



Malpractice Policy

Definition:

Malpractice means any act, default or practice (whether deliberate or resulting from neglect or default) that is a breach of LCCI GQ/SQA requirements, including any act, default or practice that:

- compromises, attempts to compromise, or may compromise, the process of assessment, the integrity of any LCCI GQ/SQA qualification, or the validity of a result or certificate; and/or
- damages the authority, reputation or credibility of SQA/LCCI GQ or any officer, employee or agent of SQA

Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance). Examples might include:
 - completing assessment work on behalf of learners; or
 - falsification of information leading to certification
- Some incidents of malpractice are unintentional. We define unintentional malpractice as 'maladministration', which includes incidents that arise due to ignorance of LCCI GQ/SQA requirements, carelessness or neglect in applying the requirements. Examples might include:
 - seeking approval to offer a new qualification after the deadline for new approval applications has passed; or
 - requesting late certification of learners after a regulated qualification's certification end date

Malpractice can include both deliberate non-compliance with SQA requirements and maladministration in the assessment and delivery of LCCIGQ/SQA qualifications. It is necessary to investigate any suspected instances of malpractice, whether they are intentional or not, to protect the integrity of the qualification and to identify any wider lessons to be learned. Depending on the circumstances, it may be necessary for either SQA or LCCI GQ to undertake that investigation. Whenever LCCI GQ/SQA becomes aware of concerns of possible malpractice, its approach will be fair, robust and proportionate to the nature of the concern.



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Malpractices in Relation to Coursework

LCCI GQ is committed that all its learners undertake and complete their tasks, activities, assignments, projects, reports, presentations, examinations or for that matter any other work submitted for assessment is their original work and that the evaluation of such work will be to the concerned student. Learners should always ensure that they generate their own ideas and knowledge through classroom teaching, discussion, assignments or through other sources.

It shall be an offence for a student/candidate to avail to another student/candidate his/her prepared coursework with a view to assisting the latter to do his/her coursework or to negligently expose his/her coursework to another candidate to use.

It is each individual student's responsibility to be honest and disciplined, so that they do not cheat or copy from others work. Students are not allowed to carry mobile phone, notes etc during the examination. Inappropriate behavior during an internal assessment, practical assessment or end term examination that causes disruption to other students for instance, shouting, aggressive behavior or rough language will be considered as strong breach of malpractice policy.

Penalty

Any student/candidate found guilty of the offence as set out above shall be liable to:

- i) Caution and or Cancellation of his/her coursework, or re-work
- ii) Negative Internal marking
- iii) Caution and or suspension from the programme registered.

Note - Each assignment will be corrected and signed by the concerned faculty.

Prevention

Student would be advised on the first day of the programme i.e during the orientation about the do's and don't's of the programme. Each student will have to sign a contract which clearly specifies the penalty for breach of any of the guideline mentioned in the contract. Examination policy is also published in the notice board which is accessible to all the students which includes penalty for malpractice.



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As the programme will be delivered under the direct supervision of LCCI GQ, each facilitator shall follow the guidelines set by LCCI GQ and that each facilitator shall monitor any act of malpractice/plagiarism in students work. Since each student will be supervised by the facilitator and since the class size will not be more than 30 the chances of plagiarism shall be minimal.

If by any chance, facilitator notices that there is malpractice in the course, facilitator shall immediately report the same to the quality control department of the institution and shall immediately counsel the student or take necessary action or even penalize the student as mentioned above.

Reporting suspected malpractice

The malpractice will generally be reported by Assessor, exam invigilator or internal verifier.

