

# ILM Plagiarism, Collusion and Cheating Policy

V5 November 2017

## Contents

Document Change History	3
Scope	4
Definition	5
What ILM expect	8
Process: Plagiarism, Collusion or Cheating detected by the Centre or Provider	9
Process: Plagiarism, Collusion or Cheating detected by ILM or third party	10
Process: Plagiarism, Collusion or Cheating detected by ILM Assessment Service	12
Process: Cheating detected in an online/paper based exam	13
Guidance	14
Definition of an adverse effect	18
Continuous Improvement	19
Further Information	19
Appendix 1 – Submission Cover Sheet	21
Appendix 2 – Format and content of centre investigation report	23
Useful Contact Details	25

## Document Change History

Changes to specific sections of the document are listed below:

### **Process: Plagiarism, collusion or cheating detected by an ILM Assessment Service Assessor**

Page No	Change
13	Removal of ILM Assessment Manager role Amendment to flow chart process

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### **Appendix 1 – Submission Cover sheet**

Page No	Change
20	Form has been updated to reflect the requirement for tutors to sign to confirm the assignment has been reviewed for plagiarism and the candidate received adequate ongoing tutorial support

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### **Further information**

Page No	Change
13	New section

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### **Useful contact details**

Page No	Change
13	New section

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## Scope

This policy applies to prospective and existing ILM Centres and ILM Providers who deliver ILM products.

This ILM policy provides:

- Definition and examples of plagiarism, collusion and cheating that might occur in connection with centres, providers or learners
- The process for preventing, investigating and dealing with Plagiarism, Collusion and Cheating along with the need for a formal declaration of authenticity by the learner
- Downloadable appendices for use by ILM Centres and ILM Providers as needed.

This policy supersedes and replaces the ILM Plagiarism, Collusion and Cheating Policy Version 4 August 2017.

## Definitions

### Plagiarism

Plagiarism is a specific form of cheating which applies to all assessments and/or examinations. There are many definitions but they all have in common the idea of taking someone else's intellectual effort and presenting it as one's own.

ILM's definition is that plagiarism is the unacknowledged incorporation into a learner's work or materials derived from published or unpublished work by another person and presented as if it were the learner's own work. A strict interpretation could include the original ideas, as well as the actual words, produced by another. Unless the learner has submitted an extensive and unacknowledged paraphrase of another person's writings ILM will not include paraphrasing under the definition of plagiarism.

Published work includes books, articles and materials found on the internet. Examples of unpublished work could be course notes, a piece of work previously submitted by another learner, or work about to be submitted by another learner, or perhaps copied from a work colleague or family member.

Some assignments require learners to work together at the planning stage. However group assessment is not allowed so the resulting assignments must be submitted individually and it is essential that each is then ratified as being the learner's own work.

Examples of plagiarism include:

- Extract or copying and pasting word for word from another person's work, published or unpublished, without using quotation marks and acknowledgement of the source
- Use of diagrams, images, course notes without acknowledgement of the source
- Paraphrasing/summarising extensively the work of another or using their ideas without an acknowledgement of the source
- Copying or using the work of another learner (past or present) without that person's knowledge or agreement
- Purchasing essays to submit them as your own work
- Downloading content including text, images, diagrams etc. from the internet without acknowledgement of the source.

Learners are required to present their own work to demonstrate knowledge and understanding, therefore references to other sources should be limited. As indicated above copying from other sources is deemed plagiarism.

### Collusion and Cheating

Within ILM programmes we consider Collusion to have taken place if two or more learners use materials/content which they have not created themselves. ILM appreciates in some circumstances learners may work together on projects, however we expect learners to write up the assignment individually and reflect on their own learning from completion of the joint project. Any materials shared within the project must be acknowledged in order to avoid plagiarism and where possible content should be created independently to avoid this occurring.

