



EDA Product Knowledge Modules

Malpractice Policy

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1 Managing cases of suspected malpractice in assessments

1.1 Commitment to quality

The EDA is committed to providing high-quality qualifications which are assessed and awarded consistently, accurately, and fairly. To this end EDA staff and all those involved in the implementation, assessment and moderation of this EDA qualification are expected to demonstrate honesty and integrity in carrying out their respective responsibilities.

It is the EDA's responsibility to ensure that all relevant staff involved in the management, assessment and moderation of EDA qualifications are made aware of the contents of this document.

An electronic copy of this document is available from the EDA upon request.

To assist in interpretation, section 2 of this document contains examples of malpractice by staff and participants. Please note that these examples are not exhaustive.

1.2 About this Policy

1.2.1 Scope of Policy

This Policy is intended to provide ease of reference for EDA staff and those involved in the management and delivery of the EDA qualification. It includes examples of staff and candidate malpractice and explains the responsibilities of moderators, assessors and EDA staff to report malpractice, actual or suspected.

1.2.2 Purpose of the Policy

The purpose of this Policy is to set out the procedures to be followed in identifying and reporting malpractice by EDA staff and/or participants and the actions which the EDA may subsequently take.

1.2.3 Review of the Policy

This Policy will be reviewed and revised regularly in response to feedback from staff, moderators and assessors or changes in legislation. The EDA reserves the right, however, to make changes to this Policy as and when required, in which case the revised version will be circulated to all those involved in the qualification process.

1.2.4 Definition

'Malpractice' means the deliberate or wilful contravention or ignoring of the EDA's quality policy pertaining to the assessment process (including the conduct of assessments), which may adversely affect the integrity of a qualification, its assessment and the validity of candidate certificates. For the purposes of this document, the term 'malpractice' also covers both maladministration and misconduct.

2 Examples of malpractice by centres and participants

2.1 Centre staff malpractice

2.1.1 Failure to meet EDA and qualification accreditation requirements

Examples of this would include:

- inaccurate or deliberately misleading statements or submissions provided during the qualification or participant approval process, or at any time during the assessment process
- failure to provide the staff, resources or systems needed to support assessment, internal quality assurance or certification claims
- failure to maintain accurate records relating to participants, assessment or internal quality assurance, or to retain such records for the required period of time
- failure to provide the EDA with access to relevant people or records
- failure to implement specified remedial actions.

2.1.2 Influencing the assessment or certification process

Examples of this would include:

- permitting, facilitating or obtaining unauthorised access to confidential examination/assessment material
- assisting or prompting participants in the production of answers to assessment questions or assessment evidence, beyond that permitted
- falsification of participants' marks, assessment evidence, records, certification claims or results or documentation.

2.1.3 Failure to meet the requirements for the conduct of assessments

Examples of this would include:

- breaches of security of assessment papers or materials and their electronic equivalents
- unauthorised changes to assessment timetables
- failure to issue participants with appropriate notices and warnings
- non-adherence to any invigilation requirements
- failure to despatch completed assessment papers promptly and efficiently
- amendment of assessment materials
- failure to provide access arrangements in accordance with EDA requirements.

2.2 Candidate malpractice

2.2.1 Breach of assessment rules and requirements

Examples of this would include:

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others

- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to the contents of a coursework
- impersonation of a participant

2.2.2 Inappropriate conduct during an assessment session

Examples of this would include:

- introduction of unauthorised material or instruments into the assessment session
- misuse or attempted misuse of assessment material
- exchanging, obtaining, receiving or passing on unauthorised or confidential assessment material
- disruptive or offensive behaviour
- failure to abide by the instructions of a supervisor whilst undertaking module assessment

3 Responsibilities to report malpractice

3.1 Centre staff

The EDA expects all individuals involved in the delivery of the qualification to co-operate fully with any investigations into cases of suspected or actual malpractice. Failure to report suspected malpractice and/or co-operate with follow up activity may lead to certificates not being issued, future entries and/or registrations not being accepted or withdrawal of qualifications.

Anybody who discovers or suspects malpractice must immediately report this to the Education and Training Consultant at the EDA. The Education and Training Consultant is required to notify the EDA Senior Management Team, at the earliest opportunity, of all incidents of malpractice, actual or suspected.

