



# Malpractice and Maladministration Policy (SELT)

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In partnership with

**PeopleCert**  
All talents, certified.



## About us

LanguageCert is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LanguageCert. It is part of PeopleCert Group, a leading global certification provider that has been delivering millions of exams in 215 countries.

LanguageCert is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualifications Wales and approved by UK Visas & Immigration as a Secure English Language Test (SELT) Provider worldwide.

LanguageCert's Secure English Language Tests (SELTs) are delivered through a business partnership of PeopleCert and Prometric.

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognised licensing and certification organisations, academic institutions, and government agencies. It supports more than 7 million test takers annually at testing locations in more than 160 countries around the world.

## Introduction

This policy applies to LanguageCert's approved Test Centres' staff and candidates who are delivering/registered in/for SELT(s) and who are involved in suspected or actual malpractice/maladministration. It is also for use by our staff to ensure they deal with all malpractice and maladministration investigations in a consistent manner.

It sets out the steps that candidates or Test Centre personnel must follow when reporting suspected or actual cases of malpractice/maladministration and our responsibilities in dealing with such cases. It also sets out the procedural steps we will follow when reviewing the cases.

## Review arrangements

We will review the policy annually as part of our annual self-evaluation arrangements and revise it as and when necessary in response to candidate feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation or trends identified from previous allegations.

In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with suspected/actual cases of malpractice and maladministration remain effective.

## The Test Centre's responsibility

It is important that staff involved in the management, examinations and quality assurance of SELT, and candidates, are made fully aware of the contents of the policy and that each Test Centre has arrangements in place to prevent and investigate instances of malpractice and maladministration.

Failure to report suspected or actual malpractice/maladministration cases, or to have effective arrangements in place to prevent such cases, may lead to sanctions being imposed on a Test Centre (see LanguageCert Sanctions policy for details).

If you wish to receive additional guidance/advice from us on how to prevent, investigate and deal with malpractice and maladministration, please contact us.

Test Centre compliance with this policy and arrangements to prevent and/or investigate instances of malpractice and maladministration will be reviewed by LanguageCert periodically through our ongoing centre monitoring arrangements.

Should an investigation be undertaken into a Test Centre, the Test Centre Manager must:

- Ensure the investigation is carried out by competent investigators who have no personal involvement in the incident or interest in the outcomes.
- Ensure the investigation is carried out in an effective, prompt and thorough manner and that the investigator(s) look(s) beyond the reported issues to ensure the centre's arrangements are appropriate for all SELT qualifications.
- Respond speedily and openly to all requests relating to the allegation and/or investigation.
- Ensure staff cooperate fully with any investigation and/or request for information.

## Definition of Malpractice

Malpractice is essentially any activity or practice that deliberately contravenes regulations. It covers any deliberate actions, neglect, default or other practice that compromises or could compromise:

- The integrity of the examination process.
- The overall integrity of SELTs.
- The validity of a result or certificate.
- The reputation and credibility of LanguageCert and other key stakeholders (e.g. UK Visas & Immigration and Prometric).
- The SELT qualification suite or the wider qualifications and SELT community.

Malpractice may include a range of issues from failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim results or certificates. For the purpose of this policy, this term also covers misconduct and forms of unnecessary discrimination or bias towards individual or groups of candidates.

## Examples of malpractice

The categories listed below are examples of Test Centre and candidate malpractice. These examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Denial of access to premises, records or information by:
  - Authorised LanguageCert representatives.
  - Regulatory authorities.

- UK Visas & Immigration.
- Deliberate misuse of our logo, brand, name and trademarks or misrepresentation of a Test Centre's relationship with LanguageCert and/or its approval status with LanguageCert.
- Deliberate failure to adhere consistently to our centre approval and/or SELT approval requirements or actions assigned to your Test Centre.
- Intentional withholding of information from us which is critical to maintaining the quality standards of our qualifications.
- Deliberate failure to carry out self-audits in accordance with our requirements.
- Allowing the use of unauthorised equipment during an exam (e.g. mobile phones).
- A loss or theft of exam materials, or a breach of confidentiality in any exam materials.
- Unauthorised amendment, copying, selling or circulating/distributing of exam materials.
- Inappropriate assistance/support to candidates by Test Centre staff (e.g. unfairly helping them to pass a SELT exam).
- Failure to adhere to, or to circumnavigate, the requirements of our Reasonable Adjustments and Special Considerations Policy.
- Plagiarism by candidates/staff.
- Copying from another candidate.
- Cheating by candidates/staff.
- Personation - assuming the identity of another candidate or having someone assume their identity during an exam.
- Collusion or permitting collusion in exams.
- Deliberate contravention by candidates/staff of the assessment arrangements we specify for our SELT exams.
- Fraudulent claims for certificates and/or deliberate submission of false information to gain a qualification.
- False records.
- Deliberate failure to maintain appropriate auditable records and/or forgery of evidence.
- Candidates still working towards their qualification after certification claims have been made.
- Extortion.