Cheating is an attempt to deceive ILM assessors, examiners and/or external verifiers and includes:

- Providing or receiving information about the content of an examination before it takes place, except when allowed by ILM (e.g. case study materials issued before an examination)
- Centres giving excessive help to a learners in writing an assignment, or writing any of it for them
- Impersonating or trying to impersonate a learner, or attempting to procure a third party to impersonate oneself
- Learners using books, notes, instruments, computer files or other materials or aids that are not permitted (usually relevant only to examinations and online tests)
- Assistance or the communication of information by one learner to another in an assessment where this is not permitted (usually relevant only to examinations and online tests)
- Copying or reading from the work of another learner or from another learner's books, notes, instruments, computer files or other materials or aids
- Offering a bribe of any kind to an invigilator, examiner or other person connected with assessment
- Any attempt to tamper with assignment or examination scripts after they have been submitted by learners
- Fabricating or falsifying data or results by individual learners or groups of learners.

Because of the nature of cheating, this mainly applies to examinations and online tests. Centres should bear in mind that cheating may involve a member of staff (e.g. tampering with assessment or examination scripts or results after learners have submitted them), which would be a case of centre malpractice (see ILM Malpractice and Maladministration policy).

Learner cheating definition:

If learners are undertaking examinations, and break the rules applied at the time of the examination, they will be considered as cheating.

This policy therefore applies to assessments submitted for ILM qualifications and programmes, whether regulated or unregulated and whether assessed by the centre or by ILM. The policy also applies to examinations and online tests, as well as assignment tasks that are completed independently by the learner in their own time.

Examples of collusion and cheating include:

- Presenting group work within assessments without acknowledgement of the source
- Use of diagrams and/or images without acknowledgement of the source
- Taking notes into an examination, unless it is an open book examination
- Impersonation
- Offering a bribe of any kind to an invigilator, a member of centre staff or ILM staff
- Obtaining or attempting to obtain secure/assessment material
- Submission of work purchased from a third party. For example, from an essay or assignment writing service
- Introduction of unauthorised material into the examination room

- Disruptive, violent or offensive behaviour
- Any form of communication with other learners during an examination (written, verbal, gestures, expressions, pointing etc.)
- Failure to abide by the instructions of an invigilator or supervisor
- Copying others answers during an examination.

## What ILM expect

All Centres including externally ILM Assessed and centre assessed to check assessments before submission as final versions to confirm

- No suspected Plagiarism, collusion, cheating is present
- Learners have signed declaration of authenticity.

Centres to have their own policies and guidance on how to mitigate plagiarism, collusion and/or cheating and what action to be taken if it is found. Each centre must have:

- Current policies outlining how they intend to mitigate plagiarism, collusion and cheating
- Clear guidance for learners, assessors and internal verifiers
- Learners signed declarations of authenticity
- Methods to identify plagiarism, collusion and/or cheating
- Induction programmes and tutorial support that include plagiarism, collusion and Cheating prevention
- Whistleblowing policies.

As part of the ILM approval process, you must have your own robust policy in relation to plagiarism, collusion and cheating.

If Learners final submission is submitted without a signed authenticity declaration ILM will commence a Malpractice investigation and the centre will be informed. Full details on the Malpractice process can be found within the Malpractice and Maladministration Policy on the ILM website.

If Learners are being investigated because there is cause for concern they must be informed and also further submissions must be put on hold until the situation has been investigated and resolved.



## Process: plagiarism, collusion or cheating detected by the Centre or Provider

The following applies to Learner work at the point of final submission for assessment.

