



## **Sussex Business School Limited**

### **Malpractice and Maladministration Policy**

Malpractice refers to any deliberate act or practice which compromises, or threatens to compromise the process and integrity of assessment, and as a result the validity of the result or certificate awarded.

#### **Maladministration**

Assessment processes and outcomes can also be put at risk through maladministration; whilst malpractice-maladministration is a deliberate act, maladministration may be accidental or a result of incompetence or a simple mistake.

#### **Purpose**

The purpose of this policy is to reduce the risk of malpractice and/or maladministration by:

- increasing awareness and understanding of the actions that constitute malpractice maladministration by learners, tutors, and other staff
- o to reduce risk of breach of regulations through ignorance;
- o to aid detection of any irregularities;
- explaining how learners and staff will be made aware of this policy;
- identifying strategies to be employed to minimise risk of learner malpractice maladministration;
- describing how instances of alleged malpractice-maladministration will be dealt with

Sussex Business School Limited will not tolerate actions (or attempted actions) of malpractice maladministration by staff or learners.

The School is committed to investigating all cases of suspected malpractice-maladministration.

Where cases of suspected malpractice-maladministration are proven, the School is fully committed to take appropriate action, including applying punitive measures and reporting suspected malpractice-maladministration in order to maintain the integrity of assessment and certification.

All staff have a professional duty to ensure that they uphold this policy.

Whilst the policy sets out general principles, in addition staff must also ensure that they abide by the specific assessment requirements for each course as laid down by the Awarding-Accreditation Body for each subject specification.

#### **Examples of Staff Malpractice-Maladministration**

This list below is not exhaustive and the School at its discretion may consider other instances of malpractice-maladministration.

- Improper assistance to learners;
- Inventing or changing marks/grades for internally assessed work (coursework assignments or supporting evidence) where there is insufficient evidence of the learners' achievement to justify the marks given or assessment decisions made;
- Failure to keep learner coursework secure;



- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves producing work for the learner;
- Allowing material/content to be included for assessment which is known by the staff member not to be the learner's own;
- Facilitating and allowing impersonation;
- Misusing the conditions for special learner requirements;
- Falsifying records/certificates, for example by alteration, substitution, or by fraud;
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing all the requirements of assessment;

### **Examples of Learner Malpractice-maladministration**

This list below is not exhaustive and the School at its discretion may consider other instances of malpractice-maladministration.

- Collusion: working collaboratively with other learners, beyond what is permitted;
- Copying from another learner (including the use of ICT to aid the copying);
- Allowing work to be copied e.g. posting written coursework on social networking sites prior to an examination/assessment;
- Exchanging, obtaining, receiving, passing on information (or the attempt to) which could be related by means of talking, electronic, written or non-verbal communication;
- Making a false declaration of authenticity in relation to the authorship of assessments;
- Allowing others to assist in the production of assessments, or assisting others in the production of assessments;
- The inclusion of inappropriate, offensive or obscene material in assignment content;
- Impersonation: pretending to be someone else, arranging for another person to take one's place in any activity related to an assignment or its assessment;
- Plagiarism: unacknowledged copying from published sources or incomplete referencing;
- Behaving in a manner so as to undermine the integrity of the assignment or assessment activity

### **Actions to Implement the Policy**

#### **Informing Learners**

The School will communicate the Malpractice-maladministration Policy to learners through the following means:

- Via the Moodle VLE Study Advice sections
- In the contents of the Student Handbook



- Tutors and Internal Verifiers have responsibility for ensuring that learners are made aware of this policy before undertaking any assessed work which has the potential to contribute to the awarding of a qualification.

### **Implementing Assessment Practices**

Tutors have responsibility for implementing assessment practices that reduce the opportunity for malpractice-maladministration, including for example:

- Assessing assignments content for examples, discussion points, related to the student's particular known workplace situation and experience;
- Ensuring access controls which prevent learners from accessing and using another learners' work when using the Moodle VLE;
- Requiring learners to sign – on submission via Moodle - to declare that their work is their own when submitting assessments.



## **Procedure for dealing with allegations of malpractice-maladministration**

### **1. Reporting suspected malpractice-maladministration**

#### **a. Within School**

All School staff have a responsibility for reporting any suspected incidences of staff or learner malpractice-maladministration through the appropriate channels. Learners will be made aware of the procedure for reporting any allegations of suspected malpractice-maladministration via the information in the Moodle VLE Study Advice pages and the Student Handbook.

In addition, allegations of suspected malpractice-maladministration may be made by external moderators, verifiers, examiners and reported to the School via the Awarding-Accreditation Body.