- Fraud.
- Threatening or abusive behaviour that threatens the safety of candidates/staff and/or is intended to put undue influence on the outcomes of an assessment/certificate award.

## Definition of Maladministration

Maladministration is essentially any activity or practice that results in non-compliance with administrative regulations and requirements and includes persistent mistakes or poor administration within an approved Test Centre.

## Examples of maladministration

The categories listed below are examples of centre and candidate maladministration. These examples are not exhaustive and are only intended as guidance on our definition of maladministration:

- Persistent failure to adhere to our centre approval and/or SELT requirements and/or associated actions assigned to the Test Centre.
- Unreasonable delays in responding to requests and/or communications from LanguageCert.
- Failure to maintain appropriate SELT auditable records (e.g. rosters, reports, etc) and/or forgery of evidence.
- Withholding or delaying information, by deliberate act or omission, which is required to assure LanguageCert of the Test Centre's ability to deliver SELTs appropriately.
- Misuse of our logo and trademarks or misrepresentation of a centre's relationship with LanguageCert and/or its approval status with LanguageCert.
- Poor administrative arrangements and/or records.
- Persistent mistakes in relation to our SELT exam delivery arrangements.

## Process for making an allegation of malpractice or maladministration

Anyone who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify** LanguageCert at [SELT@languagecert.org](mailto:SELT@languagecert.org).

In doing so, they should put the allegation in writing/e-mail and enclose appropriate supporting evidence.

All allegations must include (where possible):

- Test Centre's information (e.g. name and address).
- Candidate's name and SELT Candidate Unique Registration Number.

- Test Centre/ LanguageCert staff member details if involved in the case.
- Details (dates, times etc) and nature of the suspected or actual malpractice and how it may affect/has affected SELT exam delivery.
- Details and outcome of any initial investigation carried out by the centre or anyone else involved in the case, including any mitigating circumstances.

In addition, we ask that the person making the allegation declares any personal interest they may have in the matter to us at the outset.

If a centre has conducted an initial investigation prior to formally notifying us, the centre should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. However, it is important to note that in all instances, the centre must immediately notify us if it suspects malpractice or maladministration has occurred, as we have a responsibility to the regulatory authorities and UK Visas & Immigration to ensure that all investigations are carried out rigorously and effectively.

## Confidentiality and whistleblowing

A person making an allegation of malpractice or maladministration may wish to remain anonymous, although it is always preferable to reveal your identity and provide us with your contact details. However, if you are concerned about possible adverse consequences, then please inform us that you do not wish for us to divulge your identity and we will work to ensure your details are not disclosed. We will always aim to keep a whistleblower's identity confidential where asked to do so, although we cannot guarantee this. We may need to disclose your identity should the complaint lead to issues that need to be taken forward by other parties. For example:

- The police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud).
- The courts (in connection with any court proceedings).
- Other third parties such as UK Visas & Immigration, and the relevant regulatory authority (e.g. Ofqual or Qualifications Wales).

The investigator(s) assigned to review the allegation will not reveal the whistleblower's identity unless the whistleblower agrees or it is absolutely necessary for the purposes of the investigation (as noted above). The investigator(s) will advise the whistleblower if it becomes necessary to reveal their identity against their wishes.

Please refer to our Whistleblowing Policy for detailed information.

## Responsibility for the investigation

In accordance with regulatory requirements, all suspected cases of maladministration and malpractice will be examined promptly by LanguageCert to establish if malpractice or maladministration has occurred and we will take all reasonable steps to prevent any adverse effect from occurring as defined by the regulator(s).

