



# ILM Malpractice and Maladministration Policy

V3 July 2017

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## Document Change History

Changes to specific sections of the document are listed below:

### Scope

Page No	Change
5	Further depth to the Scope

### Definitions

Page No	Change
6	More content added to aid definition meaning
7	More content added to aid definition meaning

General process and procedures to be implemented in the investigation of cases of suspected malpractice

Page No	Change
9	Process and procedure information enhanced

### Definition of Adverse Effect

Page No	Change
10	Moved location and enhanced content

### Action following investigations

Page No	Change
11	Clearer information on the actions ILM can take following an investigation

### Guidance Notes

Page No	Change
13	New information to aid the process and visual representation included

## Notification Checklist

Page No	Change
15	New form to aid notification of possible instance

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## Appendix 2 - Suspected learner malpractice form

Page No	Change
16	New form to be used

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## Appendix 3 – Centre staff malpractice form

Page No	Change
19	New form to be used

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## Appendix 4 – Investigation report

Page No	Change
21	Amended form in new format

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## Scope

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and the accreditation of high quality training in the fields of leadership, management and coaching.

This policy applies to all Centres and Providers offering ILM qualifications, and other non-regulated products. For the purpose of this policy, the term centre is used to describe any ILM customer that offers the aforementioned products.

The policy provides definition and examples of Malpractice and Maladministration which may occur in connection with centres, providers, learners and our Centres/Providers in general.

ILM qualifications awarded by The City and Guilds London Institute are required to meet set standards, which are referred to as the General Conditions of Recognition. These standards are set by various regulators, such as Ofqual, CCEA, Qualifications Wales and it is extremely important all regulated qualifications meet these standards. You can see the General Conditions of Recognition applied on the regulators web pages, and within this document we may refer to them and our and your requirement to meet them during delivery of regulated qualifications.

For the purpose of this policy, the term Head of Centre refers to the person that is responsible to ILM for ensuring that qualifications or programmes are delivered and assessed according to ILM requirements.

ILM is required to take reasonable steps to prevent the occurrence of malpractice and maladministration. This policy outlines the actions that could bring the integrity of ILM qualifications and programmes into question, the practices that constitute malpractice and maladministration and the procedures that should be undertaken to manage and mitigate suspected occurrences.

This ILM policy should be read in conjunction with the published ILM Investigation Policy and ILM Instructions for Conducting Examinations Policy.

This document replaces the ILM Malpractice and Maladministration Policy V2 October 2015.

## Definitions

Malpractice is defined by ILM as an act or an instance of improper practice and includes maladministration. Malpractice is any activity, practice or omission which is either wilfully negligent or deliberately contravenes regulations and compromises the:

- Internal or external assessment process
- Integrity of a regulated qualification
- Validity of a result or certificate
- Reputation and credibility of ILM.

Maladministration is defined by ILM as any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements.

### Centre/Provider malpractice

Although this is not an exhaustive list, include:

- Inadequate centre/provider procedures for the induction of members of staff
- Failure to provide learners and members of staff with the knowledge of their responsibilities through relevant policies and procedures that include the possible consequences of non-compliance
- Failure to review systems, policies and procedures to ensure they remain fit for purpose
- Inadequate support for learners and members of staff that includes ways of helping learners understand how malpractice can occur and be prevented
- Failure to follow centre's own procedures relating to malpractice, maladministration and/or plagiarism
- Failure to report malpractice to ILM including cases of plagiarism that have been dealt with through a customer's own Malpractice and Maladministration/Plagiarism policy
- Failure to have robust procedures in place for the review and monitoring of any administrative, assessment or quality process/activity that could result in the deliberate falsification of records
- Failure to maintain accurate records relating to learners, assessment or internal quality assurance, or to retain such records for the required period of time
- Failure to provide ILM with access to premises, people or records.