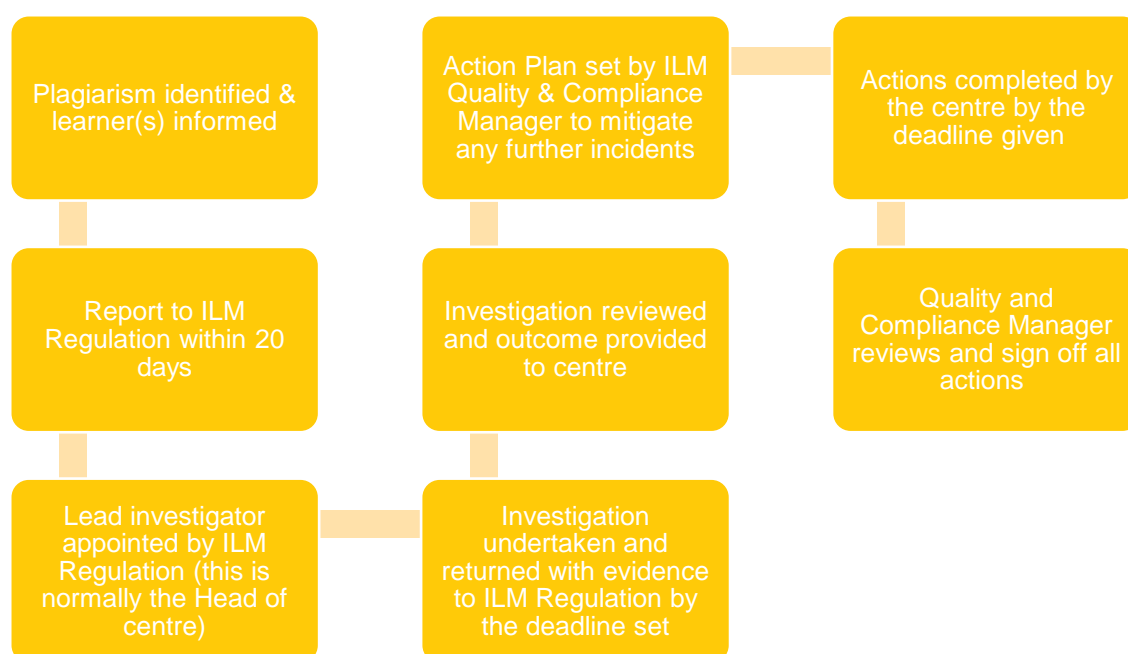
The learner will have signed a declaration of authenticity and the centre must abide by this policy and follow the ILM process.

If you identify plagiarism, collusion or cheating in a learner's work prior to being externally verified the Head of Centre, or delegated authority, must conduct an investigation in line with the guidance that can be found in the Investigations Guidance document.

In order for ILM to review the evidence and issue a decision all findings must be reported using the example report template and content found at the rear of this policy and submitted with any supporting evidence to ILM Regulation by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com) within 20 working days of the incident being identified. If you submit a report on your centres own internal report template, please ensure that it includes all the information that is detailed in the example report at the rear of this policy.

The investigation report and evidence will be reviewed by ILM and the outcome communicated to the centre and other relevant parties no more than 15 working days after receipt of the final investigation report. The report and any actions arising will be communicated to the Quality and Compliance Manager (QCM) and the External Verifier.

The example report template can be downloaded as a separate document from the ILM website.



## Process: plagiarism, collusion or cheating detected by ILM (excluding ILM Assessment Services) or reported by others

Plagiarism, collusion or cheating may be detected in a number of ways including:

- Identification by an ILM External Verifier, Quality and Compliance Manager (QCM) or another member of ILM staff through ILM's quality assurance processes or monitoring visits to a centre/provider.
- 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 plagiarism, collusion or cheating must be reported straight away to ILM's Regulation department by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com). You should include details of the alleged activity and the source of the allegation and any supporting evidence.

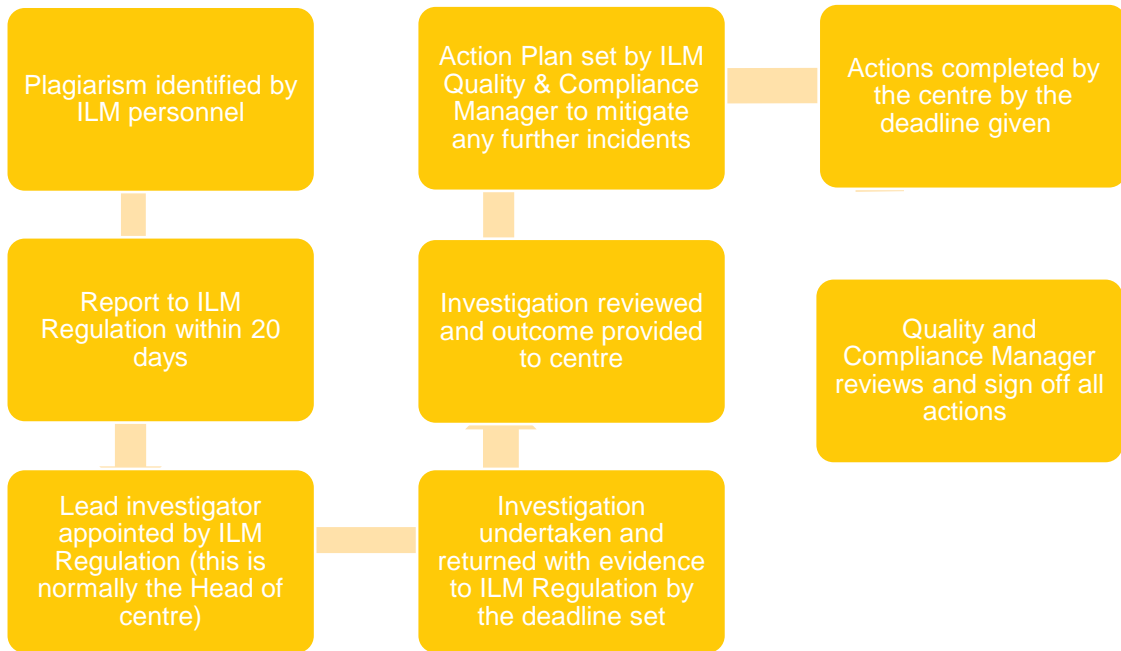
ILM Regulation may delegate the responsibility to investigate the allegation to a lead independent investigator or request a Head of Centre to undertake an investigation.

