



Scope

The policy provides definition and examples of Malpractice and Maladministration which may occur in connection with Iconis Learning delivery as an ILM Centre. The process for preventing, investigating and dealing with Malpractice and Maladministration is described. All suspected or alleged instances of malpractice or maladministration are to be reported directly to Iconis Learning's Quality Manager and to ILM.

Definition

1) Definition – Malpractice (by Iconis Learning)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates.

Examples of malpractice:

- Deliberate misuse of the ILM logo by Iconis Learning
- Contravention of examination regulations by Iconis Learning
- Falsification of documents.

2) Definition – Malpractice (by learners)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates.

Examples of malpractice:

- Cheating of any nature by learners, including plagiarism
- Deliberate misuse of the ILM logo by the learner
- Contravention of examination regulations by the learner
- Repeated maladministration (normally three consecutive incidents).

For specific guidance on plagiarism and cheating please see the Iconis Learning Plagiarism & Cheating Policy

3) Definition – Maladministration

Maladministration is an activity or practice which results in non-compliance with regulations, but it's normally the result of a genuine mistake rather than any deliberate plan to gain an unfair advantage. Where Iconis Learning may repeatedly makes mistakes then this would eventually constitute Malpractice (see Definition of Malpractice)

Examples of maladministration:

- Late registration of learners with ILM
- Claiming certification for incorrect units



Iconis Learning will take all reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of ILM qualifications and programmes through following policy guidelines and procedures.

For more general concerns or complaints please see the Complaints Policy.

Process

Iconis Learning ensure that all staff and learners are aware of this policy of malpractice and maladministration and the associated consequences.

All suspected or alleged cases of malpractice or maladministration will be reported straight away to the Quality Manager jo@iconislearning.com and ILM informed.

The Quality Manager will appoint an independent investigator who will prepare a response within 30 days.

The outcome will be communicated to the relevant parties and to ILM no more than 10 days later.

In cases where breaches have occurred due to maladministration rather than malpractice, the matter will be referred to the Quality Manager and an External Verifier to agree action to prevent any future occurrences.

For any instance of malpractice in relation to the Quality Manager, it will be reported by a Director to the Head of ILM Quality Practice by emailing ILMRegulation@i-l-m.com.

Action

If the investigation confirms that malpractice by a centre/provider has taken place, dependant on the gravity and scope, one or more of the following actions will be taken:

- Disallowing all or part of a learner/s assessment evidence or marks
- The learner/s certificates will not be issued, or previously issued invalid certificates for that learner/s will be withdrawn
- No further registrations will be accepted for the learner/s
- Iconis Learning centre risk rating will be reviewed which could lead to the suspension of registrations, suspension of certification or suspension of centre approval and/or qualification approval
- A report will be made to the relevant regulatory bodies and may be shared with other awarding organisations and/or other agencies such as funding bodies or the police
- ILM membership may be withdrawn for the learner/s
- Corporate or individual tutor membership may be withdrawn

If you wish to appeal against our decision to take action as recommended in the investigation report, please refer to the Appeals Policy.



Continuous Improvement

Iconis Learning's Quality Manager reviews all investigations for malpractice and maladministration.

We aim to improve our business processes and our response to Learners in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.