### Centre influencing the assessment or certification process

Although this is not an exhaustive list, include:

- Failure of a member of centre staff to report any instances of malpractice or suspected malpractice to the appropriate person/team.
- The unauthorised obtaining, disseminating, or the facilitating of access to secure examination/assessment materials
- Permitting, facilitating, obtaining or disseminating unauthorised access to secure examination/ assessment material
- Assisting or prompting learners in the production of answers to examination/assessment
- Any action or inaction that allows learners to have an unfair advantage
- Falsification or fabrication of learners' marks, assessment evidence, observation records, certification claims or results documentation and any other records or documentation pertaining to ILM qualifications
- Deliberately claiming for certificates where there is no evidence to support certification
- Manipulating learner samples for the purpose of external quality assurance/moderation. The sample should be representative of the standard of work across the rest of the cohort/qualification.

### Centre malpractice in regards to the conduct of examinations

Although this is not an exhaustive list, include:

- Members of centre staff undertaking any examination on behalf of learner(s)
- Breaches of any secure material, including examination papers or materials and their electronic equivalents
- Centre staff undertaking examinations for qualifications that they are teaching or assessing on
- Unauthorised changes to examination timetables
- Failure to issues learners with appropriate notices and warnings
- Non-adherence to the invigilation requirements
- Failure to despatch scripts to examiners no later than the next working day
- Amendment of examination materials without permission
- Failure to provide access arrangements in accordance with ILM requirements.

### Learner malpractice

Although this is not an exhaustive list, include:

- Falsification or fabrication of examination/assessment evidence
- Any form of impersonation
- Obtaining or attempting to obtain secure examination/assessment material
- Offering a bribe of any kind to an invigilator, a member of centre staff or ILM staff
- Any form of plagiarism

- False declaration of authenticity in relation to the contents of any assessment produced by the learner
- Any form of cheating to gain an improper advantage
- Collusion i.e. allowing another learner to copy work or the unsanctioned collaboration between a learner and another individual in the production of work that would be submitted by a learner as the outcome of his/her individual efforts
- 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, violent or offensive behaviour
- Any form of communication with other learners (written, verbal, gestures, expressions, pointing etc) during examination conditions
- Failure to abide by the instructions of an invigilator or supervisor
- Offering a bribe of any kind to an invigilator, a member of centre staff or ILM staff.

For specific guidance on plagiarism, collusion and cheating please see the published ILM Plagiarism, Cheating and Collusion Policy.

### Centre Maladministration

Examples of Centre maladministration, although not an exhaustive list, include:

- Persistent mistakes or poor administration within a centre resulting in the failure to keep appropriate learner assessment records
- Inaccurate recording of learner assessment decisions leading to invalid claims for certification
- Non-compliance with ILM requirements as described in the Customer Handbook (for Centres and Providers) and associated policies
- Failure to retain accurate records of learner assessment decisions for the specified timescale
- Failure to keep question papers secure prior to and after examinations.

All ILM Centres/Providers should take reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of ILM qualifications and programmes. Therefore it is a requirement of the ILM approval process that you have your own policy in relation to malpractice and maladministration and must ensure that you and your learners understand malpractice and maladministration and the associated consequences.

For the purposes of this document, the term 'malpractice' also covers both maladministration, misconduct and plagiarism whether deliberate or unintentional.

The misuse of the ILM name, logo or brand may also constitute malpractice and you should be familiar with the ILM Brand policy to ensure your compliance with our requirements.



## General process and procedures to be implemented in the investigation of cases of suspected malpractice

Malpractice may be detected in a number of ways including:

- Identification by a centre tutor, assessor or Internal Verifier or other member of centre staff
- Identification by an ILM External Verifier, Quality and Compliance Manager (QCM), ILM Exam auditor or another member of ILM staff through ILM's quality assurance processes or monitoring visits to a centre/provider
- Identification by the ILM Assessment Service or an ILM assessor
- Verbal or written allegations that are reported openly or anonymously by a learner, third party or other interested party to a centre/provider or ILM. This could be by an individual who has been made aware by word of mouth through a third party that something has happened or is happening that has not been authorised and is inappropriate, or something they have identified or witnessed personally.