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 in the Investigations Guidance document. Any Centre staff and learners must be informed of their rights unless, due to specific circumstances, ILM Regulation notifies the Head of Centre that this is not appropriate.

Findings must be reported to ILM Regulation using the example report format and content found at the rear of this policy by the date specified or within 20 working days of the allegation being received by ILM. The example report template can be downloaded as a separate document from the ILM website.

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 plagiarism, collusion or cheating incident is likely to cause an Adverse Effect (as defined in appendix 2), for example invalidate the award of a qualification or have implications for another awarding organisation, ILM Regulation will inform the relevant regulator and the affected awarding organisation.



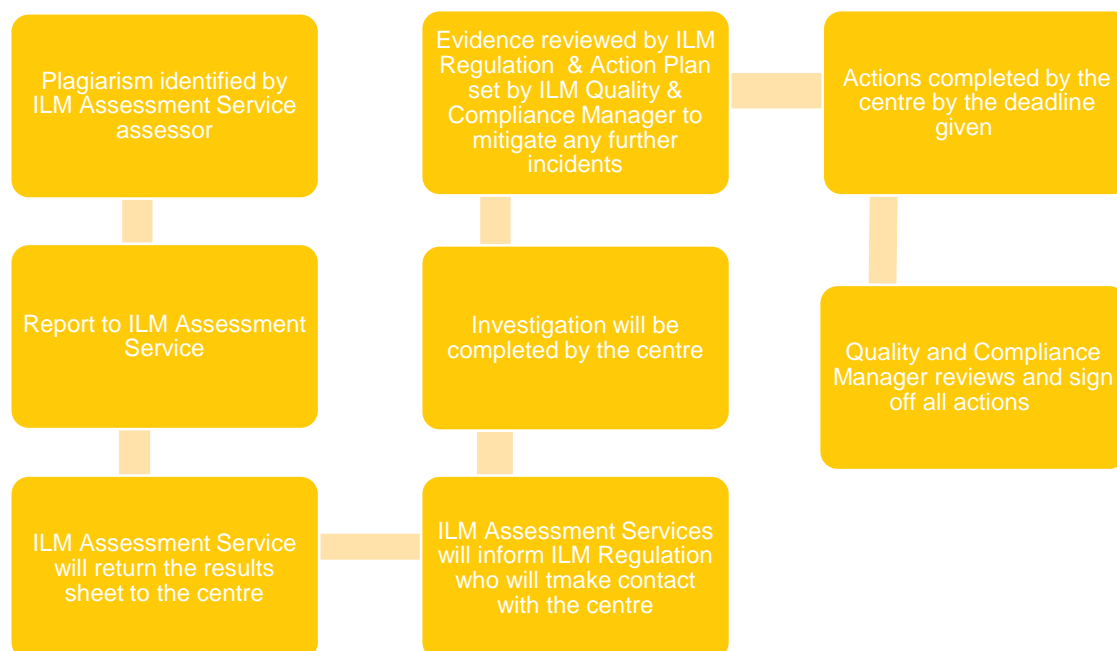
## Process: plagiarism, collusion or cheating detected by an ILM Assessment Service Assessor

If an ILM Assessment Service assessor suspects plagiarism, collusion or cheating in a learner's assignment or script, they will check to confirm the learner(s) have signed declarations of authenticity and if they have report the allegation to the relevant ILM Lead Assessor. Once the assessor's findings have been verified the incident will be reported to the ILM Assessment Service, who will review the information that has been discovered, evaluate the findings and complete an internal investigation report.

