

MALPRACTICE POLICY

What is Malpractice?

Malpractice is defined as any actions that undermine the integrity of the qualification. The candidate or centre may carry out these actions.

Examples of malpractice carried out by the centre:

- Failure to meet award approval requirements
- Failure to advise Awarding Body of any changes with regard to the delivery of the award
- Failure to comply with the Awarding Bodies procedures for candidate registration and certification
- Failure to follow agreed procedures for the assessment or internal verification of NVQ candidates
- Claiming certification for non-active candidates
- Claiming for incorrect units or awards
- Claiming for fictitious candidates
- Claiming a certificate for candidates who have not undergone appropriate assessment or completed the assessment process
- Failure to keep examination material and mark schemes secure
- Offering excessive amounts of help in producing assessed work
- Using falsified witness testimonies
- Allowing candidates to include evidence that assessors know is not the candidates own work
- Changing/falsifying records or certificates
- Claiming NVQ certification without the agreement of the External Verifier

Examples of malpractice carried out by the candidate

- Cheating in examinations
- Plagiarism including copying large amounts of work from other sources and not acknowledging or referencing this work
- Pretending to be someone else
- Falsifying or altering witness testimonies
- Claiming group work as individual work without explaining own contributions
- Fabricating evidence or results
- Changing results or certificates
- Failing to follow the instructions or invigilators or assessors
- Bringing unauthorised materials into examinations **General**

During an investigation the candidate concerned will not be entitled to claim any Awarding Body certificates. In the case of National Vocational Qualifications, the Centre or partner organisation involved, will be immediately suspended from making claims for certification pending the outcome of the investigation.

National Vocational Qualifications (NVQs)

Centres offering NVQs should be particularly aware of the additional responsibilities they undertake on these schemes, for the assessment

and internal verification of candidates and for reporting their achievements to the Awarding Bodies.

PIABC seeks to ensure the complete integrity of the assessment, internal verification and certification processes in relation to NVQs and Centres are reminded that this policy and procedure applies equally to those awards in which Centre-based assessments are carried out.

Centre Responsibility

Centre staff to co-operate fully with any investigations into malpractice. Failure to do so may result in the Centre's approval status being permanently or temporarily removed.

In cases of suspected malpractice by candidates, Centre staff should make candidates aware that their final results may be void if the case is proven. Centre staff who identify suspected cases of irregularity or malpractice must immediately report their findings in writing with supporting evidence (please see Procedure for Dealing with Malpractice).

Appeals

Centres and staff wishing to appeal against the findings of the malpractice investigation or the penalties and sanctions imposed should contact the Awarding Body. Appeals will be accepted from the Principal/CEO/Head of Centre or individual members of staff who are personally implicated in the decision.

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PROCEDURE FOR DEALING WITH MALPRACTICE

'Suspected Malpractice Form' to be completed by the complainant and returned to Head Office. A copy of this form is available at the end of the document.

Changes Training, maintains authority to undertake investigations into alleged irregularities within their Centres.

On receipt of the form **Changes Training** will carry out an investigation and report its findings to the Centre and QCA. On receipt of the form, **Changes Training** will inform the Centre and QCA of the estimated timescale for the completion of the investigation. This will normally be within one month of the receipt of the form.

The investigation will be carried out by a team independent of the management of normal working relationships with the Centre or external verifier involved.

The final report will contain:

- The origin of the complaint and mode of discovery
- The investigations carried out
- The evidence obtained
- The conclusions drawn
- The recommendations for action and the resolution of the matter. The report will be made available to the Centre concerned and if appropriate, QCA. The report will be shared with other external parties if appropriate.

In the case of NVQs, if an investigation finds that certificates may be invalid **Changes Training** will inform QCA and agree the appropriate action with them.

Where a decision is taken to invalidate certificates, Changes Training will:

- Seek to protect the interests of individual candidates in so far as is reasonable and possible in the circumstances;
- Contact the candidates involved and notify them of the status of their certificates and of any arrangements for re-assessment and/or certification;
- Ensure that the original certificates are cancelled on its database so that duplicates cannot be issued;
- Inform QCA of the details of the invalidated certificates and, where appropriate, make the information available to public funding bodies.

This policy is reviewed and revised regularly in accordance with **Changes Training's** 'Quality Improvement Plan'.

Policy Review Date: 01-07-2017

SUSPECTED MALPRACTICE FORM

To be completed by the complainant and returned to: Head Office for Training, Changes Training, 6 Bellingham Lane, Rayleigh, Essex, SS6 7ED.

Centre Name
Centre Number
Centre Address
Centre Staff and/or Candidates involved
Description of alleged malpractice
Contents and outcome of any investigation carried out by the centre relating to the issue
Date/s alleged malpractice occurred
Title and number of the award in question
Complainant's name, signature and date of complaint
Complainant's address, telephone number and e-mail details