All suspected or alleged cases of malpractice or maladministration must be reported to ILM within 10 working days of it being identified and prior to the commencement of any internal investigation activity, using Appendix 1 plus the relevant form located within Appendix 2 or Appendix 3, referring to the guidance provided. The completed forms should be sent to ILM's Regulation team by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com). You should include details of the alleged activity and the source/evidence for the allegation.

ILM regulation team may delegate the responsibility to investigate the allegation to a lead independent investigator or request a Head of Centre to undertake an investigation.

When asked to conduct an investigation into allegations, a Head of Centre must ensure that it is conducted in line with the guidance that can be found on page 12 of this policy and completion of Appendix 4 should be submitted to ILM Regulation. Any Centre staff and learners must be informed of their rights unless, due to specific circumstances, the RQIM notifies the Head of Centre that this is not appropriate.

All findings must be reported to ILM Regulation using the report within Appendix 4 by the date requested by ILM or within 10 days of the allegation being received by ILM.

In cases where breaches have occurred due to maladministration rather than malpractice, the matter may be referred to the QCM and External Verifier to agree action to prevent any future occurrences.

Where an investigation is undertaken by ILM the outcome will be communicated to the centre and other relevant parties no more than 15 working days after the conclusion of the investigation. The report and any actions arising will be communicated to the QCM and the External Verifier.

Where a malpractice incident is likely to cause an Adverse Effect (see definition below), for example invalidate the award of a qualification or have implications for another awarding organisation, the RQIM will inform CGLI and they will inform the relevant regulators.

The rights of individuals with regard to anonymity and the avoidance of discrimination will be upheld. For example, Whistle-blowers are protected by legislation which confirms that they are protected from harassment and unfair or damaging treatment regardless of whether the allegations are unfounded.

For the avoidance of doubt the wrongdoing a whistle-blower discloses must be in the public interest i.e. it must affect others.

A whistle-blower is protected by law if they report any of the following:

- A criminal offence for example fraud
- Someone's health and safety is in danger
- Risk or actual damage to the environment
- A miscarriage of justice
- The company is breaking the law
- Someone is covering up wrongdoing.

Any individual alleged to be involved in malpractice must be informed of the allegation that has been made and the evidence that supports that allegation. The individual should be given the opportunity to submit a written statement to the investigating team whether the investigation is undertaken by a Centre or by ILM, and informed of the consequences should the allegation be proven.

## Definition of an Adverse Effect

As defined by Ofqual, the Office of Qualifications and Examinations Regulation, an adverse effect is an act, omission, event, incident, or circumstance has an Adverse Effect if it:

- gives rise to prejudice to Learners or potential Learners, or
- adversely affects
  - the ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with its Conditions of Recognition,
  - the standards of qualifications which the awarding organisation makes available or proposes to make available, or public confidence in qualifications

## Action following an investigation

In most investigations into suspected malpractice, decisions will be made by trained ILM members of staff but in cases of serious malpractice, the decision may be made by ILM's Quality and Regulatory Group. The ILM Quality and Regulatory Group will oversee the investigation process and will ratify the outcome of each investigation regardless of the decision maker.

ILM will consider all of the available evidence in determining the appropriate actions. If malpractice is established, ILM will determine the sanction or penalty to be applied, considering the least severe sanction/penalty first. Examples of the sanctions/penalties that may be imposed are detailed below. These penalties/sanctions may be applied individually or in combination.

If a member of staff has the left employment of the centre/provider, ILM may still consider the application of a penalty and the centre/provider will be requested to contact the individual in order to obtain a statement. If the individual cannot be contacted, a decision will be made on the available evidence.

It is the centre's responsibility to communicate any penalties to the individual in question. Additionally, the centre may be asked to inform ILM if they receive information that this individual is employed in another centre or with another provider.

ILM may notify the relevant regulators and any other appropriate authorities, if it is found through investigation that certificates issued from the centre/provider are invalid.

The General Conditions of Recognition applied to qualifications require ILM to notify the relevant regulators of events which could have an 'adverse effect' on its qualifications. Such events include those where ILM has received a substantive allegation of malpractice and information suggest that there is a significant risk to the qualification(s) and/or certificates issued. A notification can be sent to the regulator at any point during or after an investigation.