#### **Allegations made by School staff:**

- Allegations of suspected staff / learner malpractice-maladministration to be made to the Centre Manager;

#### **Allegations made by Learners:**

All School staff have a responsibility to ensure that any allegations made to them in their professional capacity are taken seriously and reported through the correct channels:

- Allegations of suspected staff malpractice-maladministration and/or learner malpractice maladministration to be reported to the Centre Manager;

The School will consider allegations that are made verbally but will request in all cases that allegations are put in writing with any supporting evidence that is available.

#### **b. To Awarding Organisations**

The School accepts the responsibility to report any suspicion of learner or staff assessment malpractice-maladministration to the appropriate Awarding-Accreditation Body. The only exception to this relates to assessment malpractice-maladministration in coursework or controlled assessment which is discovered prior to the learner signing the declaration of authentication. In these cases, the incident need not be reported to awarding bodies, but will be dealt with in accordance with the School's disciplinary / student management procedures.

Any work which is not the learner's own will not be given credit; in addition, a note will be added to the cover sheet to detail any assistance that has been given.

In all other instances of suspected malpractice-maladministration the Centre Manager will submit the fullest details of the case at the earliest opportunity to the relevant Awarding-Accreditation Body.

### **2. Investigation of suspected malpractice-maladministration**

#### **School Staff**

If malpractice-maladministration is suspected by School staff there will be a process of investigation, usually commissioned by the Centre Manager, to establish the full facts and circumstances of any allegations or evidence.

The Centre Manager will usually nominate an investigating officer. In order to avoid conflicts of interest investigations into suspected malpractice-maladministration should not be delegated to the manager of the section, team or department involved in the suspected malpractice maladministration.



Any disciplinary investigation will include provision for:

- The member of staff to be informed about the concerns and possible consequences;
- Possible suspension depending on the circumstances of the case;
- The member of staff to be accompanied at any subsequent investigation meeting;
- Collection of evidence related to the alleged malpractice-maladministration;
- The review of evidence and production of a report;
- A decision to be made on whether or not to proceed to a formal disciplinary hearing;
- If necessary a formal hearing with a right of representation.

### **Possible Actions Taken by the School**

In cases where it is believed, following an investigation and hearing, that there is clear evidence of malpractice-maladministration:

- The appropriate Awarding-Accreditation Body will be informed by the School of the allegation of malpractice-maladministration and they will be given the supporting evidence;
- The School will take disciplinary action commensurate with the seriousness of the malpractice-maladministration.
- There will be a right of appeal against any formal disciplinary warning or dismissal.

In any instances where suspected malpractice-maladministration will be reported to awarding bodies the School will provide the individual/s with a completed copy of the form or letter used to notify the Awarding-Accreditation Body of the malpractice-maladministration.

### **Learners**

Incidences of learner malpractice-maladministration will be investigated in a similar manner by the relevant Centre Manager.

As with staff malpractice-maladministration, potential conflicts of interest will be avoided by nomination of an investigating officer who is external to the management of the learner and/or particular curriculum area.

Investigations will proceed through the following stages:

- The learner will be informed about the issues, possible consequences and right of appeal;
- Collection of evidence related to the alleged malpractice-maladministration;
- The review of evidence and production of a report;
- A formal meeting – either personally face to face or via webcam - between the Centre Manager and the Learner against whom an allegation has been made.

### **Possible Actions Taken by the School**

In cases where it is believed that there is clear evidence of malpractice-maladministration:

- The appropriate Awarding-Accreditation Body will be informed by the School of the allegation of malpractice-maladministration and they will be given the supporting evidence;
- The School will take internal disciplinary action in line with School policy and procedures. This action will be commensurate with the seriousness of the malpractice maladministration.

In any instances where suspected malpractice-maladministration will be reported to an Awarding Accreditation Body the School will provide the individual/s with a completed copy of the form or letter used to notify the awarding body of the malpractice-maladministration.



### **Whistleblowing Policy – CMI Qualifications**

If you have genuine concerns about issues that you see or hear regarding CMI qualifications, where there is no relevant procedure, you have genuine concerns about using a procedure or you are concerned about conduct likely to harm the reputation of the CMI, you can make a whistleblowing disclosure directly to the CMI.

Whistleblowing disclosures can be made by email to [penelope.summerfield@managers.org.uk](mailto:penelope.summerfield@managers.org.uk) through our Customer Services Department on 01536 207496 between the hours of 9am and 5pm Monday to Friday or by post to:

Head of Awarding Body & Compliance  
Chartered Management Institute  
Management House  
Cottingham Road  
Corby  
Northants  
NN17 1TT

Please see CMI Whistleblowing Policy for further information: [Link to Policy](#)