



**The Chartered Institution of  
Building Services Engineers**  
Registered Charity No. 278104

## **Purpose**

Incidents of malpractice/maladministration can lead to learners being disadvantaged, can require the conducting of costly and time-consuming investigations, and may cause reputational damage to the Institution. It is, therefore, desirable to prevent malpractice or maladministration from occurring, whenever possible.

## **Scope**

This policy applies to assessments and report writing.

It is the responsibility of all Institution staff and volunteers involved with End Point Assessment to be vigilant with regard to any events which may lead to malpractice / maladministration occurring, and report where they suspect malpractice / maladministration has, or may, occur so that appropriate action can be taken.

## **Objectives**

- To identify and minimise the risk of malpractice by staff or learners
- To identify and minimise the risk of maladministration by staff
- To respond to any incident promptly and objectively
- To standardise and record any investigation to ensure openness and fairness
- To impose appropriate penalties and/or sanctions on learners or staff where incidents (or attempted incidents) are proven
- To protect the integrity of the Institution and awarding bodies

## **Minimising risk**

In order to do this, the Institution will, in accordance with assessment plans and the Standards:

- Ensure that applications contain all parts of the application completed in full and as indicated on the form
- Qualification documents are uploaded and correct subject to standard authenticity checks
- The application is sponsored with complete employer name and email
- Training Provider name and email is provided
- Confirmation by automated email to the appropriately qualified sponsor to verify candidate readiness for assessment
- As per the assessment plan and Standard, ask learners to present and interview in order to focus on the candidate's own personal grasp of issues

and ability to integrate elements of their Knowledge, Skills and Behaviours to solve problems in real time and face-to-face situations

- Ensure Assessors check candidate's ID at the point of assessment interview
- Ensure Assessors conduct a 360 degree check of camera to ensure the candidate is alone when undertaking virtual interview
- ensure the handling of individual cases takes account of the needs of the learner, including those arising from protected characteristics and according to CIBSE's Fair Access policy

## **Malpractice**

The term 'malpractice' covers any deliberate actions, neglect, default, or other practice associated with the examples below; it may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

### **Examples of Malpractice by Learners**

This list is not exhaustive and other instances of malpractice may be considered by CIBSE at its discretion:

- Plagiarism of any nature
- Collusion by working collaboratively with other learners to produce work that is submitted as individual learner work
- Fabrication of evidence
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- 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

### **Examples of Malpractice by CIBSE Staff and volunteers**

This list is not exhaustive and other instances of malpractice may be considered by CIBSE at its discretion:

- Improper assistance to candidates
- Inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the candidates' achievement to justify the marks given or assessment decisions made
- Failure to keep candidate coursework/portfolios of evidence secure
- Fraudulent claims for certificates

## **Maladministration**

Maladministration is any non-deliberate activity, neglect, default, or other practice that results in the training provider or learner not complying with the specified requirements for delivery, assessor certification of the qualifications as set out in the relevant codes of practice, where applicable.

## Investigations

- Learners, candidates, employers, and training providers may raise concerns under the Institution's appeals policy or complaints policy.
- In the event of a complaint of malpractice or maladministration on the part of a volunteer member, this could have the potential for a complaint under the Code of Conduct and an investigation by the Professional Conduct Committee (PCC).
- In the event of a complaint of malpractice of maladministration on the part of a staff member of CIBSE, this could have the potential for action under CIBSE's staff disciplinary policy.
- In the event of a complaint of malpractice from staff or CIBSE volunteer assessors involving a candidate, this will be considered a 'provisional fail' and will be referred to the Membership and Registration Panel. In the event of the Panel confirming the fail, this will be referred back to the employer for action.

DOCUMENT ENDS

This document was last reviewed in June 2021