If the investigation confirms that malpractice has taken place, dependent on the gravity and scope, one or more of the following actions will be taken:

Learner malpractice/maladministration:

- A written warning issued that if the offence is repeated, further specified sanctions may be applied
- Disallowing all or part of a learner/s assessment evidence or marks
- The learner/s certificates will not be issued, or previously issued invalid certificates for the learner/s will be withdrawn
- No further registrations will be accepted for the learner/s
- Barring the learner/s from entering ILM examinations for a set period of time.

Centre malpractice/maladministration:

- Implementation of an agreed improvement action plan
- A written warning may be issued that if the offence is repeated or a similar offence occurs in the future, further specified sanctions may be applied
- The Centre risk rating reviewed, which could result with increased centre visits and/or the imposition of sanctions. These sanctions could include the removal of direct claim status, suspension of registrations, suspension of certification or suspension of centre approval and/or qualification approval or withdrawal of centre approval for set periods of time or indefinitely
- Staff training on specific items or mentoring, within a particular period of time, with a review at the end of the process
- Appointment of independent invigilators to observe an examination, at a cost to the centre
- A report shared with relevant regulatory bodies and other awarding organisations and/or other agencies such as funding bodies or the police.

In addition to the above ILM may decide to take specific action against a learner or a specific member of centre staff dependent on the gravity and scope of the investigation outcome. This could include:

- Barring a learner from registering on an ILM qualification or programme at any centre for a set period of time
- Suspension of a centres member of staff from any involvement in the delivery of ILM qualifications or programmes for a set period of time
- Imposition of special conditions for a centre member of staff involvement in the delivery of ILM qualifications or programmes.

If a Centre wishes to appeal against ILM's decision to take action as recommended in the investigation report, please refer to the ILM Enquiries and Appeals Policy.

## Guidance notes

### What information should be included on the form?

**Appendix 1** - Notification form checklist should be used by the Head of the Centre and submitted along with either Appendix 2 or 3 as relevant.

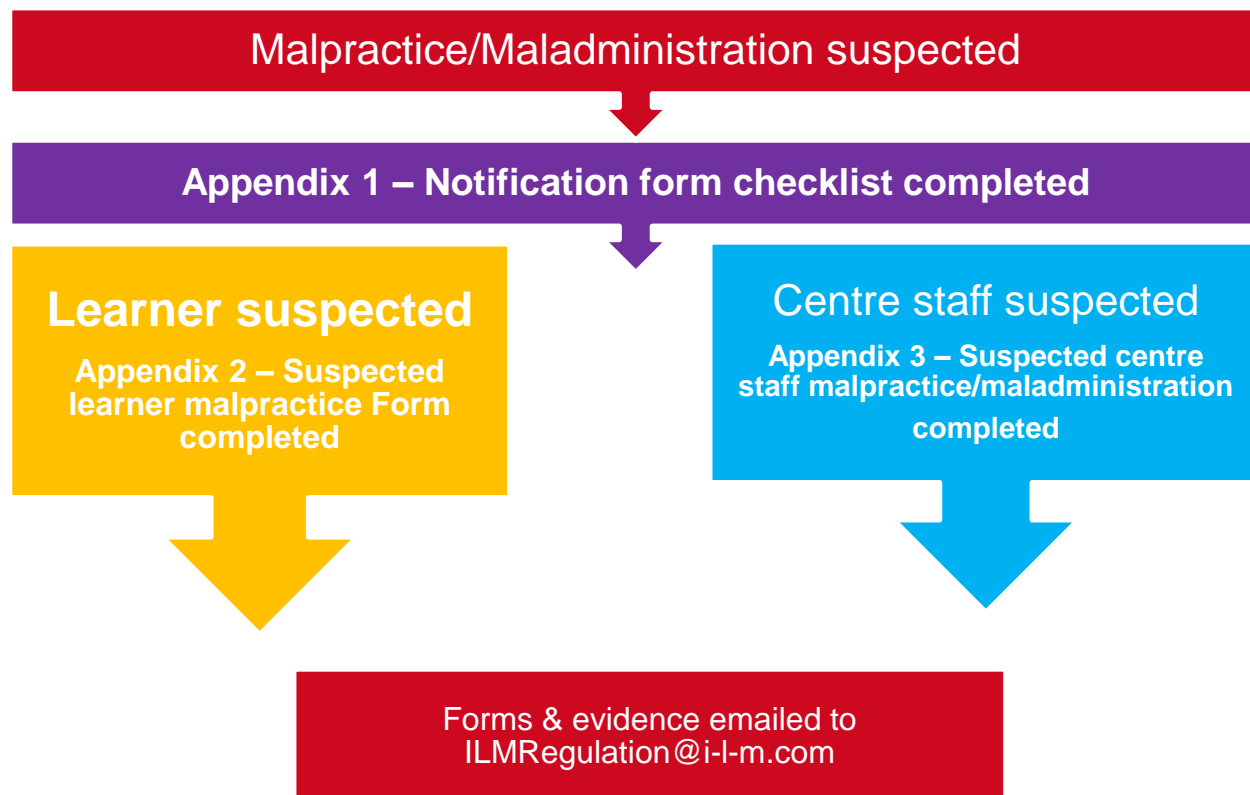
**Appendix 2** - Suspected learner malpractice form should be used by the Head of the Centre to notify ILM of an instance of suspected malpractice by a learner in the conduct of examinations or assessments. In order to prevent the issue of erroneous results and/or certificates, it is essential that instances of suspected malpractice are reported as soon as possible. The checklist in Appendix 4 should also be completed and submitted.