In any case of malpractice in case of regular classes, internal assessment or practical assessment, the assessor has the right to take necessary action including caution and deducting marks, however assessor needs to report that to the SQA Programme coordinator within 5 working days of such incident. If the malpractice is of severe nature and if assessor thinks that the penalty to the student has to be suspension from the program in that case assessor needs to report along with the supporting evidences to the SQA Programme Co-coordinator who is also the LCCI GQ's Operations Director. Operations Director will put forward his comment based on his assessment of the evidence and will forward it to the review committee, side by side Operations director will also ensure students is informed that the decision has been forwarded to the review committee (this needs to be done within 10 working days), which comprises of the following members –

- a) Center Exam Manager (Chair)
- b) Concerned Facilitator/Invigilator
- c) Internal Verifier – Qualifications Manager and Senior Officer -Students service
- d) Qualifications Manager (Member Secretary)
- e) Partnerships Manager
- f) Chief Operating Officer (Invitee)

LCCI GQ firmly stands on the decision taken by the Review Committee and Review Committee decision remains final.

In case the malpractice is during the end term examination, it must be recorded in the suspected malpractice notification in the Invigilator Declaration and Attendance record by the exam invigilator and must be submitted to the SQA Programme Coordinator along with the supporting



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evidences. The Exam invigilator needs to follow the examination policy provided to him or her and is not authorized to deduct any marks.

The investigation of such malpractice will be undertaken by the SQA Programme Coordinator/ Operations Director by following the examination guidelines and supporting evidences. Operations Director will also ensure that he verifies the answer script and consults student in question before taking any final decision in case the supporting evidences are not enough.

Furthermore, SQA Programme Coordinator/ Operations Director will communicate the outcome of the investigation to the student via email and also to the concerned Assessor or Exam Invigilator as well as must be reported to SQA if needed and the supporting documents relating to malpractice must be stored for at least five years for future verification or audit.

Criteria to review malpractice by student during external examination

Situation	Possible evidence or situation as presented before LCCI GQ Malpractice review committee from exam centre	Prerequisite/ Possible Actions taken by exam centre	Possible Action by LCCI GQ Malpractice review committee
1	Student is found with material which can be utilized in malpractice, or shows suspicious behaviour before the examinations	Student is oriented about exam and malpractice policy	N/A
2	He/she is caught making noise and disturbing process of examinations	Student is warned and reminded of consequences of malpractice	Warning letter to be sent by Qualifications Manager / Student Service Unit to the student via email
3	Evidence suggest that material seized from student was utilized in malpractice or the material was seized from student, however it was not utilized	The malpractice incident is reported by exam invigilator with relevant supporting proof to Qualifications Manager/ Student Service Unit	Qualifications Manager/ Student Service Unit present the incident to review committee. If convinced with evidence presented before committee, up to 15% of total marks of the particular subject will be deducted and any answers copied from the seized material will receive zero.



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Situation	Possible evidence or situation as presented before LCCI GQ Malpractice review committee from exam centre	Prerequisite/ Possible Actions taken by exam centre	Possible Action by LCCI GQ Malpractice review committee
			Warning letter to be sent by Qualifications Manager/ Student Service to the student via email
4	Evidence suggest that material seized from student, and behaviour was aggressive. Student continuously shows reluctance to examination process	Student is called outside exam hall, or after examination is call and strongly warned. Student is reported for malpractice with evidence Centre might opt to arrange different seating arrangement for student to take exam	If convinced with evidence presented before committee, up to 25% of total marks of the particular subject will be deducted and any answers copied from the seized material will receive zero. Warning letter to be sent by Qualifications Manager/ Student Service to the student via email
5	Evidence suggest that Material seized from student and or behaviour was intentional and very aggressive, or Evidence suggest that student was using foul language and/or physically engaged with another student or invigilator	Student is escorted outside the exam hall and barred from examination, malpractice is reported as well as report of incidence is immediately communicated with evidence to RTS and to LCCI GQ on same day	Committee will communicate with exam centre/invigilator, RTS for details of incident, and if necessary, will communicate with student as well; following actions are possible i. if committee is convinced with evidence that student is guilty with serious attitude problem, he/she will be discontinued from the enrolled program and also barred from admission in any program offered by LCCI GQ ii. Committee is convinced that student is guilty, but are assured that such situation is



