



Malpractice Policy & Procedure

1.0 Scope

This document is intended to inform learners & Jenflow staff members of malpractice and maladministration. This document outlines what malpractice entails and the consequences of any learner malpractice that is found.

2.0 What is Malpractice?

Malpractice is an act or instance of improper practice and includes maladministration. Examples of malpractice includes any act or omission which is either wilfully negligent or deliberately contravenes Regulations and requirements, compromising:

- Internal or external assessment process
- Integrity of a qualification
- Validity of a result of certificate
- Reputation and credibility of Jenflow Systems Ltd.

Maladministration is defined as any activity, practice or omission which result in centre or noncompliance with administrative regulations and requirements. For example, persistent mistakes or poor administration within a centre resulting in the failure to keep appropriate learner assessment records.

3.0 Responsibilities of Jenflow Systems Ltd

It is our policy to immediately report any suspected malpractice to City & Guilds and Investigation & Compliance team of all allegations of incidents of malpractice. Jenflow Systems Ltd will fully co-operate with City & Guilds with any investigations into suspected malpractice using the notification forms and checklist from the City & Guilds website.

Jenflow Systems Ltd reserves the right to suspend any claims for certification submitted by Jenflow Systems Ltd at any time.

Once deemed appropriate for Jenflow Systems Ltd to conduct an investigation into an allegation of malpractice, individuals accused of malpractice will be informed in writing the following:

- Allegation made against them
- Evidence supporting this allegation
- Possible consequence including the actions or penalties that City & Guilds & Jenflow Systems Ltd may take should malpractice be proven.

Jenflow Systems Ltd reserves the right to suspend any claims for certification submitted by Jenflow Systems Ltd at any time.

Malpractice investigations related to training will not be conducted by the Jenflow Systems Ltd training department. All allegations will be dealt by the accounts/human resources department.

3.0 Trainee / Learner Malpractice

The following are examples of learner malpractice and are not an exhaustive list and as such do not limit the scope of the definition set out in this document. Other instances of malpractice may be considered by Jenflow staff at its discretion.

3.1 Break of examination or assessment rules, regulations and requirements

Examples:

- Falsification of assessment evidence or result documentation
- Plagiarism of any nature
- Collusion with others (to deliberately mislead as own work)
- False declaration of identity
- Offering a bribe of any kind to an invigilator, trainer or other member of staff.
- Forging another learner and/or staff signature
- Using non-approved material during examination
- Deliberate destruction or tampering with another learner's assessment or manual
- Any other breach of the rules stated on the assessment guidelines & exam paper

3.2 Inappropriate conduct during an examination/assessment session

Examples:

- Introduction of unauthorised materials or devices into the examination room
- Misuse of examination material
- Disruptive, violent or aggressive behaviour

- Any form of communication with other learners (Written, Verbal, gestures, expressions, pointing etc)
- Entering obscene words or pictures on to an examination paper
- Failure to abide by the instructions of an invigilator or supervisor

Jenflow Systems Ltd's trainers and employees will report any suspected malpractice to the office staff who will then notify City & Guilds within 10 working days of the incident being reported. This will be done by the notification form and checklist.

4.0 Jenflow employee malpractice

Jenflow systems Ltd endeavours to meet the highest standards and therefore will monitor and review its trainers on a regular basis. All trainers will be subject to review by non-training staff. Trainers will be responsible for maintaining good standards and integrity. Any suspected malpractice by trainers will be dealt with a strict and swift response. Staff malpractice will be dealt by the HR department.

4.1 Jenflow Staff malpractice

The following are examples of potential malpractice by Jenflow staff members.

4.1.2 Failure to meet City & Guilds centre and qualification approval requirements

Examples of this would include:

- Inaccurate or deliberately misleading statements or submissions provided during the centre or qualification approval process, or at any time during the assessment process
- Failure to provide the staff, resources or systems needed to support assessment, internal quality assurance or certification claims
- Failure to maintain accurate records relating to learners, assessment or internal quality assurance, or to retain such records for the required period of time
- Failure to provide City & Guilds with access to premises, people or records
- Failure to implement specified remedial actions
- Failure to notify City & Guilds of suspected malpractice.

4.1.3 Influencing the assessment or certification process

Examples of this would include:

- The unauthorised obtaining, disseminating, or the facilitating of access to secure examination/assessment material
- Members of centre staff undertaking or amending learner answers for any examination on behalf of learner(s)
- Assisting or prompting learners in the production of answers to examination questions or assessment evidence, beyond that which is permitted
- Any action or deliberate inaction that allows learners to have an unfair advantage

- Falsification or fabrication of learners' marks, assessment evidence, observation records, certification claims or results documentation and any other records or documentation pertaining to City & Guilds qualifications
- Falsifying the signatures of learners, assessors, or IOA for the purpose of validating or authenticating any record pertaining to City & Guilds qualifications
- Deliberately claiming for certificates where there is no or insufficient evidence to support certification
- Manipulating learner/moderation samples for the purpose of external quality assurance/moderation. The sample should be representative of the standard of work across the rest of the cohort/qualification
- Failure of a member of centre staff to report any instances of malpractice or suspected malpractice to the appropriate person/team
- Soliciting money from learners in exchange for services whether rendered or not, relating to the assessment or delivery of City & Guilds qualifications
- Offering a bribe of any kind to an invigilator, a member of centre staff or City & Guilds
- Submission of investigation reports that are misleading or contain false information that may lead City & Guilds to an incorrect conclusion.

4.1.4 Failure to meet the requirements for the conduct of examinations

Examples of this would include:

- Breaches of any secure material, including examination papers or materials and their electronic equivalents
- Retention of material downloaded or produced by a learner during a live assessment
- Unauthorised changes to examination timetables
- Failure to issue learners with appropriate notices and warnings
- Non-adherence to the invigilation requirements
- Amendment of examination materials without permission
- Failure to provide access arrangements in accordance with City & Guilds' requirements
- Failure to store secure examination materials appropriately at all times
- Failure to effectively and continuously supervise examinations.

Any questions relating to malpractice should be directed at the Jenflow HR department by contacting admin@jenflow.co.uk