**Appendix 3** - Suspected centre staff malpractice/maladministration form should be used by the Head of the Centre to notify ILM of an instance of suspected malpractice and/or maladministration by centre staff. The checklist in Appendix 4 should also be completed and submitted.

Information must include:

- A detailed account of the circumstances surrounding the malpractice including, the case of disruptive behaviour, an indication as to whether or not the behaviour continued after warnings were given, or the learner was removed from the examination room.
- The procedures for advising learners and/or centre staff of the regulations concerning the conduct of examinations and/or assessments
- The procedures for advising learners of the plagiarism policy and guidance on submitting evidence
- Signed and dated statements from the staff concerned on the centre's official letterhead paper
- If relevant signed and dated statements from the learner(s) concerned or a clear indication that they have been given the opportunity to make a statement; in circumstances which make it inappropriate to obtain statements, the centre should discuss the case in confidence with ILM
- Signed and dated statements from the learner(s) employer (if applicable)
- Seating plan of the examination room showing the exact position of the learners in the room if applicable
- Question paper and scripts or other learner evidence
- Copies of plagiarised materials (as applicable)
- Unauthorised material removed from the learners/found in the examination room or during assessment
- Assessment and internal quality assurance/moderation records
- Name and contact details of the Head of the centre.

The more information you can supply attached to the form, the easier it will be for ILM to identify if there is a case to answer and will reduce the time to resolve the situation.



## Appendix 1 – Notification form checklist

### What is this checklist for?

This checklist is intended to assist centres when completing a notification of suspected malpractice by learners or staff (Appendix 2 or Appendix 3).

Reference is made to the requirements contained in the JCQ document Suspected Malpractice in Examinations and Assessments – policies and procedures.