If plagiarism, collusion or cheating is evident the ILM Assessment Service will communicate this to the centre. No marks will be attributed to any piece of work under suspicion and the result sheet that includes the ILM comments will be returned to the centre.

The ILM Assessment Service will submit the internal report and a copy of the result sheet to ILM's Regulation department by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com) and also the centres Quality and Compliance Manager and External Verifier are notified.

ILM Regulation may delegate the responsibility to investigate the allegation to a lead independent investigator or request a Head of Centre to undertake an investigation. The process below must then be followed.



## Process: cheating detected during online/paper based examinations

If cheating is suspected during an examination, the centre has a duty to complete an internal investigation report and inform ILM.

If cheating is evident then ILM Regulation will communicate this to the centre. No marks will be attributed to any piece of work under suspicion.

The centre should submit an internal report to ILM's Regulation department by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com) and ILM Regulation will inform ILM Quality and Compliance Manager and appointed External Verifier.

ILM Regulation will then commence an investigation, and this may be delegated to a lead independent investigator or request a Head of Centre to undertake an investigation. The process detailed below must then be followed.

Centres should also refer to ILM Instructions for Conducting Examinations and ILM Malpractice and Maladministration policy for details on the centre action ILM may undertake if found guilty of Malpractice and/or Maladministration.



## Action following the outcome of an investigation

In most investigations into suspected plagiarism, collusion or cheating, decisions will be made by trained ILM members of staff but in cases of serious incidents, the decision may be made by a group of independent members of ILM senior staff. The ILM Quality and Regulatory Group will oversee the investigation process and will ratify the outcome of each investigation regardless of the decision maker.

If the investigation confirms that plagiarism, collusion or cheating has taken place, dependant on the gravity and scope, one or more of the following actions will be taken:

- Disallowing all or part of a learner/s assessment, examination, evidence or marks
- The learner/s certificates will not be issued, or previously issued invalid certificates for the learner/s will be withdrawn
- Capping of results for resubmission
- No further registrations will be accepted for the learner/s
- The Centre risk rating will be reviewed which could lead to increased centre visits and/or the imposition of sanctions. These sanctions could include the suspension of registrations, suspension of certification or suspension of centre approval and/or qualification approval or withdrawal of centre approval
- Appointment of independent invigilators to observe an examination
- Implementation of an agreed improvement action plan
- Reporting to relevant regulatory bodies which may be shared with 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 centre's 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's 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

### The most common types of Plagiarism

This section provides guidance on the most common types of plagiarism.

The 1<sup>st</sup> type of plagiarism is copying and pasting. If a learner copies someone else's work word-for-word without acknowledging the source, they have plagiarised.

It's also very simple to prevent; learners need to reference and quote the source of the work including any images, photographs, diagrams they use.

The 2<sup>nd</sup> type used by learners is extensive paraphrasing/summarising the work of another or using their ideas without an acknowledgement of the source. Even changing the words a little or using synonyms but retaining the author's essential thoughts, sentence structure, and/or style without citing the source is still considered plagiarism. Again this is very simple to prevent just by referencing the source of the work.

The 3<sup>rd</sup> type would be copying or using the work of another learner (be it past or present) without that person's knowledge or agreement. The prevention in this case would involve getting permission from the original learner and acknowledging their work.

The 4<sup>th</sup> type would be using diagrams, images or items from course notes without acknowledging the source. The prevention in this case would involve obtaining permission if course notes from the centre/tutor and referencing them within the assessment. If diagrams and/or images are used from other sources such as from colleagues or the internet, they need referencing, but if possible it may be easier for the learners to create their own.

