



CMBD Ltd

Complaints Procedure

The following outlines the procedure to be adopted in the event of a learner wishing to make a complaint regarding the any part of the process involved in assessing/training candidates registered with an awarding body by CMBD Ltd.

If a learner wishes to complain, the complaint is to be lodged with the centre manager, within 20 days of the issue arising.

The centre co-ordinator:-

- attempts to find a solution with the individuals concerned
- notifies the EQAs (at CMI) that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaints panel

. If a solution cannot be reached with the learner the centre co-ordinator will set a date for the complaint to be considered by a complaints panel

- the complaints panel meets to consider the complaint within 20 working days of the centre co-ordinator receiving the complaint
 - the panel will ensure that it has full accounts from all parties involved in the assessment
 - no-one involved in the original assessment will be on the panel.
- Centres will provide a system to support those making the complaint.

If a learner still does not feel that their complaint has been satisfactorily resolved, they may complain to CMI (details are enclosed in a separate documents produced by CMI).

A complaint to CMI should not be made until CMBD Ltd complaints procedure has been exhausted.

Malpractice

CMI expects centre staff to co-operate fully with any investigations into cases of suspected or actual malpractice. Failure to report suspected malpractice and/or co-operate with follow up activity may lead to awards not being made, certificates not being issued, future entries and/or registrations not being accepted or withdrawal of qualification and/or centre approval.

Centre staff who discover or suspect malpractice must immediately report this to the Head of Centre. The Centre Manager is required to notify CMI, at the earliest opportunity, of all incidents of malpractice, actual or suspected. Notification in letter format will be accepted provided the information given covers the same points as the form.

For further details, refer to the policy guidelines published by CMI.

- Where candidate malpractice is discovered in a candidate's exam script or assessment evidence, or where a candidate has been removed from an examination room, the candidate's script and question paper or copies of evidence should be securely attached to the notification document.
- On being notified of the incident, CMI will normally request the Centre Manager to investigate the matter, in liaison with CMI appointed staff, and to produce an investigation report.
- CMI will review the report and, if malpractice has been established, will determine an appropriate level of sanction or penalty in accordance with CMI and/or JCQ policy.

With regard to **malpractice in examinations**, the following should be noted.

- The invigilator/centre co-ordinator is empowered to expel candidates from the examination room when their continuing presence would hinder other candidates.
- If any of the rules of examination conduct are broken by a candidate, invigilator or other person required for the conduct of the examination, CMI may declare the examination void.

Examples of malpractice by centres and candidates

1. Centre staff malpractice

Failure to meet CMI centre and qualification approval requirements

Examples of this would include:

- inaccurate or deliberately misleading statements or submissions provided during the qualification or centre approval process, or at any time during the assessment process
- failure to provide the staff, resources or systems needed to support assessment, internal quality assurance or certification claims
- failure to maintain accurate records relating to candidates, assessment or internal quality assurance, or to retain such records for the required period of time
- failure to provide CMI with access to premises, people or records
- failure to implement specified remedial actions.

Influencing the assessment or certification process

Examples of this would include:

- permitting, facilitating or obtaining unauthorised access to confidential examination/assessment material
- assisting or prompting candidates in the production of answers to examination questions or assessment evidence, beyond that permitted
- falsification of candidates' marks, assessment evidence, records, certification claims or results documentation.

Failure to meet the requirements for the conduct of examinations

Examples of this would include:

- breaches of security of examination papers or materials and their electronic equivalents
- unauthorised changes to examination timetables
- failure to issue candidates with appropriate notices and warnings
- non-adherence to the invigilation requirements
- failure to despatch scripts to examiners promptly and efficiently
- amendment of examination materials without permission
- failure to provide access arrangements in accordance with CMI's' requirements.

2. Candidate malpractice

Breach of examination or assessment rules, regulations and requirements

Examples of this would include:

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate(including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to the contents of a portfolio or coursework
- impersonation.

Inappropriate conduct during an examination/assessment session

Examples of this would include:

- introduction of unauthorised material or instruments into the examination room/assessment session
- misuse or attempted misuse of examination/assessment material
- exchanging, obtaining, receiving or passing on unauthorised or confidential examination or assessment material
- disruptive or offensive behaviour
- failure to abide by the instructions of an invigilator or supervisor.

PLAGIARISM

Plagiarism is unacceptable and is defined as follows:

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source

If use of another's work is included then appropriate referencing and acknowledgement is expected otherwise the work produced will not be accepted and considered as malpractice.