

Student Malpractice Policy and Procedure for Professional Qualifications

The purpose of the Student Malpractice Policy and Procedure for Professional Qualifications is to provide students with details of the malpractice process for our qualifications. The policy sets out: examples of student malpractice; the procedure to follow to report cases of suspected malpractice; the role of the Malpractice Committee; possible sanctions that may be imposed by us in cases of malpractice; the reporting requirements in cases of malpractice; and our monitoring and evaluation procedures.

Summary of policy

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

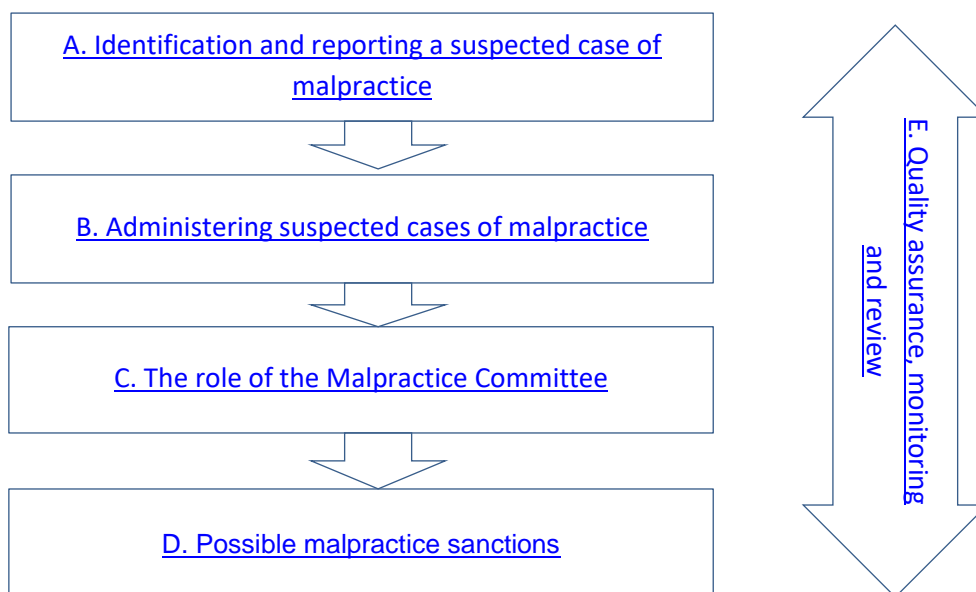
Any act, or failure to act, that threatens or compromises the integrity of the academic process or the validity of our qualifications and our certification. This includes acts of plagiarism or other misconduct; and / or actions that compromise our reputation or authority, our centres¹, officers and employees.

We treat all cases of suspected malpractice with the utmost rigour and will investigate all suspected and reported incidents of possible malpractice.

We will take the appropriate action to maintain the integrity of our qualifications, including applying sanctions, as set out in this policy.

For the purpose of this document, student malpractice can relate to registrations, assessments, coursework assignments, examinations, reasonable adjustments, special considerations, certification and student conduct.

¹ Centres are organisations who are involved with any part of the delivery of qualifications on behalf of us. Centres may be schools, colleges or any other venue where the delivery of learning, including teaching and / or assessments, leading to a qualification is conducted.



Section A – Identification and reporting a suspected case of malpractice

- 1.1 An allegation of student malpractice may be made by:
- i. An assessment centre, and centre contractors / employees and stakeholders – for example invigilators, teachers / tutors and other officers;
 - ii. Another student;
 - iii. An independent party² who suspects possible malpractice has taken place; and,
 - iv. An individual who wishes to remain anonymous.
- 1.2 We will also investigate when we have discovered potential or suspected malpractice via internal administration or quality assurance procedures, for example, coursework assignments that are submitted to plagiarism detection software and are identified for review.
- 1.3 We reserve the right not to investigate further where the information does not provide reasonable grounds for possible malpractice, it is not related to one of our existing or previous students, or it is appropriate that an external investigation is undertaken first, for example by the police.
- 1.4 Some examples of student malpractice are described below. These examples are not exhaustive and all incidents of suspected malpractice, will be fully investigated by us, where there are sufficient grounds to do so.

