

Malpractice and maladministration policy

Propertymark Qualifications treats all cases of suspected malpractice very seriously and will investigate all suspected and reported incidents of possible malpractice. The purpose of this policy is to set out how allegations of malpractice are dealt with.

The scope of the policy is to provide:

- a definition of malpractice
- examples of candidate and centre malpractice and maladministration;
- possible sanctions that may be imposed in cases of malpractice.

Introduction

For the purpose of this document, malpractice is defined as:

Any act, or failure to act, that threatens or compromises the integrity of the assessment process or the validity of qualifications. This includes: maladministration and the failure to maintain appropriate records or systems; the deliberate falsification of records or documents; acts of plagiarism or other academic misconduct; and/or actions that compromise the reputation or authority of Propertymark Qualifications, its centres and employees.

Candidate Malpractice

The following are examples of malpractice by candidates; this list is not exhaustive and other instances of malpractice may be considered by Propertymark Qualifications:

- Plagiarism by copying and passing off, as the candidate's own, the whole or part(s) of another person's work, including images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission. This statement is true with regards to all qualifications which involve candidates producing materials.
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.
- Fabrication of results and/or evidence.
- Failing to abide by the instructions or advice of an assessor, a supervisor, an invigilator, or Propertymark Qualifications conditions in relation to the assessment/examination/test rules, regulations and security.
- Misuse of assessment/examination materials.
- Introduction and/or use of unauthorised material contra to the requirements of the supervised assessment/examination/test conditions. Examples include own notes, study guides, personal organisers, calculators, dictionaries (when prohibited), personal stereos, mobile phones or other similar electronic devices.
- Obtaining, receiving, exchanging or passing on information which could be assessment/examination/test related (or the attempt to) by means of talking or written papers/notes during supervised assessment/examination/test conditions.
- Behaving in such a way as to undermine the integrity of the assessment/examination/test.
- The alteration of any results document, including certificates.
- Academic misconduct to gain an unfair advantage.

Centre Malpractice

Examples of malpractice by, teachers, tutors and other officers are listed below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so:

- Failure to adhere to the relevant Propertymark Qualifications regulations and procedures
- Knowingly allowing an individual to impersonate a candidate.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language (including aggressive or offensive language or behaviour).
- Allowing disruptive behaviour or unacceptable conduct at the centre to go unchallenged, for example, aggressive or offensive language or behaviour.
- Divulging any information relating to candidate performance and / or results to anyone other than the candidate.
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - personal identification;
 - supporting evidence provided for reasonable adjustment or special consideration applications; and
 - Propertymark Qualifications results documentation, including certificates
- Falsely obtaining by any means a Propertymark Qualifications certificate.
- Failing to report a suspected case of candidate malpractice, including plagiarism, to Propertymark Qualifications.
- Moving the time or date of a fixed examination without written permission from Propertymark Qualifications.
- Failure to keep examination question papers, examination scripts or other assessment materials secure, before during or after an examination.
- Allowing a candidate to possess and / or use material or electronic devices that are not permitted in the examination room.
- Allowing candidates to communicate by any means during an examination in breach of regulations.
- Allowing a candidate to work beyond the allotted examination time.
- Leaving candidates unsupervised during an examination.
- Assisting or prompting candidates with the production of answers.

Investigating alleged Malpractice

When dealing with alleged malpractice in a test centre where e-assessment methods have been used, Propertymark Qualifications will deal primarily with the organisation who manages the test centres on our behalf. Propertymark Qualifications may require full access to a test centre for investigation purposes.

When dealing with alleged malpractice during a written examination, Propertymark Qualifications will deal primarily with the invigilators who ran the examination.

As part of the investigation, Propertymark Qualifications retains the right to:

- Involve the candidate and others in the investigation process
- Deal with the candidate (if aged 18 or above) and/or the candidate's representative.

During the investigation period, Propertymark Qualifications may:

- Withhold the release of results/certificates
- Withhold test/examination papers if the security of a test/examination is considered at risk.

Pending the outcome of the investigation

If malpractice is discovered by a Propertymark Qualifications representative (e.g. invigilator, moderator) or has been reported directly to Propertymark Qualifications by a third party,

Propertymark Qualifications will conduct an investigation in a form commensurate with the nature of the malpractice allegation. Such an investigation will require the full support of all personnel linked to the allegation.

Dealing with malpractice

Following an investigation, if a case of malpractice is upheld, Propertymark Qualifications may impose sanctions or other penalties on the individual or centre concerned. Any sanctions imposed will reflect the seriousness of the malpractice that has occurred.

Candidate Sanctions

Listed below are examples of sanctions that may be applied to a candidate who has had a case of malpractice upheld against them. This list is not exhaustive and other sanctions may be applied on a case-by-case basis.

- Exclusion from the examination due to be sat
- Disqualification from the examination
- A ban on sitting further examinations for a fixed period of time
- Disqualification from the qualification as a whole

Centre Sanctions

Listed below are examples of sanctions that may be applied to a centre which has had a case of malpractice upheld against them. This list is not exhaustive and other sanctions may be applied on a case-by-case basis

- Additional examination checks at the expense of the centre
- Deployment of independent invigilators at the expense of the centre
- Suspension of candidate registrations
- Suspension of examination bookings
- Suspension of certification
- Withdrawal of certification
- Withdrawal of approved centre status

Investigation

It is the responsibility of Propertymark Qualifications or their nominees to carry out an investigation into allegations of malpractice.

Propertymark Qualifications reserves the right to carry out an independent investigation in full under any circumstances of alleged malpractice relating to a test centre and full cooperation from the centre will be expected. Propertymark Qualifications reserves the right to access any documents held in relation to the alleged malpractice.

Appeals

Candidates who are dissatisfied with the outcome of a malpractice investigation can appeal by following the Propertymark Qualifications Appeals process. This can be found on the Propertymark Qualifications website.