

Lynher Training Ltd: Malpractice and Maladministration Policy

As part of the regulatory requirements for qualifications, Lynher Training Ltd is required to have in place a policy statement and procedure for dealing with actual or suspected malpractice or maladministration by staff or candidates.

Any instance of suspected or proven malpractice should be reported in the first instance to one of the Directors at Lynher Training Ltd who can be contacted through the main office number (01822 832902). Any such report will be taken seriously and an investigation will be held immediately, the results will be made available to those concerned within 10 working days of the investigation being completed, along with any recommendations that are being carried out.

This could include the possible withdrawal of results and certification for those involved or disciplinary action.

Wherever possible Lynher Training Ltd. will act on the customers behalf to the relevant awarding organisation to clarify and resolve the situation.

Examples of possible candidate malpractice

- Breaching the security of assessment materials in a way which threatens the integrity of any exam or assessment – including the early and unauthorised removal of a question paper or answer booklet from the examination room.
- Collusion with an other when an assessment must be completed by individual candidates.
- Copying from another candidate (including using ICT to do so) and/ or working collaboratively with other candidates on an individual task.
- Misconduct – inappropriate behaviour in an assessment room that is disruptive and/or disrespectful to others. This includes talking, shouting and/ or aggressive behaviour or language, and having a prohibited electronic device that emits any kind of sound in the assessment room.
- Failing to disclose a medical condition which might jeopardise the safety of themselves or other people
- Frivolous content – producing content that is unrelated to the assessment.
- Offensive content – content in assessment materials that includes vulgarity and swearing that is out of context with the assessment, or any material that is discriminatory in nature (including discrimination in relation to the protected characteristics identified in the Equality Act 2010). This should not be read as inhibiting candidates' rights to freedom of expression.
- Personation – assuming the identity of another candidate, a candidate having someone assume their identity during an assessment or the selling, lending or otherwise misusing of skills identity card.
- Plagiarism – failure to acknowledge sources properly and/ or the submission of another person's work as if it were the candidate's own.
- Prohibited items – items that the candidates must not have with them in the examination room because they could give unfair advantage.

Examples of possible Centre malpractice or maladministration

- Providing learners with assistance during examinations, such as over explaining questions or suggesting answers to questions.
- Misusing the conditions for special assessment arrangements, for example where learners are permitted support.
- Failing to abide by regulatory requirements for the conduct and management of examinations

- Failing to keep assessment materials and examination papers secure prior to the assessment or examination.
- Altering or forging any assessment or examination documentation.
- Failure to establish candidate identity prior to assessment.
- Facilitating and allowing impersonation.
- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, and/or where the assistance involves staff producing work for the learner.
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing any or all of the requirements of assessment
- Falsifying records or certificates, for example by alteration, substitution, or by fraud

Lynher Training Ltd will report any cases of suspected malpractice or maladministration to the appropriate awarding organisation.

Should the candidate feel their case has not been dealt with adequately, by Lynher Training Ltd, they have the right to contact the awarding organisation directly.

Reviewed/updated:

30th July 2012

30th July 2013

26th July 2014

28th October 2014

5th May 2015

7th June 2016

26th October 2016

29th November 2017

9th May 2018

3rd October 2018

10th October 2018