² An independent party is an individual or organisation that does not work for us, or provide any services on our behalf.

- i. Obtaining examination or assessment material without authorisation.
- ii. Arranging for an individual other than the student to sit an assessment or to submit an assignment not undertaken by the student.
- iii. Impersonating another student to sit an assessment or to submit an assignment on their behalf.
- iv. Possession of anything not permitted in the assessment room, regardless of whether they are relevant to the assessment, or whether or not the student refers to them during the assessment process, for example notes, blank paper, electronic devices (when prohibited).
- v. Communicating in any form, for example verbally or electronically, with other students during the assessment when it is prohibited.
- vi. Committing plagiarism by using the work of another person, either intentionally or unintentionally without acknowledging that person.
- vii. Accessing / copying the work of another student or allowing another student to access / copy from your work either intentionally or unintentionally.
- viii. Working together with another student / individual to complete an assignment, unless authorised to do so, otherwise known as collusion.
- ix. Fabrication of evidence / results set down within assessment submissions.
- x. Damaging another student's work.
- xi. Inclusion of inappropriate or offensive material in coursework assignments or assessment scripts.
- xii. Failure to comply with our published regulations.
- xiii. Failure to comply with instructions given by the assessment invigilator, for example, working beyond the allocated time; refusing to hand in assessment script / paper when requested; not adhering to warnings relating to conduct during the assessment.
- xiv. Failure to comply with the regulations of a centre.
- xv. Disruptive behaviour or unacceptable conduct at an assessment venue or centre (including aggressive or offensive language or behaviour).
- xvi. Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - personal identification;
 - supporting evidence provided for reasonable adjustment or special consideration applications; and,
 - our results documentation, including certificates.
- xvii. Falsely obtaining, by any means, a certificate for a unit or qualification.
- xviii. Falsely acquiring or declaring, by any means, entry criteria necessary for a unit or qualification.

- xix. Misrepresentation: that is, presenting work as being that of another person*, to lend credibility to the student's own work;
- xx. Using all or part of a previous assignment or work submitted without acknowledgement, otherwise known as self plagiarism;
- xxi. Fraudulent claims for special considerations.

*'Another person' is defined as anyone and everyone else apart from the student, even where the individual(s) is / are anonymous or unknown and 'work' may include written work (formal or informal), thoughts (for example notes, correspondence), conversations (for example radio programmes, phone discussions), electronic communications (for example emails, web pages, faxes) or graphics (for example diagrams, tables, exhibits, models).

1.5 If you ask another individual to proofread your work, they must not:

- Change the meaning of any sentence or section;
- Change the order of points, sentences or paragraphs;
- Comment on, alter or supplement the content or ideas of the text;
- Make corrections to calculations or facts;
- Alter an argument; or,
- Check for plagiarism.

This list is not exhaustive and other examples may be considered at our discretion.

- 1.6 This process applies to invigilators, teachers, tutors, students and other officers, and to any reporting of malpractice by an independent party or individual who wishes to remain anonymous.
- 1.7 It is the responsibility of all invigilators and assessment venue staff to be aware of our procedures for confiscating items not permitted at assessment / examination venues, for example, electronic devices or reference books, and how to deal with issues relating to malpractice, such as communication, collaboration or disruption within an assessment venue.
- 1.8 We will acknowledge all reports of suspected malpractice within five working days. All parties involved in the case will then be contacted by us 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.
- 1.9 Any case of suspected malpractice should be reported in the first instance to:

Customer and Student Enquiries

Administrative Centre:

4–9 Burgate Lane

Canterbury

Kent CT1 2XJ

United Kingdom

T: +44 (0)1227 818609 (Option 1)

