



ITEC Malpractice Procedure for VRQs

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Definition of malpractice – malpractice is defined as actions that may threaten the integrity of ITEC or its qualifications.

Any allegation of malpractice must be immediately reported to ITEC. Failure to do so in itself constitutes malpractice.

1. Procedures for suspected malpractice in ITEC registered centres

- 1.1. Qualification requests will not normally be processed until the matter has been investigated.
- 1.2. ITEC will firstly inform the regulatory authority (QCA) of any suspected malpractice by a centre.
- 1.3. ITEC will liaise with QCA as to any further action that may need to be taken.
- 1.4. When the alleged malpractice involves candidates only or a single staff member any further action would normally be in the form of a detailed investigation and report from the centre implemented by the head of department/principal of the centre. The report should contain the following:
 - A statement of the circumstances and facts surrounding the investigation
 - written statements from all staff concerned
 - written statements from all candidates concerned
 - any extenuating circumstances, e.g. medical reports
 - details of the centre's procedure for informing candidates of ITEC's regulations
 - any unauthorized material found during the examination process
 - any work of candidates and other assessment material relevant to the investigation
 - Copies of relevant daily registers
 - Copies of relevant schemes of workNo investigation into malpractice in respect of ITEC qualifications should be commenced without the prior approval of ITEC
- 1.5. ITEC reserves the right to conduct an investigation itself and to check the accuracy and validity of information and instigate further investigation.
- 1.6. Each case of suspected malpractice will be considered on an individual basis by the ITEC Complaints Team in conjunction with an external panel and QCA based on all the information provided by the centre.

The primary aim is to:

- establish whether the integrity of the examination and certification process has been compromised
- evaluate ITEC procedures to ensure that it cannot happen again and that there is nothing further to gain by abusing ITEC regulations and procedures
- deter other centres from breaching ITEC procedures in the future

Examples of malpractice may include the following:

- allowing candidates access to previous ITEC examination papers.
- photocopying ITEC examination papers.
- changing the date of an ITEC examination (theory or practical) without informing ITEC.
- obtaining unauthorized access to examination material prior to the examination.
- assisting or prompting students with answers.
- failure to keep completed examination scripts secure.
- failure to send completed examination scripts to ITEC on the day of writing.
- failure to supply an invigilator with no knowledge of the subject of the examination.
- failure to internally assess the case studies and complete the ITEC case study assessment forms.
- failure to conduct internal practical assessments using the ITEC assessment criteria.
- failure to comply with the ITEC recommended minimum guided learning hours.
- failure to comply with any of the ITEC examination regulations and procedures and/or guidance documents.

Possible sanctions that may be imposed as a result of centre/staff malpractice

- Where an investigation establishes malpractice by a centre/member of staff, ITEC reserves the right to impose special sanctions on any future involvement of the said centre/member of staff in the operation of ITEC examinations in the future including delivery, conduct, supervision and administration of any ITEC examinations.
- Where an investigation establishes malpractice by a centre, ITEC will consider the registration status of the centre and may refuse to accept any future entries for ITEC examinations from that centre.
- ITEC may remove registration from the centre and refuse to accept any future examination entries.
- Where an investigation establishes malpractice by a member of the centre staff ITEC may refuse to have that member of staff involved in the ITEC examination process. In the case of a lecturer on an ITEC program, all approvals will be revoked.

Communicating decisions

ITEC will communicate the outcome of any alleged malpractice investigations in writing as soon as possible after decisions have been made. It is the responsibility of the centre to communicate those decisions to centre staff and/or candidates where appropriate.

Appeals

ITEC Centres may appeal against a decision or penalties imposed by ITEC when an investigation has established malpractice.

2. Procedure for suspected malpractice by a candidate

2.1 The Head of Department of the centre should submit a full written report of the case with supporting evidence to ITEC.

2.2 The accused candidate(s) should be made fully aware of any breach of ITEC regulations in writing as soon as possible along with the possible consequences of their alleged actions.

2.3 Candidate(s) accused of malpractice must be given the opportunity to respond to the accusation in writing.

2.4 Candidates should be made aware of the enquiries and appeals process if malpractice is established.

2.5 If an interview with the candidate is required it will only be conducted in the presence of the head of centre or another appointed senior member of the centre staff. The candidate should also be given the opportunity to be accompanied by a parent or guardian.

2.6 Any further action would normally be in the form of a detailed investigation and report from the centre implemented by the head of department/principal of the centre. The report should contain the following:

- a statement of the circumstances and facts surrounding the investigation.
- written statements from all staff concerned.
- written statements from the candidate(s) concerned.
- any extenuating circumstances, e.g. medical reports.
- details of the centre's procedure for informing candidates of ITEC's examination regulations and procedures.
- any unauthorized material found during the examination process.
- any candidate's work and other assessment material relevant to the investigation.
- copies of relevant daily registers.
- copies of relevant schemes of work.

2.7 Each case of suspected candidate malpractice will be considered on an individual basis by the ITEC Complaints Team in conjunction with an external panel based on all of the information provided by the centre.