Receipt of suspected cases of malpractice and maladministration will be passed to our Audit and Assurance team. Where a compromised test is identified, we will follow our Compromised Test Notification process (detailed in this policy). For all other cases of suspected malpractice and maladministration the Audit and Assurance team will acknowledge receipt within 48 hours and commence investigative activity. The Audit and Assurance team are responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy. A relevant member of the team will be appointed to lead the investigation and establish whether or not malpractice or maladministration has occurred, and review any supporting evidence received or gathered by LanguageCert and, where relevant, the Test Centre.

At all times, we will ensure that LanguageCert personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

### **Notifying relevant parties**

In all cases, we will inform the person who has made the allegation of who will be handling the matter, how they can contact them, what further assistance we may need from them and to agree a timetable for feedback (see '[Confidentiality and whistleblowing](#)' and '[Investigation timelines and summary process](#)' for details of our anticipated response times).

In cases of suspected or actual malpractice or maladministration at a Test Centre, we will notify the Test Centre Manager (except when the Test Centre Manager is under investigation, in which case communication may be with, for example, the appropriate District Operations Manager, Local Authority officials or other appropriate authorities) that we will be investigating the matter.

In the case of candidate malpractice, we may ask your Test centre to investigate the issue in liaison with our own personnel. We will ask the Test Centre to investigate the matter only where we have confidence that the investigation will be prompt, thorough, independent and effective.

In all cases, we may withhold details of the person making the allegation if to do so would breach a duty of confidentiality or any other legal duty.

We may engage and communicate directly with members of Test Centre staff who have been accused of malpractice if appropriate (e.g. the staff member is no longer employed by the Test Centre) and/or communicate directly with a candidate or their representative (e.g. if there is a contradiction in the evidence provided during an investigation or where the Test Centre is suspected of being involved in malpractice).

Where applicable, our Responsible Officer will inform the appropriate regulatory authorities if we believe there has been an incident of malpractice or maladministration that could invalidate the results of a SELT exam, the award of a qualification certificate, or affect another awarding organisation. Where the allegation may affect another awarding organisation and their provision, we will also inform them in accordance with the regulatory requirements and obligations imposed on LanguageCert by the regulator(s) and/or seek to undertake a joint investigation with them if appropriate. If we do not know the details of organisations that might be affected, we will ask the appropriate regulator to help us identify relevant parties that should be informed. In all cases, we will keep them informed on progress in major and/or complex cases.

If fraud is suspected and/or identified, we may also notify the police.

## Investigation timelines and summary process

Where possible, we aim to complete the investigation within 10 business days of receipt of the allegation. Please note that in some cases, the investigation may take longer. In such instances, we will advise all parties concerned of the likely revised timescale.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and lawful manner, ensuring that all relevant evidence is considered without bias. In doing so, investigations will be underpinned by terms of reference and based around the following broad objectives:

- To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred.
- To identify the cause of the irregularities and those involved.
- To establish the scale of the irregularities and whether other SELTs/candidates may be affected.
- To evaluate any action already taken by the Test Centre.
- To determine whether remedial action is required to reduce the risk to current registered candidates and to preserve the integrity of the SELT exam.
- To ascertain whether any action is required in respect of SELT exam results/certificates already issued.
- To obtain clear evidence to support any sanctions to be applied to the Test Centre, and/or to members of staff, in accordance with our Sanctions Policy.
- To identify any adverse patterns or trends.

In carrying out any investigation, LanguageCert will be sensitive to the effect on, and reputation of, a Test Centre and/or those members of staff who may be the subject of an investigation. We will strive to ensure that the investigation is carried out as confidentially as possible and the Test Centre/person who is the subject of the allegation will have the opportunity to raise any issues about both the proposed approach and the conduct of the investigation with the investigator(s) during the process.

The investigation may involve a request for further information from relevant parties and/or interviews with personnel involved in the investigation. In any interviews carried out with the person(s) accused of malpractice/maladministration they can choose to be accompanied by a work colleague, trade union representative, or other party.

In addition, we will:

- Ensure all material collected as part of an investigation is kept secure. All records and original documentation concerning a completed investigation that ultimately leads to sanctions against a Test Centre will be retained for a period of no less than six years. If an investigation leads to invalidation of SELT results/certificates, or criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for six years thereafter.



- Expect all parties who are either directly or indirectly involved in the investigation to cooperate with us fully.