Please indicate by ticking the appropriate box for the following points

	Yes	No
Staff members and learners have been informed of their rights		
The individual, whether a learner or member of staff accused of malpractice:		
<ul style="list-style-type: none"> <li>Has been informed (preferably in writing) of the allegation made against him or her</li> </ul>		
<ul style="list-style-type: none"> <li>Knows what evidence there is to support the allegation</li> </ul>		
<ul style="list-style-type: none"> <li>Knows the possible consequences or penalties ILM may apply should malpractice be proven</li> </ul>		
<ul style="list-style-type: none"> <li>Has had the opportunity to consider their responses to the allegation (if required)</li> </ul>		
<ul style="list-style-type: none"> <li>Has had the opportunity to submit a written statement</li> </ul>		
<ul style="list-style-type: none"> <li>Has had the opportunity to seek advice (as necessary) and provide a supplementary statement if required</li> </ul>		
<ul style="list-style-type: none"> <li>Has been informed of the applicable appeals procedures should a decision be made against him or her</li> </ul>		
<ul style="list-style-type: none"> <li>Has been informed of the possibility that information relating to the malpractice may be shared with other Awarding Organisations, the regulators and/or other agencies</li> </ul>		
Please include this completed checklist with the notification form (Appendix 2 or Appendix 3)		

## Appendix 2 – Suspected learner malpractice

### Notification form – Confidential

Centres must use the form below to notify ILM of suspected malpractice and/or maladministration involving centre staff. The checklist in Appendix 1 should also be completed and submitted.

Date of incident	Time	Centre Number
Centre name	Country	
Examination/Assessment details		
Qualification Number	Title	
Unit Number	Title	
Date incident was reported to centre manager		
Learner(s) Details		
Enrolment Number	Learner Name	
Details of invigilator(s)/assessment personnel or other witness		
Role	Name	
Describe the nature of the suspected malpractice, including details as to how it was discovered, by whom and when.		
Describe how the learner(s) was made aware of the examination or assessment regulations.		
If the Incident involved disruptive behaviour, did the learner's behaviour cause disturbance to other learners?		Yes No



If the answer to the above question is 'yes' and you wish to request special considerations for other learners, please submit an application for special considerations in the normal way.		
If the incident involved the introduction of unauthorised material, is the unauthorised material enclosed?	Yes	No
If the answer to the above question is 'no', please give details below of the nature of the unauthorised material.		
If the case involves plagiarism, please provide full details (ie title, author, edition, website etc) of the material plagiarised and include copies if possible.		
Had the learner(s) been issued with a declaration of authentication (where applicable)?	Yes	No
Had the learner(s) signed the declaration of authentication stating that all work completed was the learner's own (where applicable)?	Yes	No
To be completed in the case of written examinations and online tests only		
Was the 'Warning to Candidates' displayed outside the examination room?	Yes	No
Had the learner(s) been issued with a copy of the 'Information for candidates' (either electronically or in hard copy format) prior to signing the declaration of authentication?	Yes	No
Was the 'Mobile Phones' poster displayed outside the examination room?	Yes	No
Were learners reminded of examination regulations at the beginning of this particular examination?	Yes	No
Other Information		
If there is any other details you feel are relevant to this allegation, including mitigating circumstances, please give further information below		
Supporting information and materials		
Please check the appropriate boxes to indicate the supporting information and materials		
Procedures for advising learner(s) of the examination/assessment regulations	Yes	No
Statement(s) from invigilator(s)	Yes	No

Statement(s) from tutor/head of subject/assessment/internal quality assurer	Yes	No
Statement from examinators officer	Yes	No
Statement(s) from learner(s)	Yes	No
Statement(s) from employer	Yes	No
Seating plan of the examination room	Yes	No
Question paper and script(s) or other learner evidence	Yes	No
Copies of plagiarised material	Yes	No
Unauthorised materials	Yes	No
Assessment and internal quality assurance/moderation records	Yes	No
Other (please give details)		
If no statement from learner(s) is enclosed, please tick the box to indicate that the learner(s) has been given the opportunity to make a statement but has chosen not to do so.		
To be completed by the Head of the Centre		
Name (please print)	Job title	
Telephone number	Email	
Signature	Date	

Submission by email from the centre's registered email address will be accepted in place of a signature. When submitting the form by email, all supporting documentation should be scanned and attached (preferably as PDF) to the same email, and the originals retained in the centre.

## Appendix 3 – Suspected centre staff malpractice/maladministration

Notification form – Confidential

Centres must use the form below to notify ILM of suspected malpractice and/or maladministration involving centre staff. The checklist in Appendix 1 should also be completed and submitted.