The primary aim is to:

- establish whether the integrity of the examination and certification process has been compromised.
- evaluate ITEC procedures to ensure that it cannot happen again and that there is nothing further to gain by abusing ITEC regulations and procedures.
- deter other candidates from breaching ITEC procedures in the future.

Examples of candidate malpractice may include:

- obtaining, receiving, exchanging, or passing on information which could be examination-related by means of talking, written papers or notes, or information passed electronically.
- unauthorized access to ITEC examination papers.
- copying from another candidate.
- plagiarism – submission of another person’s work, e.g. case studies.
- impersonation – pretending to be someone else.
- failing to abide by the instructions of the invigilator.
- claiming false accreditation of prior learning.

Possible sanctions that may be imposed as a result of candidate malpractice

Where an investigation establishes malpractice by a candidate, ITEC reserves the right to impose special sanctions as follows:

- the candidate may be issued with a warning.
- the candidate loses all marks for case studies.
- the candidate loses all marks for their practical examination.
- the candidate loses all marks gained for a component, e.g. the theory or practical section of the holistic massage unit.
- the candidate loses ALL marks gained for a whole unit, i.e. theory, practical and case studies.
- the candidate is disqualified from the whole qualification in that booking, i.e. ALL units that form the diploma including theory, practical and case studies.
- the candidate loses all marks gained from all components of ALL units in ALL qualifications taken in that booking.
- the candidate is barred from entering for one or more ITEC examinations for a set period of time.
- in the case of significant malpractice ITEC will consider reporting the incident to the QCA and may report the case to other awarding bodies and the police.

Communicating decisions

ITEC will communicate the outcome of any alleged malpractice investigations in writing as soon as possible after decisions have been made. It is the responsibility of the centre to communicate those decisions to centre staff and/or candidates where appropriate.

Appeals

Appeals against a decision or penalties imposed by ITEC will normally only be accepted from the Head of College on behalf of a candidate/s.

Procedure for the investigation of malpractice by ITEC staff

3.1 ITEC will firstly inform the regulatory authority (QCA) of any suspected malpractice by ITEC staff.

3.2 ITEC will liaise with QCA as to any further action that may need to be taken.

3.3 Any further action would normally be in the form of a detailed investigation and report from the awarding body (ITEC) implemented by the Director. The report should contain the following:

- a statement of the circumstances and facts surrounding the investigation and the conclusion drawn.
- origin of the complaint or mode of discovery of the alleged irregularity.
- the investigation carried out.
- the conclusion.
- recommendations for action and resolution.
- written statements from any staff concerned.
- any extenuating circumstances, e.g. medical reports.
- details of ITEC's procedure for informing all ITEC staff of its regulations and procedures.
- any unauthorized material found during the conduct of an examination.
- any work of awarding body staff and other assessment material relevant to the investigation.

3.4 Each case of suspected malpractice will be considered on an individual basis by an external panel and QCA based on all of the information provided by ITEC.

The primary aim is to:

- establish whether the integrity of the examination and certification process has been compromised.
- evaluate ITEC procedures to ensure that it cannot happen again and that there is nothing further to gain by abusing ITEC regulations and procedures.
- deter other staff from breaching ITEC procedures in the future.

3.5 Examples of malpractice of awarding body staff may include the following:

- assisting/prompting students with answers.
- general failure to comply with the ITEC regulations and procedures.
- failure to keep contents of ITEC theory papers secure.
- failure to keep contents of the ITEC MCQ database secure.
- failure to keep contents of the ITEC database and candidate information secure.
- consistent failure to send theory papers, results and Diplomas within the time scales specified by ITEC.
- failure to keep completed examination scripts secure.

- failure to send completed examination scripts to markers on time and securely.
- failure to retain completed practical examiners marks sheets in good order.
- failure to retain all examination documents in good order for theory, practical and case studies.
- failure by examiners to retain the relevant examination documents as laid out in the examiner's handbook.
- failure to send back documents for quality assurance meetings by the due date.
- failure to attend and conduct a practical examination.
- failure to attend to enquiries, appeals or similar in the time scale laid down by ITEC.
- failure to complete and send appropriate reports and results to the office on time.
- consistent lack of punctuality.
- inappropriate correspondence with ITEC registered colleges.

Possible sanctions that may be imposed as a result of malpractice

3.6 Where an investigation establishes Malpractice by an ITEC member of staff, ITEC reserves the right to impose special sanctions on any future involvement of the said member of staff in ITEC Examinations in the future including conduct, supervision and administration of any ITEC examinations.

3.7 Where an investigation establishes Malpractice by an ITEC member of staff, ITEC will consider the status of the member of staff and may refuse to accept their future involvement in the ITEC examination system.

3.8 ITEC may remove the said member of staff from it's employment.

Communicating decisions

ITEC will communicate the outcome of any alleged malpractice investigations in writing as soon as possible after decisions have been made. It is the responsibility of ITEC to communicate those decisions to awarding body staff where appropriate.

Appeals

ITEC staff may appeal against a decision or penalties imposed by ITEC when an investigation has established malpractice.