Either at notification of a suspected or actual case of malpractice or maladministration and/or at any time during the investigation, we reserve the right to impose sanctions on the Test Centre in order to protect the interests of candidates and the integrity of the SELT qualifications. LanguageCert's Responsible Officer will be responsible for regularly reviewing the application and maintenance of sanctions to ensure they continue to be appropriate and proportionate to the incident(s) and the risk of future incidents occurring.

We also reserve the right to withhold a candidate's results for all the LanguageCert qualifications and/or SELTs throughout the time of the notification/investigation.

If appropriate, we may find that the complexity of a case or a lack of cooperation from a Test Centre means that we are unable to complete an investigation. In such circumstances, we will consult the relevant regulatory authority and UK Visas & Immigration in order to determine how to best move the matter forward.

Where a member of LanguageCert's staff is under investigation, we may suspend them or move them to other duties until the investigation is complete.

Throughout the investigation, our Audit and Assurance team will be responsible for overseeing the work of the investigation team to ensure that due process is being followed, appropriate evidence has been gathered and reviewed and for liaising with and keeping relevant external parties informed.

All relevant investigations records will be retained for at least six years.

## Investigation report

If we believe there is sufficient evidence to implicate an individual/Test Centre in malpractice and/or maladministration, we will:

- Inform them in writing of the allegation.
- Inform them of the evidence we found to support our judgment.
- Inform them that information in relation to the allegation and investigation may be, or has been, shared with the regulators and other relevant bodies (e.g. UK Visas & Immigration, police).
- Provide them with an opportunity to consider and respond to the allegation and our findings.
- Inform them of our Appeals policy should they wish to appeal our decision.

After an investigation, we will produce a draft report for the parties concerned to check the factual accuracy (Test Centres will normally receive this via e-mail). Any subsequent amendments will be agreed between the parties concerned and LanguageCert. The report will cover the following areas:

- Identify where the breach -if any- occurred.
- Confirm the facts of the case (and any mitigating factors if relevant).

- Identify who is responsible for the breach (if applicable).
- Contain supporting evidence where appropriate (e.g. written statements).
- Confirm an appropriate level of remedial action to be taken and associated timescales for completion of any such remedial action(s).

We will make the final report available to UK Visas & Immigration, the regulatory authorities and other external agencies as required.

If it was an independent/third party that notified us of the suspected or actual case of malpractice, we may also inform them of the outcome – normally within 10 working days of making our decision. In doing so, we may withhold some details if disclosing such information would breach a duty of confidentiality or any other legal duty.

## Investigation outcomes

If the investigation confirms that malpractice or maladministration has taken place, we will consider what action to take to:

- Minimise the risk to the integrity of SELTs now and in the future.
- Maintain public confidence in the delivery and awarding of SELTs.
- Discourage others from carrying out similar instances of malpractice or maladministration.
- Ensure there has been no gain from compromising our standards.

The actions we may take include, indicatively:

- Imposing actions in relation to a Test Centre with specified deadlines in order to address the instance of malpractice/maladministration and to prevent it from reoccurring such as:
  - Requiring specific Test Centre staff to undergo additional training and/or scrutiny by the Test Centre if there are concerns about their ability to undertake their role in the delivery of SELTs effectively.
  - Not permitting specific Test Centre staff to be involved in the delivery of SELTs (e.g. not permitting an individual to act as Test Centre Administrator or invigilate/supervise SELTs).
  - Appointing independent invigilators or trained LanguageCert staff to observe an exam at a Test Centre if there are concerns around their arrangements.
  - Increasing the number of quality assurance activities/audits taking place at a Test Centre on an annual basis (charges may apply).
- Imposing sanctions on the Test Centre – if so, these will be communicated to the Test Centre in accordance with our Sanctions Policy along with the rationale for the sanction(s) selected.

