

Malpractice and Maladministration Policy

Definition of Malpractice (provided by ILM):

Malpractice is defined by ILM as an act or an instance of improper practice and includes maladministration. Malpractice is any activity, practice or omission which is either wilfully negligent or deliberately contravenes regulations and compromises the:

- Internal or external assessment process
- Integrity of a regulated qualification
- Validity of a result or certificate
- Reputation and credibility of ILM

Examples of Malpractice include (provided by ILM, Malpractice and Maladministration Policy - Jul 2017):

By centre/provider include:

- Inadequate procedures for induction of staff
- Failure to provide learners and staff with knowledge of their responsibilities through the production and maintaining of policies and procedures
- Failure to review systems, policies and procedures that become not fit for purpose
- Failure to report malpractice to ILM
- Failure to have a robust review system in monitoring administration, assessment and quality processes
- Falsification of records
- Failure to maintain accurate records
- Failure to allow ILM access to records

Centre influencing the assessment or certification process:

- Failure to report instances of malpractice or suspected malpractice
- Unauthorised obtaining, permitting, disseminating, or the facilitating of access to secure examination/assessment materials
- Assisting or prompting learners in the production of answers to examination/assessment
- Any action or inaction that gives learners an unfair advantage or disadvantage
- Falsification or fabrication of learners marks, assessment evidence, observation records or certificate claims
- Deliberately claiming for certificates with no evidence to support certification
- Manipulating learner samples for the purpose of external quality assurance/moderation

Centre malpractice in regards to the conduct of examinations:

- Staff members undertaking any examination on behalf of learners
- Breaches of any secure material, including examination papers or materials and their electronic equivalents
- Centre staff undertaking examinations for qualifications that they are teaching or assessing on
- Unauthorised changes to examination timetables
- Failure to issue learners with appropriate notices and warnings
- Non-adherence to the invigilation requirements
- Failure to despatch scripts to examiners no later than the next working day
- Failure to provide access arrangements in accordance with ILM requirements

By learner include:

- Falsification or fabrication of examination/assessment evidence
- Any form of impersonation
- Obtaining or attempting to obtain secure examination/assessment material
- Offering a bribe to an invigilator, member of staff or ILM Staff
- Any form of plagiarism
- False declaration of authenticity in relation to the contents of any assessment produced by the learner
- Any form of cheating to gain an improper advantage
- Collusion i.e. allowing a learner to copy work or unsanctioned collaboration
- Introduction of unauthorised material or instruments into the examination room
- Misuse or attempted misuse of examination/assessment material
- Exchanging, obtaining, receiving or passing on unauthorised or confidential examination or assessment material
- Disruptive, violent or offensive behaviour
- Any form of communication with other learners (written, verbal, gestures, expressions, pointing etc.) during examination conditions
- Failure to abide by the instructions of an invigilator or supervisor

Definition of Maladministration (provided by ILM, Malpractice and Maladministration Policy - July 2017):

Maladministration is defined by ILM as any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements.

Any complaints of Malpractice or Maladministration will be dealt with immediately.

- All alleged cases of malpractice or maladministration will be reported directly to the Head of Quality Practice at ILM by emailing ilmregulation@i-l-m.com within 10 working days. See ILM Malpractice and Maladministration Policy for details. The following process is as per ILM Malpractice and Maladministration Policy (Jul 2017)
- ILM's regulation team will then appoint a lead independent investigator who will prepare a response within 10 days of receipt of allegation.
- Following the investigation ILM will consider all the available evidence in determining the appropriate actions.
- The outcome will be communicated to the centre and other relevant parties no more than 10 days later. The report and any actions arising will be communicated to the Quality Manager and External Verifier.

Updates/Reviews		
27 March 2014	Full update to include ILM	CJS
30 March 2018	Full update to include ILM updates and examination/assessments	CJS