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Situation	Possible evidence or situation as presented before LCCI GQ Malpractice review committee from exam centre	Prerequisite/ Possible Actions taken by exam centre	Possible Action by LCCI GQ Malpractice review committee
			<p>not a general code of conduct of that particular student but the student’s behaviour is an outcome of unfair/biased behaviour of the exam invigilator/RTS staffs/Fellow student. In such case work of student is nullified and will be asked to retake exam in next attempt after paying the retake fee as prescribed by LCCI GQ from time to time.</p> <p>Student must also produce an apology letter in written in presence of his guardian and submit to LCCI GQ</p>

Note – In case student reporting malpractice by other student, above scene shall be utilized as base to conclude any actions.

In some instance malpractice can also be by the center staff or by other students. In such case student has the right to report the suspected malpractice to SQA Programme Coordinator/ Operations Director of such malpractice. Malpractice by other staff members include what is mentioned in the “Malpractice Policy for Staff and Management – Ver.2.19”. In such cases the action will be taken as per “Malpractice Policy for Staff and Management – Ver.2.19”.

In case of student reporting malpractice of other students, there needs to be substantial evidences and the decision will be taken by SQA Programme Coordinator/ Operations Director in consultation with assessor, internal verifier as well as student who reported suspected malpractice and student who is charged with suspected malpractice. Decisions will be communicated to the student who reported the suspected malpractice and the student who was questioned for suspected malpractice.



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Note – Student always reserves the right to appeal and make complaint following the Student Appeal Policy and Student Complain Policy, which is available for all the students in the website.

Candidates have the right to appeal to SQA where:

- Our centre has conducted an investigation, the candidate disagrees with the outcome and has exhausted our centre's appeals process,
- SQA has asked our centre to conduct an investigation and the candidate disagrees with the outcome and has exhausted our centre's appeals process, and
- SQA has conducted an investigation and the candidate disagrees with the decision

In addition, where malpractice is investigated by SQA, decisions can be appealed by LCCI GQ, under following circumstances:

- We have the right to appeal a decision where a case of reported malpractice by our centre has been confirmed through investigation by SQA.
- We also have the right to appeal a decision in the case of suspected malpractice by a candidate reported by our centre to SQA.

Reporting to SQA :

Any suspected cases of centre malpractice must be reported to SQA as soon as LCCI GQ has carried out an initial screening exercise to establish the nature of the concern. This includes any concerns where we take the view that no further action is necessary.

We must inform SQA of any investigation carried out by an awarding body, industry body, funding agency or regulator which may or may not affect the delivery of SQA qualifications. We must also promptly bring to SQA's attention any findings of centre malpractice or maladministration communicated to us by another awarding or industry body. We must notify SQA promptly if another awarding body removes approval from our centre, regardless of the reason given for this withdrawal.

SQA expects centres to bring candidate malpractice concerns for internal assessments to their attention only if:

- The concern came to our centre's attention after submission of internal assessment marks
- The concern relates to candidate malpractice for a qualification regulated by SQA

Accreditation, Ofqual or Qualifications Wales

- A candidate affected by a malpractice decision, who has exhausted their right of appeal within our centre, wishes to exercise their right of appeal to SQA; or



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- There are other exceptional circumstances, eg we believe that the malpractice case involves a criminal act (if the malpractice involves a criminal act the matter must also be reported to the police)

Retention of records:

Where an investigation of suspected malpractice is carried out, we will retain related records and documentation for three years for non-regulated qualifications. Records will include any work of the candidate, and assessment or verification records relevant to the investigation.

In the case of an appeal to SQA against the outcome of a malpractice investigation, assessment records will be retained for six years.

In an investigation involving a potential criminal prosecution or civil claim, records and documentation will be retained for six years after the case and any appeal has been heard. If there is any doubt about whether criminal or civil proceedings will take place, we will keep records for the full six year period.