Date of incident	Time	Centre Number
Centre name	Country	
Examination/Assessment details		
Qualification Number	Title	
Unit Number	Title	
Date incident was reported to centre manager		
Details of centre staff involved		
Position	Staff Name	
Describe the nature of the suspected malpractice/maladministration, including details as to how it was discovered, by whom and when.		
Could the learner(s) have been unfairly advantaged or disadvantaged by the suspected malpractice? If Yes please give details	Yes No	

Other Information		
If there is any other details you feel are relevant to this allegation, including mitigating circumstances, please give further information below		
Supporting information and materials		
Please check the appropriate boxes to indicate the supporting information and materials		
Procedures for advising learner(s) of the examination/assessment regulations	Yes	No
Statement(s) from invigilator(s)	Yes	No
Statement(s) from tutor/head of subject/assessment/internal quality assurer	Yes	No
Statement from examinations officer	Yes	No
Statement(s) from learner(s)	Yes	No
Statement(s) from employer	Yes	No
If no statement from learner(s) is enclosed, please tick the box to indicate that the learner(s) has been given the opportunity to make a statement but has chosen not to do so.		
To be completed by the Head of the Centre		
Name (please print)	Job title	
Telephone number	Email	
Signature	Date	

Submission by email from the centre’s registered email address will be accepted in place of a signature. When submitting the form by email, all supporting documentation should be scanned and attached (preferably as PDF) to the same email, and the originals retained in the centre.

## Appendix 4 – Centre Investigation Report

Please refer to the guidance contained within the policy document.

Date of report				
Centre Name		Centre Number		
Full Qualification or Programme Title and code			Code	
			Unit Code (if applicable)	
Learner/s involved (if appropriate)				
Staff involved (if appropriate)				
Examination/ assessment details (if appropriate)				
Area of concern			Have you supplied notification form previously in regards to this case	Yes  No
Investigation Team (Name, position and signatures *)				
Report Written By				
Reported Reviewed and Signed off By <i>To be completed by the Head of Centre if the investigation was delegated to another member of staff</i>				

\*Investigators that sign this report are confirming that any individuals involved have been notified of the issue and been given the opportunity to comment and where appropriate submit a written signed statement.

<p>Purpose of the Investigation</p> <ul style="list-style-type: none"> <li>• Why did you investigate?</li> <li>• How did you conduct the investigation, was everyone informed, was all evidence seen, any issues with the investigation?</li> </ul>			
<p>Background and nature of allegation</p> <ul style="list-style-type: none"> <li>• What has happened?</li> <li>• How did it happen?</li> </ul>			
<p>Key issues</p> <ul style="list-style-type: none"> <li>• What are the main action points identified from the investigation?</li> </ul>			
<p>List the evidence/information supplied with the report</p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> </ol>		
<p>Your findings from the investigation</p> <ul style="list-style-type: none"> <li>• What, if any irregularities were found?</li> <li>• How and why did this happen?</li> <li>• How many learners/staff involved</li> <li>• What remedial action can you take</li> <li>• What can you do to mitigate this happening again</li> </ul> <p>Answer the above as a minimum</p>			
<p>Review of documentation during the investigation and actions taken in regards to the documentation (List items and what actions you intend to take and deadline for completion)</p>	Document	Proposed Action	Target Date

For ILM use		
Date report received	Date report reviewed	Date centre/provider informed of outcome
Comments/notes (record if more evidence, discussion required )		
Action plan contents		
Sanctions applied if relevant		
ILM staff informed (name/date)	Date all actions completed and case closed	Name of ILM staff who closed case

## Continuous Improvement

The ILM Quality and Regulatory Group monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

## Further Information and/or Glossary

The following are available from the ILM website <https://www.i-l-m.com/trainers-and-centres/customer-handbook/policies>

- ILM Investigation Guidance
- ILM Instructions for Conducting Examinations Policy
- ILM Plagiarism, Collusion and Cheating Policy
- Notification forms and Centre Investigation Report in word



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