

RB Services Malpractice Policy & Procedure

RB Services treats all cases of suspected malpractice* very seriously and will investigate all suspected and reported incidents of possible malpractice. The purpose of this Policy [*and Procedure*] is to set out how allegations of malpractice in relation to all Accredited Qualifications are dealt with. The scope of the policy is to provide:

- a definition of malpractice
- examples of delegate and centre malpractice and maladministration;
- possible sanctions that may be imposed in cases of malpractice.

**The term 'malpractice' in this policy is used for both malpractice and maladministration.*

1. Introduction

1.1. For the purpose of this document 'malpractice' is defined as:

Any act, or failure to act, that threatens or compromises the integrity of the assessment process or the validity of Accredited Training and subsequent certification. This includes: maladministration and the failure to maintain appropriate records or systems; the deliberate falsification of records or documents for any reason connected to the awarding body; acts of plagiarism or other misconduct; and/or actions that compromise the reputation or authority of RB Services or of its Accredited Awarding Bodies, officers and employees.

1.2. RB Services will report all relevant cases of suspected malpractice to the relevant awarding body, accepting that in certain circumstances the awarding body may take action of its own, including imposing sanctions.

2. Malpractice by Delegates

2.1 Some examples of delegate malpractice are described below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- 2.1.1 Obtaining examination or assessment material without authorisation.
- 2.1.2 Arranging for an individual other than the delegate to sit a training course, exam or test on their behalf.
- 2.1.3 Impersonating a training course, exam or test
- 2.1.4 Collaborating with another delegate or individual, by any means, to complete a training course, exam or test.
- 2.1.5 Failure to comply with the awarding accredited body's regulations.
- 2.1.6 Disruptive behaviour or unacceptable conduct, including the use of offensive language, at our venue or venue of our clients (including aggressive or offensive language or behaviour).
- 2.1.7 Producing, using or allowing the use of forged or falsified documentation,

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including but not limited to personal identification;

- 2.1.8 Communicating in any form, for example verbally or electronically, with other delegates in the ITC room when it is prohibited.
- 2.1.9 Failure to comply with instructions given by the trainer, ie, working beyond the allocated time; not adhering to warnings relating to conduct during the training/examination.

3. Malpractice by RB Services employees

3.1. Examples of malpractice by, trainers or other officers, are listed below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- 3.1.1. Failure to adhere to the relevant Accrediting Bodys' regulations and procedures, including those relating to centre approval, security undertaking and monitoring requirements as set out by the relevant Accrediting Body
- 3.1.2. Knowingly allowing an individual to impersonate a delegate.
- 3.1.3. Completing an assessment or examination for a delegate or providing them with assistance beyond that 'normally' expected.
- 3.1.4. Damaging a delegate's work.
- 3.1.5. Disruptive behaviour or unacceptable conduct, including the use of offensive language (including aggressive or offensive language or behaviour).
- 3.1.6. Allowing disruptive behaviour or unacceptable conduct at the centre to go unchallenged, for example, aggressive or offensive language or behaviour.
- 3.1.7. Divulging any information relating to delegate performance and / or results to anyone other than the delegate.
- 3.1.8. Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - a) personal identification;
 - b) supporting evidence provided refresher courses etc.
- 3.1.9. Failing to report a suspected case of delegate malpractice, including plagiarism, to the awarding accreditation body.
- 3.1.10. Failure to keep examination question papers, or other assessment materials secure, before during or after an examination.
- 3.1.11. Allowing a delegate to possess and / or use material or electronic devices that are not permitted in the ITC room.
- 3.1.12. Allowing delegates to communicate by any means during an examination in breach of regulations.
- 3.1.13. Allowing a delegate to work beyond the allotted assessment/examination time.
- 3.1.14. Leaving delegates unsupervised during an assessment/examination.
- 3.1.15. Assisting or prompting candidates with the production of answers.

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4. Possible Malpractice Sanctions

- 4.1. Following an investigation, if a case of malpractice is upheld, RB Services may impose sanctions or other penalties on the individual(s) concerned. Where relevant we will report the matter to the accrediting body, and the accrediting body may impose one or more sanctions upon the individual(s) concerned. Any sanctions imposed will reflect the seriousness of the malpractice that has occurred.
- 4.2. Listed below are examples of sanctions that may be applied to a delegate, or to a teacher, tutor, invigilator or other officer who has had a case of malpractice upheld against them. Please note that
 - i) this list is not exhaustive and other sanctions may be applied on a case-by-case basis.
 - ii) where the malpractice affects examination performance, the Accrediting Body may impose sanctions of its own.