The purchasing of essays or downloading them from the internet to submit them as the learner's own work. Submitting a paper that someone has downloaded from the internet or taken from a friend and presenting it as the learner's own work is not permitted. Hence the prevention in this case would be for the learner to write their own assignment.

### Collusion

In the context of assessment, collusion is a form of plagiarism that involves collaboratively and/or cooperation in producing the assessments. It can occur when learners are working on a team project and have to write an assignment about it afterwards. The assignments are required to be individual work, and even if they shared the workload of the project, handing in assignments with shared sections is plagiarism. The assignment is the learners chance to show how they actively took part in the team project, and every part of the process and should be their own individual work.

In addition to these other examples of collusion would be learners intentionally conspiring to produce a piece work together with the intention that it is submitted as their own individual work. Or with the intention of at least one learner submitting it as their own, individual work.

Another form of collusion would be unauthorised co-operation between a learner and a third party in the production of a piece of work that will be submitted as the learners own. In order to avoid being implicated into collusion it is best for learners to write their own assignment unless group work and group assessment is actually part of the assessment requirements.

### Cheating within examinations

Cheating within examinations would normally occur if the learner has taken content with them to sit the examination or trying to see other learner's answers during the examination. The invigilators present will explain the requirements for the examination and if no content is allowed and the learner is seen with content or the learner is seen to be watching other learners, they will be deemed guilty of Cheating and the process above should be followed.

### Referencing good practice

The following guidelines will be helpful for your learners:

- If you use someone else's exact words in your work, they must be in quotation marks. Use quotations sparingly and only when you feel the author has expressed something so well and so concisely that the words cannot be improved
- Even if you give your own explanation of somebody else's work without quoting word-for-word, you must reference your source
- When referencing a source, you must provide the name of the author, the date of their work that you have referred to and the page number where you got the quotation from immediately after the quotation (e.g. Hill, 2004, p. 42) and also provide full details of the reference in the reference list at the end
- You must provide a full reference list - a list of books, articles and any other sources you have quoted - at the end of your assessments
- The Harvard system for referencing sources is well-established and you can find guidance on how to use it on the internet

When making a reference to a book the Harvard format is:

Hill, P. (2004) Concepts of coaching: a guide for managers. ILM, London

and for a reference to an article the Harvard format is:

Grant, A.M. (2010) It takes time: a 'stages of change' perspective on the adoption of workplace **coaching** skills. Journal of Change Management, 10(1), pp. 61-77

### Ways to identify plagiarism

There are several factors which can alert centres when checking assessments, these could include:

- Clear changes in font or changes in font size within a paragraph or within the assessment being presented
- Changes from English to American spelling
- Changes in writing styles or use of language in the text and in particular if you notice elaborate sentences not usually associated with the level



- Changes in writing style from a previous assessment marked by the same assessor.

### What Centres can do

- Put together an action plan around your plagiarism policy and make sure that the plan is followed through
- Include plagiarism in course induction and ongoing tutorial support delivered to all your learners
- Use plagiarism software, such as Turnitin, to detect similarity
- Copy items of work from the assessment and google them, it may bring back results if taken word for word
- Keep up to date on internet websites where assignments can be purchased
- Ensure you check learners' work before submission for assessment.

### Whistle-blowers

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.

Further information can be found in ILM's Whistle-blower policy for Centre, Providers and Candidates.

### Conducting investigations

The primary principle of investigations is to conduct them in a fair, reasonable and legal manner that ensures all evidence is considered without bias.

When conducting an investigation it is crucial that you establish the facts that relate to an allegation in a systematic way in order to:

- Identify if any irregularities have taken place and by whom
- Establish the cause and scale of the irregularities
- Determine what remedial action is needed to preserve the integrity of an assessment/qualification and reduce the risk to current learners
- Establish how to mitigate against the risk of the same incident occurring in future.

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.

There are a number of steps involved in any investigation and these are detailed within the Investigations Guidance available on the ILM website.

## Definition of an Adverse Effect

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.

## Continuous Improvement

The ILM Quality & Regulatory Group reviews all outcomes of all incidents of plagiarism, collusion or cheating to identify improvements to ILM processes, procedures, training and development. Where any failures in the assessment process are uncovered, the Group is also responsible for investigating whether other centres and/or learners could be affected and any remedial action required.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.