E: customerservices@libf.ac.uk

- 1.10 Suspected malpractice must be reported to us as soon as possible, ideally within two working days from its discovery.
- 1.11 At the time of the incident the student suspected of the malpractice must, where possible, be warned by the assessor that their actions are in breach of our regulations and may constitute malpractice and that a report will be made to us. However, we recognise that this action may not always be possible due to disruption to other students.
- 1.12 In cases of suspected student examination malpractice, the following information and evidence should be supplied to us following the initial report:
- i. A full written report of the incident. The individual writing the report, usually the invigilator, needs to clearly identify the factual information, including the actions that have been taken in relation to the incident.
 - ii. The report can comprise of the completed and signed Conduct of Examination form and all relevant supporting evidence and documentation. This should include but is not limited to:
 - a. confiscated materials;
 - b. any student scripts that may have been copied or show evidence of collaboration or plagiarism;
 - c. statements from other individuals involved and / or affected.
 - iii. The student has the right to respond by providing a signed statement explaining their conduct before they leave the assessment centre. This must be included on the Conduct of Examination form or in the assessment invigilator's report. If a student declines to provide a statement, this should be recorded in the report.
- 1.13 In cases of suspected malpractice reported by invigilators, teachers, tutors and other officers, and any reporting of malpractice by an independent party or individual who wishes to remain anonymous, the report made to us should include as much information as possible, including the following:
- i. the assessment venue name and location;
 - ii. the date and title of the assessment, if known;
 - iii. the time the assessment took place, if known;
 - iv. the student's name and student number, if applicable;
 - v. the name of the invigilators, teachers / tutors and any other officers concerned;
 - vi. a description of the suspected malpractice; and
 - vii. any available supporting evidence.

- 1.14 In cases of suspected malpractice reported by an independent party, or an individual who wishes to remain anonymous, otherwise known as whistleblowing, we will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice to ascertain whether their concern has any foundation. If we do not receive adequate information from a whistleblower to justify an investigation or it does not relate to the delivery of our qualifications, we reserve the right not to take any further action. Whilst we may need to provide the individual involved with certain details in order to gather enough information, all effort will be made to keep the identity of the whistle-blower concealed to avoid any prejudice against them.

Section B – Administering suspected cases of malpractice

- 2.1 We will investigate each case of suspected or reported malpractice to ascertain whether malpractice has occurred. The investigation will aim to establish the full facts and circumstances and, where relevant, students' previous conduct.
- 2.2 In order to avoid any perceived or actual conflicts of interest any individual with a personal interest in the outcome will not be permitted to undertake an investigation of a suspected case.
- 2.3 In cases of suspected plagiarism investigations may include, but are not limited to:
- Report generated by the text matching software
 - Viva
 - Contacting externals
 - Discussions with academics
 - Liaising with other institutions
- 2.4 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 examination will be taken.
- 2.5 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 party unless necessary for the purpose of the investigation.
- 2.6 The individual(s) concerned will be informed of the following:
- i. That an investigation will take place, and the grounds for that investigation;
 - ii. Details of all the relevant timescales, and dates, where known;
 - iii. That they have a right to respond by providing a personal written response relating to the suspected malpractice (within five working days of the date of that letter or three working days for malpractice relating to Level 6 qualification assessments);

- iv. That they may continue their studies including assessment resits but that any results achieved since the cases of suspected malpractice, may be removed if an individual is found to be guilty (see Section D);
 - v. That, if malpractice is considered proven by us, sanctions may be imposed reflecting the seriousness of the case;
 - vi. That they have the right to appeal a malpractice decision under the [Appeals Policy and Procedures](#); and
 - vii. That we have a duty to inform the relevant authorities / regulators but only after time for the appeal has passed or the appeal process has been completed.
- 2.7 The student has a right to appeal against a malpractice outcome reached by us if they believe that the policy or procedure has not been followed properly or fairly, or if there is new and relevant information or evidence now available which was not known by us or could not have been brought to our attention at the time the decision was made.. For more detail, see the [Appeals Policy and Procedures](#).
- 2.8 In cases where malpractice has been agreed and has an impact on certification or 'licence to practise' in a regulated area, or has other external significance, we have a duty of care and may inform the relevant regulator(s), other awarding organisations and other relevant authorities as appropriate to comply with legislation; this may include informing the police if the law has been broken.
- 2.9 We will not normally report any outcome from a malpractice case until the time for appeal has passed.
- 2.10 Individuals are not permitted to attend the Malpractice Committee meeting when their case is heard. Individuals do have the right to request to attend the hearing of their appeal should the individual wish to appeal the Malpractice Committee's decision.
- 2.11 If a student decides to continue their programme of study while a malpractice case is being considered, they do so at their own risk, pending the outcome of their malpractice case.