Possible training centre sanctions that may be applied to delegates

- a) A written warning about future conduct.
- b) Notification to an employer and/or awarding body
- c) Removal from the course.

Possible sanctions that may be applied to trainers, invigilators, and other officers

- a) A written warning about future conduct.
- b) Imposition of special conditions for the future involvement of the individual(s) in the conduct, teaching, supervision or administration of delegates and/or examinations.
- c) Informing any other organisation known to employ the individual in relation to accredited courses or examinations of the outcome of the case.
- d) RB Services may carry out unannounced monitoring of the working practices of the individual(s) concerned.
- e) Dismissal.

Procedure

5. Reporting a suspected case of malpractice

- 5.1. This process applies to, trainers invigilators delegates and other centre staff, and to any reporting of malpractice by a third party or individual who wishes to remain anonymous.
- 5.2. Any case of suspected malpractice should be reported in the first instance to Robin Bradley or Jacqi Cox
- 5.3. A written report should then be sent to the person identified in 5.2, clearly identifying the

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factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident.

- 5.4. Suspected malpractice must be reported as soon as possible to the persons identified in 5.2, and at the latest within two working days from its discovery. Where the suspected malpractice has taken place in an examination, the incident be reported urgently and the appropriate steps taken as specified by the accrediting body
- 5.5. Wherever possible, and provided other delegates are not disrupted by doing so, a delegate suspected of malpractice should be warned immediately that their actions may constitute malpractice, and that a report will be made to the centre.
- 5.6. In cases of suspected malpractice by trainers, invigilators and other officers, and any reporting of malpractice by a third party or individual who wishes to remain anonymous, the report made to the persons in 5.2 should include as much information as possible, including the following:
 - a) the date time and place the alleged malpractice took place, if known.
 - b) the name of the centre, trainer, invigilator or other person(s) involved
 - c) a description of the suspected malpractice; and
 - d) any available supporting evidence.
- 5.7 In cases of suspected malpractice reported by a third party, or an individual who wishes to remain anonymous, RB Services will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice.

6. Administering suspected cases of malpractice

- 6.1. RB Services will investigate each case of suspected or reported malpractice relating to the accrediting body, to ascertain whether malpractice has occurred. The investigation will aim to establish the full facts and circumstances. We will promptly take all reasonable steps to prevent any adverse effect that may arise as a result of the malpractice, or to mitigate any adverse effect, as far as possible, and to correct it to make sure that any action necessary to maintain the integrity of the awarding body's qualifications and reputation is taken.
- 6.2. RB Services will acknowledge all reports of suspected malpractice within five working days. All of the parties involved in the case will then be contacted within 10 working days of receipt of the report detailing the suspected malpractice. We may also contact other individuals who may be able to provide evidence relevant to the case.
- 6.3. The individual(s) concerned will be informed of the following:
 - a) that an investigation is going to take place, and the grounds for that investigation;
 - b) details of all the relevant timescales, and dates, where known;
 - c) that they have a right to respond by providing a personal written response

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relating to the suspected malpractice (generally within 15 working days of the date of that letter);

- d) that, if malpractice is considered proven, sanctions may be imposed either by RB Services or by the Accrediting Body, (see section 6, below) reflecting the seriousness of the case;
- e) that, if they are found guilty, they have the right to appeal.
- f) that RB Services has a duty to inform the Accrediting Body and other relevant authorities / regulators, but only after time for the appeal has passed or the appeal process has been completed. This may also include informing the police if the law has been broken and to comply with any other appropriate legislation.

6.4. Where more than one individual is contacted regarding a case of suspected malpractice, for example in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data to any third party unless necessary for the purpose of the investigation.

6.5. The individual has a right to appeal against a malpractice outcome if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment.

Records of all malpractice cases and their outcomes are maintained by RB Services for a period of at least five years, and are subject to regular monitoring and review.



Signed

Dated...2nd February 2018