



Rightmove Training & Development Centre – Academic Malpractice and Maladministration Policy

1. Introduction

Malpractice and/or maladministration can cause reputational damage to the Rightmove Training & Development Centre, or Propertymark Qualifications the Awarding Organisation, and threaten the integrity of award and the quality of the learner experience. We regard any form of academic malpractice as a serious matter which can have serious consequences for the learner involved if malpractice is proven. It is therefore essential to prevent malpractice or maladministration occurring wherever possible and there are procedures in place to prevent malpractice and maladministration.

2. Purpose

The purpose of this policy is to:

- Provide definitions of malpractice and maladministration along with examples.
- Explain the actions that Rightmove Training & Development Centre, or Propertymark Qualifications will take if malpractice or maladministration is discovered.
- Promote better understanding of roles and responsibilities in preventing malpractice and maladministration.

3. Scope

This Policy applies to all learners at the Rightmove Training & Development Centre irrespective of their method of application or enrolment or their type of course.

4. Definitions

Malpractice and maladministration encompass a wide range of matters, from dishonest acts affecting the validity of an assessment through fraudulent or deceptive means.

Malpractice and maladministration may be intentional or inadvertent. The key consideration is whether there has been some sort of wrongdoing or misconduct.

Examples of learners' malpractice & maladministration:

- Breaching the rules of an examination or assessment, for example, bringing unauthorised materials or unauthorised devices such as smart phones or smart watches into an exam or not following the rules for e-assessment.
- Collaborating with other learners inappropriately.
- Plagiarism, including copying another learner's work, copying material from the internet without referencing/acknowledging the source, or making false statements about the authorship of work.
- Disrupting examinations or controlled assessments.
- Impersonating another learner or a learner allowing themselves to be impersonated.

Examples of Rightmove Training & Development Centre, or Propertymark Qualifications the Awarding organisation, malpractice and maladministration:

- Failing to provide effective examination supervision.
- Failing to handle examination or assessment related documentation securely, for example, by disclosing questions prior to an examination.
- Providing or allowing improper assistance to learners during controlled assessment, for example, providing answer prompts or allowing collaboration.
- Falsifying results so that they do not reflect a learner's actual performance.
- Falsifying records in order to claim certificates.
- Avoidable delay, for example, in submitting learner scripts, coursework or other assessment materials for marking, or delays in moderation resulting in the late issue of results or certificates.
- Mistakes arising from inattention or faulty procedures, for example, not using the correct assessment task or assigning an incorrect result to a learner.
- Poor record keeping, for example, losing learners' work or gaps in records of learner attainment.
- Inadvertently giving misleading or inadequate information, for example, in relation to examination procedures or the requirements of assessment tasks.
- Fraudulently issuing certificates that do not reflect a learner's actual performance.

5. Process

Allegations about malpractice or suspected malpractice may be raised by staff, learners, whistleblowers or other stakeholders. Where suspected malpractice/maladministration is brought to our attention we will:

- Make basic checks to establish the veracity of the allegation.
- Seek permission to use the name of the person making the allegation (where permission is not granted and the allegation still merits investigation, we will strive to preserve anonymity, however the scope of the investigation may be impaired).
- Communicate the details of the allegation to the relevant parties.

Where an individual is suspected of malpractice they will be:

- Informed of the allegation made against them and the evidence that supports the allegation.
- Provided with the opportunity to respond to the allegation and submit a written statement.
- Informed of what the possible consequences could be if the malpractice is proven.

Please note that we will ordinarily report malpractice and maladministration cases to the relevant awarding organisation.

Where malpractice and or maladministration occurs during an examination, the Awarding Organisation will inform the learner and the training provider.

6. Investigations

Where a suspected incident of malpractice or maladministration comes to our, or the Awarding Organisations, attention it will be thoroughly investigated. Rightmove Training & Development Centre, or Propertymark Qualifications the Awarding Organisation will ensure that the investigator performing the investigation has the necessary competence and has no personal interest in the outcome of the investigation.

The investigation will aim to:

- Establish the facts, circumstances and scale of the alleged malpractice.
- Identify the cause of the irregularities and those involved.
- Identify, and if necessary, act to minimise the risk to current learners and requests for certification.
- Evaluate any action already taken.
- Determine whether any remedial action is required to reduce the risk to current learners and to preserve the integrity of the qualification.
- Establish whether any action is required in respect of certificates already issued.
- Obtain evidence to support any sanctions to be applied to the individual(s), in accordance with policies and procedures of Rightmove Training & Development Centre, or Propertymark Qualifications the Awarding Organisation.
- Identify any patterns or trends.
- Identify any changes that need to be made to policies and procedures.

7. Outcomes and Sanctions of an investigation into malpractice or maladministration

Where academic misconduct has been proven to have occurred, Rightmove Training & Development Centre, or Propertymark Qualifications the Awarding organisation may impose sanctions on the Learner/s involved. The sanctions will be proportionate to the seriousness and scale of the misconduct that has occurred. Depending on the severity, outcomes may include:

- No further action. A guidance letter may be provided
- Requirement for reassessment (where permitted)
- Invalidating assessment results
- Ban from assessment for a period of time.
- Removal from the qualification.
- Referral to/from Propertymark Qualifications in accordance with the Recognised Centre/Training Provider Agreement

8. Appeals against decisions relating to any action to be taken against a learner following an investigation into academic misconduct.

All decisions will be documented. Learners have the right to appeal against decisions made following an investigation into misconduct.

Appeals must be submitted to **Propertymark Qualifications** within 10 working days of the communication of the decision.

Propertymark Qualifications
Propertymark Qualifications, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG
Or via email: qualifications@propertymark.co.uk

9. Contact

For further help or assistance with this Policy, please contact:

Jason Charles, Head of Events & Education

Email: Jason.Charles@rightmove.co.uk

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