Section C – The role of the malpractice committee

- 3.1 The Malpractice Committee will consider all cases of suspected malpractice on an individual basis. Membership of the Malpractice Committee will include at least one member who is not a member of the Programmes team. The Malpractice Committee reserves the right to request further information relating to a case.
- 3.2 The Malpractice Committee has a maximum of 40 working days from the initial reporting of a suspected malpractice to determine the outcome of the case; however, if a delay is expected, the

parties concerned will be informed as early as possible. The Committee will determine the outcome based upon all the evidence available to them at the time, including any personal written response that has been received.

- 3.3 Once the Malpractice Committee has determined the outcome, it will usually inform the individual(s) concerned on the same day as results are released.
- 3.4 If the case relates to a coursework assignment and potential plagiarism, the individual(s) concerned will be informed of the outcome either on, or before, the date the assessment results are published. However, depending on the level of plagiarism this may be delayed.
- 3.5 All documents related to the decision-making process of the Malpractice Committee will be kept securely in line with General Data Protection Regulation).

Section D – Possible malpractice sanctions

- 4.1 If a case of malpractice is agreed, the Malpractice Committee is empowered to impose one or more sanctions upon the individual(s) concerned. The Malpractice Committee will make sure that any sanctions imposed reflect the seriousness of the malpractice that has occurred and that all similar cases are treated in an equitable, fair and unbiased manner. When considering the seriousness of a case of malpractice, any previous cases may be taken into consideration.
- 4.2 The sanction(s) implemented by the Malpractice Committee may be informed by any previous advice that it has given to the student on malpractice.
- 4.3 Listed below are examples of sanctions, one or more of which may be applied to a student. This list is not exhaustive and other sanctions may be applied on a case-by-case basis, as recommended by the Malpractice Committee.
- 4.4 Possible sanctions that may be applied to students include but are not limited to:
 - i. Awarding the mark given by the examiner and a warning given to the student.
 - ii. Awarding a minimum pass mark for the assessment component in which malpractice has been deemed to have occurred.
 - iii. Awarding a mark of zero in the assessment component in which malpractice has been deemed to have occurred.
 - iv. Notification to other departments within The London Institute of Banking & Finance for additional sanctions, which may be considered through the [Student Disciplinary policy](#). These additional sanctions may involve:

- a. Loss of marks for the entire relevant unit and all other units sat previously. This may result in the student having to resit an entire qualification, if the regulations allow, or a certificate being revoked for either a unit or qualification.
 - b. The student not being allowed to resit or resubmit the relevant assessment(s) for that unit or qualification for a stated period of time.
 - c. The student not being allowed to sit, resit or resubmit any other assessment relating to that unit or qualification for a stated period of time.
 - d. The student may be disqualified from registering for future units or qualifications with us, either for a stated period of time or indefinitely.
 - e. Notification to an employer, regulator or the police.
- v. Any other sanction deemed applicable and applied by a third party or centre where a student breaches the conduct of the venue or centre.

Section E – Quality assurance, monitoring and review

- 5.1 Records of all malpractice cases and their outcomes (with the exception of examination scripts or submitted assessments) are maintained by us for a period of at least five years.
- 5.2 The policy is subject to regular monitoring and review by us in order to maintain the highest possible standards of consistency and quality.
- 5.3 The policy is formally approved by our Malpractice Committee.
- 5.4 The policy has been developed to comply with all relevant legislation, the *General Conditions of Recognition* and other relevant guidance.
- 5.5 We are subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA.

Updated February 2022