- Taking action against a candidate in relation to proven instances of maladministration or malpractice, such as some or all of the following (which may be communicated to the candidate by LanguageCert and/or the candidate's Test Centre):
  - Issuing a written warning that if the offence is repeated further action may be taken.
  - Loss of all marks for the related SELT exam/invalidation of candidate's results.
  - Placing a ban from taking any further qualifications with us (e.g. for a set period of time).
- In cases where results/certificates are deemed to be invalid, informing Test Centre(s) concerned and the regulatory authorities why they are invalid and any action to be taken for resit of the exam and/or for the withdrawal of the certificates. We will also let the affected candidates know the action we are taking and that their original certificates are invalid and ask them to return the invalid certificates to LanguageCert.
- Amending aspects of our qualification development, delivery and awarding arrangements and if required assessment and/or monitoring arrangements and associated guidance to prevent the issue from reoccurring.
- Informing (where relevant) third parties (e.g. regulatory authorities, UK Visas & Immigration) of our findings.
- Carrying out additional, related investigations if we suspect the issue may be more widespread at the Test Centre and/or at other Test Centres.

In proven cases of malpractice and/or maladministration by a Test Centre, LanguageCert reserves the right to charge the Test Centre for any resits and reissuing of results/certificates. The fees will be the current LanguageCert prices for such activities at the time of the investigation.

The Audit and Assurance team will record any lessons learnt from the investigation and take actions to prevent the same instance of maladministration or malpractice from reoccurring.

Involved parties who wish to appeal our decision to impose sanctions should refer to our Appeals Policy.

### **Third-party Investigation**

In cases when, following LanguageCert's investigation, suspicious activity is confirmed or in cases that the Audit and Assurance team may not collect adequate evidence to proceed with a decision, LanguageCert may appoint a third-party organisation to investigate and collate factual evidence. When a third-party investigation is required we will notify UK Visas & Immigration within 24 hours, and prior to commencement of the investigation. The notification will include:

- A description of the actual/suspected issue and severity.
- Action taken to date.
- Which third-party is to be engaged, by when and how.

This will enable UK Visas & Immigration to raise any clarifications and agree any additional action that may need to be taken immediately. In addition (if required) the Regulatory Authorities will also be notified prior to the commencement of the investigation. Third party investigations will be

completed within 10 business days, but in some cases it may take longer depending on the scale/severity of the issue. In such cases we will advise UK Visas & Immigration of the likely revised timescale.

Once the investigation is complete a report and action plan will be created and agreed between the Audit and Assurance team and the third-party investigator. The report, action plan and investigation progress will be communicated to UK Visas & Immigration at all stages. The report and action plan as a minimum, will cover:

- The facts identified to determine whether irregularities occurred.
- The cause of irregularities and those involved.
- The scale of irregularities and whether other tests/test centres/candidates are affected.
- Action already taken and any remedial action required to reduce risk to current registered candidates and preserve test integrity.
- Any action required in respect of test results already issued.
- Identification of adverse patterns or trends.

The report will be supported by documented incident evidence and where required, a detailed action plan created and implemented. The report will be shared with UK Visas & Immigration to allow for comment and/or clarification. All incident records, reports, evidence and action plans will be securely retained and LanguageCert will make the report available to other external agencies (e.g. the regulator) as required.

## Compromised Test Notification (CTN)

In the event of a confirmed and/or suspected case where a test or the Test Centre network has been compromised LanguageCert will initiate the Compromised Test Notification process. LanguageCert will report all suspected/confirmed cases of compromise to UK Visas & Immigration immediately (and no later than 24 hours). Incidents will be logged and initially investigated by the Audit and Assurance team. Investigation (and any subsequent corrective actions required) will be carried out in accordance with the processes described earlier within this policy. Outcomes of the investigation will determine the next course of action and whilst investigations are underway reporting will ensure all stakeholders (including UK Visas & Immigration) remain fully informed.

As a general rule, we consider a "Compromised test": to be

- Any event or issue that that could have or has an impact on the security, integrity and confidentiality of the exam.
- Any exam taken (from candidates' registration up until the issue of results and certificates) where the exam regulations were not followed.
- Any event or issues that could harm the brand name of LanguageCert, Prometric and UK Visas & Immigration and/or SELT (as a service).

Examples/definition of the main areas where cases of “compromised test” could occur are provided in the table below. The examples listed are not exhaustive.