- On being notified of the incident, the EDA Senior Management Team will normally request the Education and Training Consultant to investigate the matter, in liaison with other EDA appointed staff. The form on page 15 may be used as the basis of the investigation report. Reports in other formats will be accepted provided the information given covers the same points as the form.
- The report should be submitted to the EDA Senior Management Team. Where a candidate has been expelled from an Assessment, the workbook and any other evidence should be securely attached to the report. **All malpractice reports will be treated as confidential**
- The EDA will review the report and, if malpractice has been established, will determine an appropriate level of sanction or penalty.

3.2 Moderators, Assessors or individuals

Anybody who discovers or suspects malpractice in assessments when carrying out their work must immediately report their findings to the Education and Training Consultant at the EDA.

The report should be submitted separately from any other report and should include:

- the location
- the full nature of the malpractice
- the company, branch, managers and participants involved
- date(s) malpractice occurred
- the module affected
- the moderator's signature and date of report.

The EDA Education and Training Consultant will inform the appropriate individuals of the actions required so that an investigation can be undertaken.

Reports should be sent to:

E-mail Address: **tracy.hewett@eda.org.uk**

4 Investigations into allegations

4.1 Investigation Process

4.1.1 Who will undertake the investigation

Once notification of malpractice has been received, the EDA will determine whether to ask the Education and Training Consultant to undertake the investigation into the allegation or whether the EDA Senior Management Team will undertake the investigation.

4.1.2 Investigation

The person(s) carrying out the investigation is/are required to

- supervise the investigation personally
- establish the full facts and circumstances
- pass on to the individuals concerned any decisions, warnings or notification of penalties or sanctions.

The person investigating should consider that anybody can be responsible for a malpractice. For this reason, investigation actions should not be delegated to anybody else with any relationship with the suspected malpractice. Conflicts of interest which arise in this situation may compromise the investigation.

Individuals accused of malpractice must be informed of the allegation made against them and be provided with the evidence that supports the allegation along with details of the possible consequences should malpractice be proven.

The EDA reserves the right to suspend any claims for certification submitted by an employer or individual, either on notification of malpractice (suspected or actual), or at any time during the investigation.

4.1.3 Report of investigation undertaken by centre

The person investigating the reported malpractice must submit a full written report of the investigation to the EDA Senior Management Team. The report should include the following as appropriate:

- a detailed account of the circumstances of the alleged malpractice and of the investigation carried out by the centre
- written statement(s) from the moderators(s), assessor(s), employer branch manager(s) or other individuals involved
- written statements from any participants who are involved
- any work of the participant(s) involved and any associated material, if relevant
- any mitigating factors.

The investigator should aim to complete the investigation, including the report, within **20 working days** of being requested to undertake it.

4.2 Conclusion of investigation

4.2.1 EDA actions

The EDA Senior Management Team will consider all factors put forward in determining the appropriate actions. If the investigation confirms that malpractice has taken place, the individuals or companies involved may have one or more of the following sanctions imposed. Please note that this list is not exhaustive:

Participants

- written warning
- loss of marks
- assessment evidence will be disallowed
- disqualification from the module
- disqualification from the whole qualification
- barred from entering EDA qualifications for a set period of time.
- results will not be issued, or will be cancelled.

Individual Employer Staff

- written warning
- training or mentoring
- imposition of conditions on the individual's involvement in EDA qualifications and/or module assessments
- suspension of individual from involvement in EDA examinations and/or assessments.

It is the employer of the participant's responsibility to inform their staff and participants affected of the implications of the removal of any services provided by the EDA.

4.2.2 Appeals against EDA' decision to impose sanctions

If an employer, participant or any other individual wishes to appeal against EDA' decision to impose sanctions as a result of identification of malpractice, the formal EDA feedback and complaints policy should be used.

Report form: Suspected malpractice in examinations and assessments

Suspected malpractice in examinations and assessments

Report form – **Confidential When completed**

Individuals may use the form below to report instances of suspected malpractice in assessments.

1	Date of incident		Time	
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Details of individual(s) involved

Location	Individuals name

Details of witnesses

Name	Role

Describe the nature of the suspected malpractice, including details as to how it was discovered, by whom and when.

A large, empty rectangular box with a thin black border, intended for the user to provide a detailed description of the suspected malpractice as requested in the text above.

Other information

If there are any other details you feel are relevant to this allegation, including mitigating circumstances, please give further information below.