

## Definition

Malpractice is essentially any activity or practice which deliberately contravenes regulations and comprises the integrity of the development, delivery, internal or external assessment process.

Agile Group has policy & procedures in place to minimise the possibility of malpractice or maladministration occurring within the awarding organisation. Qualifications must be developed according to the specified process, all staff and associates work is subject to quality assurance, both paper-based and IT administration is carried out according to specified procedures.

### 1) Definition – Malpractice (by centre)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates.

Examples of some malpractice, please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice.

- Deliberate misuse of the ILM logo
- Contravention of examination regulations
- Failure to carry out delivery, internal assessments, internal verification in accordance with requirements of the awarding body.
- Falsification of documents
- Collusion or permitting collusion in exams.
- Deliberate failure to adhere to the requirements of our reasonable adjustments and special considerations policy.
- Fraudulent claim for certificates

### 2) Definition – Malpractice (by learners)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates.

Examples of malpractice:

- Cheating of any nature by learners, including plagiarism
- Learner copying other learners work for assessment or exam.
- Deliberate misuse of the ILM logo by the learner
- Contravention of examination regulations by the learner
- Repeated maladministration (normally three consecutive incidents).

For specific guidance on plagiarism please see the Plagiarism Policy

Identification checks on learner: Completion of registration form, with any of the following range of evidence is acceptable Passport, driving licence, National ID card, however we note that some people may not hold photograph evidence, in this case the following can be used, Birth or Adoption certificate, Marriage certificate, NHS Medical card, plus Bank or Utility bill within the last three months. Social media will also be used in some cases. If a learner changes their name once registered, we require formal proof, ID Deed Poll, Marriage Certificate/ Divorce certificate to pass on to the awarding body.

### 3) Definition – Maladministration

Maladministration is an activity or practice which results in non-compliance with regulations, but it's normally the result of a genuine mistake rather than any deliberate plan to gain an unfair advantage. Where a centre of provider repeatedly makes mistakes then this would eventually constitute Malpractice

Examples of maladministration:

- Late registration of learners with ILM
- Claiming certification for incorrect units

Centres, providers, and learners should take all reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of ILM qualifications and programmes.

For more general concerns or complaints please see the Complaints Policy.

#### *Process*

Any suspected Malpractice or Maladministration must be reported immediately to the centre manager and to the Head of Quality Practice at the ILM. (Email - [ilmregulation@i-l-m.com](mailto:ilmregulation@i-l-m.com))

In cases of Maladministration, the matter may be referred to the Quality Manager and EQA to agree actions that need to be taken.

#### *Action*

Appoint a named person responsible for ensuring the centre is dealing effectively with learner plagiarism/ malpractice.

Maintain systems for keeping records of all incidents and what actions must be taken.

Identify who should be informed and where the resulting information will be discussed.

Informal the ILM Quality Regulatory Group will oversee the investigation process and will ratify the outcome.

If the investigation confirms that malpractice by a centre/provider has taken place, dependant on the gravity and scope, one or more of the following actions will be taken:

- Disallowing all or part of a learner/s assessment evidence or marks
- The learner/s certificates will not be issued, or previously issued invalid certificates for that learner/s will be withdrawn.
- No further registrations will be accepted for the learner/s.
- Your centre or provider risk rating will be reviewed which could lead to the suspension of registrations, suspension of certification or suspension of centre approval and/or qualification approval.
- A report will be made to the relevant regulatory bodies and may be shared with other awarding organisations and/or other agencies such as funding bodies or the police.
- ILM membership may be withdrawn for the learner/s.
- Corporate or individual tutor membership may be withdrawn.

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