Area/Function	Compromised Test (event/issue)
Registration/onboarding	Personation - An individual who took a SELT, turns out not to be the individual registered (following audits, whistleblowing, mystery shopping or investigation)
Registration/onboarding	Fake identification - An individual who took a SELT, used fake identity documentation (following audits, whistleblowing, mystery shopping or investigation)
Registration/onboarding	Candidate has been allowed to sit the exam, although there was no image capture during onboarding (e.g. either candidate refused, or image capture equipment was not working)
Registration/onboarding	Candidate was allowed to sit the exam without: <ul style="list-style-type: none"> <li>• Verification of identity as set out within our ‘Client Practice document’</li> <li>• Going through the security check-in process as set out within our ‘Client Practice document’</li> </ul>
Registration/onboarding	Falsification of candidate data and test booking details within our systems
Registration/onboarding	Unauthorised access to the booking platform was identified
Exams delivery	Test Centre staff found to be assisting candidates during exam, for example, allowing candidates to: <ul style="list-style-type: none"> <li>• Communicate with other people</li> <li>• Use books, notes, mobile phones, smart watches or other materials</li> </ul> (following audits, whistleblowing, mystery shopping or investigation)
Exams delivery	Interlocutor (for the Speaking exam) found: <ul style="list-style-type: none"> <li>• Assisting candidates during an exam</li> <li>• Allowing candidates to use books, notes, mobile phones, smart watches or other materials</li> <li>• Providing candidates with non-approved extra time</li> </ul> (following audits, whistleblowing, mystery shopping or investigation)
Exams delivery	Video surveillance/CCTV at a Test Centre found not to be working for a period of time
Exams delivery	Invigilation of exams that is below the standards set out in our ‘Client Practice document’  (following audits, whistleblowing, mystery shopping or investigation)
Exams delivery	Exam paper security breaches, such as, leakage (unintentionally/accidentally) or theft (intentionally)
Exams delivery	Selling exams / exam question details
Exams delivery	A suspected or actual bribery or corruption case (e.g. Test Centre staff, LanguageCert staff) relating to specific candidates, exams or Test Centres
Exams delivery	Test sessions taking place without at least one person with BPSS or Home Office clearance
Exams delivery	Conflict of Interest is not identified and managed (e.g. Candidate receives an unfair advantage, owing to the fact that the candidate is family/personally connected to the Interlocutor, Invigilator, Marker or other staff involved in the examination/certification process)

<b>Exams delivery</b>	Candidate found to have been allowed to take breaks in exams where breaks are not allowed (Speaking, Speaking & Listening)
<b>Exams delivery</b>	Candidate was not security cleared after an authorised exam break before re-entering the testing room (following audits, whistleblowing, mystery shopping or investigation)
<b>Exams delivery</b>	Candidate found to have been in possession of unauthorised materials/technology in the exam room
<b>Exams delivery</b>	Candidate attempting and/or found to have been cheating (e.g. copying or collusion with other candidates)
<b>Exams delivery</b>	Candidate behaviour has compromised the test environment, security or integrity, for example: <ul style="list-style-type: none"> <li>• Disruptive behaviour compromising the Invigilator's ability to observe the exam room and test session</li> <li>• Threatening or abusive behaviour that threatens the safety of candidates/staff and/or is intended to put undue influence on the outcomes of an exam</li> </ul>
<b>Exams delivery</b>	Insecure storage of exam materials
<b>Exams delivery</b>	Inappropriate circulation/distribution of exam materials
<b>Exams delivery</b>	Unauthorised amendment, copying or distributing of exam papers/materials
<b>Exams delivery</b>	Deliberate contravention by candidates/staff of the test arrangements specified for SELTs
<b>Marking</b>	Marking is not carried out in accordance with the procedures; erroneous results have been issued
<b>Marking</b>	An internal or external user accesses marking data (e.g. in the exams platform) and modifies a candidate's results
<b>Marking</b>	Unauthorised access to the exam platform was identified
<b>Marking</b>	A marker identifies suspected or actual malpractice when marking a paper (e.g. answers are the same, evidence of collusion and/or cheating suspected)
<b>Certificates/Test Reports</b>	During the Test Report/ certificate validation process, we identify fake, inaccurate or falsified certificates have been issued
<b>Certificates/Test Reports</b>	Tampering with the Test Report and/or certificate
<b>Certificates/Test Reports</b>	Selling Test Report and/or certificates for cash (e.g. by a staff member)
<b>Other</b>	Live exam(s)/item(s) are found to be in the public domain (e.g. posted on the internet)

## Contact us

For any queries about the contents of the policy or in case you would like to feed back any views, please contact us at [SELT@languagecert.org](mailto:SELT@languagecert.org) or by using the channels described in our website.

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