

MALPRACTICE AND MALADMINISTRATION POLICY

Definitions

1.0 Malpractice

Malpractice means “any deliberate activity, neglect, default or other practice that compromises or could compromise the assessment process, the integrity of a CQI and IRCA Certified Course, the validity of a result or certificate, or the reputation and credibility of the CQI and IRCA, IQCS, and CQI and IRCA Certified Courses”. Malpractice includes issues such as deliberate falsification of records in order to claim certification, cheating in examinations and unethical conduct by ATL staff, tutors, branches or subcontractors.

Malpractice also includes failure by the ATL to:

- Investigate allegations and suspected malpractice and notify the IQCS promptly
- Co-operate with the IQCS’s investigations

2.0 Maladministration

Maladministration means “any actions, neglect, default or other practice that results in an ATL not complying with the CQI’s IQCS’s criteria and requirements as specified in the CQI and IRCA Quality Handbook”. This could be due to mismanagement, incompetence or inefficiency.

3.0 Examples of malpractice and maladministration

Malpractice or maladministration can be committed by a variety of people both inside and outside the ATL e.g. learners, tutors, ATL staff, invigilators, markers, subcontractors etc.

The following are examples of acts that will be deemed to constitute malpractice or maladministration in line with the definitions given above. This list is not exhaustive, and the IQCS reserves the right to deem as malpractice or maladministration other acts that might occur.

4.0 Examples of malpractice by learners

- Arranging for someone else to sit a CQI and IRCA examination on his/her behalf
- Impersonation of another learner
- Being in possession of confidential material in advance of the examination, e.g. examination question paper, model answer or marking guidance
- Being in possession of materials not permitted in the examination room, e.g. notes, books, dictionaries/calculators (when prohibited), blank paper, mobile phones, smart watches. Possession of such materials will be considered to be malpractice whether or not the learner uses them, or the information contained within the materials is relevant to the examination being sat
- Communicating with other students in the examination room in breach of CQI examination regulations
- Copying the work of another student or knowingly allowing a student to copy from his/her own work.
- Working collaboratively with any other student(s) by whatever means during examinations

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- Including inappropriate, offensive material in examination scripts
- Plagiarism or misrepresentation of learner's work
- Failure to adhere to the published CQI examination regulations
- Failure to adhere to instructions given by an examination invigilator in relation to the examination regulations, e.g. continuing to work beyond the allotted examination time, refusing to hand in the examination script and/or examination paper when requested, not adhering to warnings relating to conduct during the examination
- Disruptive behavior (including offensive language and aggressive/violent conduct) in the training and examination venue
- Tampering with, or forgery of, results documentation, including certificates

5.0 Examples of malpractice by staff, tutors, invigilators, a branch or a subcontractor

BREACH OF SECURITY

Any act which breaks the confidentiality of examination question papers or materials or the confidentiality of learners' examination scripts. This could involve:

- Failure to keep examination question papers, marking schemes or scripts secure before, during or after an examination
- Discussing or revealing in public (e.g. posting on social media channels) secure information relating to CQI and IRCA examinations
- Tampering with learners' examination scripts

DECEPTION

Any act of dishonesty in relation to any examination, such as:

- Inventing or changing examination marks when there is no evidence of learner achievement to justify the marks being given
- When marking examination scripts, not reporting suspected incidents of malpractice by a learner to IQCS
- Entering fictitious learners for examinations or otherwise subverting the assessment or certification process with the intention of financial gain

IMPROPER ASSISTANCE TO LEARNERS

- Knowingly allowing an individual to impersonate a learner
- Allowing a learner to possess and/or use materials not permitted in the examination room
- Allowing learners to communicate with each other during an examination in breach of CQI regulations
- Allowing a learner to copy another learner's work or allowing a learner to let his/her own work to be copied
- Allowing learners to work collaboratively during an examination
- Advising and/or assisting a learner with his/her examination answers
- Allowing a learner to work beyond the allotted examination time unless a time extension has been agreed in advance in accordance with CQI examination regulations
- Damaging a learner's work

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- Disruptive behavior (including offensive language and aggressive/violent conduct) in the training and examination venue
- Leaving learners unsupervised during an examination
- Divulging any information relating to a learner's examination performance and/or result to anyone other than the learner him/herself.
- Tampering with, or forgery of, results files and/or associated documentation

FAILURE TO CO-OPERATE WITH AN INVESTIGATION

- Failure to make available information reasonably requested by the IQCS in the course of an investigation, or in deciding whether an investigation is necessary
- Failure to respond to an instruction from the IQCS to investigate an allegation or suspected case of malpractice or maladministration
- Failure to investigate or provide information according to agreed deadlines
- Failure to report all suspicions of malpractice

6.0 Examples of maladministration by staff, tutors, invigilators, a branch or a subcontractor

- Not using current examination papers, marking schemes and documentation
- Failure to train adequately those invigilating examinations
- Failure to ensure that examination venues conform with the IQCS's requirements
- Failure to standardize and moderate tutor marking (includes tutors working for branches and subcontractors)
- Failure to keep accurate learner records
- Failure to upload accurate learner data to the IQCS
- Failure to store and dispatch certificates securely and in a timely manner