learner 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**

CIBTAC grievance and disciplinary policy and procedures will be adhered to regarding malpractice and maladministration.

**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.**