## Further Information

### About ILM

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 accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

### City and Guild Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

## Appendix 1 – Submission Cover Sheet

### Submission Cover Sheet

**Instructions to the learner:** It is a regulatory requirement that every assessment submission is authenticated as the work of the named learner whether submitted to the centre or the ILM Assessment Service. Therefore this cover sheet, or an alternative form of formal declaration of authenticity if a centre uses electronic systems or e-portfolios, must be completed with each assessment that is submitted.

Any submission that does not carry a cover sheet or a formal declaration of authenticity will not be verified and will result in the centre undergoing a Malpractice Investigation.

Centre name	
Centre number	
Learner name	
Learner registration number	
Unit(s) covered in this submission	
Date and learner signature	
Date and tutor signature	
<p><b>Learner Statement of confirmation of authenticity</b></p> <p>By the act of making this submission I am declaring that this is all my own words and that:</p> <ul style="list-style-type: none"> <li>• The work has not, in whole or in part, been knowingly submitted elsewhere for assessment</li> <li>• Where the submission includes work from a previous assessment this has been identified</li> <li>• Where materials have been used from other sources it has been properly acknowledged</li> <li>• If this statement is untrue, I acknowledge that an assessment offence has been committed</li> </ul> <p><b>Centre Statement</b></p> <p>By the act of signing this submission I am declaring that this learner's submission has:</p> <ul style="list-style-type: none"> <li>• Been reviewed for plagiarism and advice provide to the learner on referencing sources used</li> <li>• Learner has received adequate on-programme tutorial support and relevant feedback given</li> </ul> <p>Attention is drawn to the Plagiarism, Collusion and Cheating policy of both the centre and of ILM. Proven incidents of plagiarism, collusion or cheating can result in a learner being withdrawn from a qualification.</p>	

### **Permission for ILM to use this script**

ILM uses learners' submissions – on an anonymous basis – for assessment standardisation. By submitting, both the centre and the learner agree that ILM may use this script on condition that identifying information is removed.

However, if you are unwilling to allow ILM use this script, please refuse by ticking the box:

### **Submitting an alternate formal declaration of authenticity**

**Note for centres:** If an alternate formal declaration of authenticity is completed by a learner this must as a minimum include the statement:

#### **Statement of confirmation of authenticity**

By the act of making this submission I am declaring that this is all my own work and that:

- The work has not, in whole or in part, been knowingly submitted elsewhere for assessment
- Where the submission includes work from a previous assessment this has been identified
- Where materials have been used from other sources it has been properly acknowledged
- If this statement is untrue, I acknowledge that an assessment offence has been committed

#### **Centre Statement**

By the act of signing this submission I am declaring that this learner's submission has:

- Been reviewed for plagiarism and advice provide to the learner on referencing sources used Learner has received adequate on-programme tutorial support and relevant feedback given

### **Permission for ILM to use this script**

ILM uses learners' submissions – on an anonymous basis – for assessment standardisation. By submitting, both the centre and the learner agree that ILM may use this script on condition that identifying information is removed.

However, if you are unwilling to allow ILM to use this script, please inform us of your preference on the alternate formal notification of authenticity that will be submitted with your script.

If applicable details of where further information can be found i.e. external sources

If applicable glossary of terms used.

## Appendix 2 – Format and content of a Centre Investigation Report

<b>Date of report</b>				
<b>Centre Name</b>			<b>Centre Number</b>	
<b>Full Qualification or Programme Title and code</b>			<b>Code</b>	
			<b>Unit Code (if applicable)</b>	
<b>Learner/s involved (if appropriate)</b>				
<b>Staff involved (if appropriate)</b>				
<b>Examination/ assessment details (if appropriate)</b>				
<b>Area of concern</b>			Have you supplied notification form previously in regards to this case	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Investigation Team (Name, position and signatures *)</b>				
<b>Report Written By</b>				
<b>Reported Reviewed and Signed off By</b> <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><b>Purpose of the Investigation</b></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><b>Background and nature of allegation</b></p> <ul style="list-style-type: none"> <li>• What has happened?</li> <li>• How did it happen?</li> </ul>			
<p><b>Key issues</b></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><b>Your findings from the investigation</b></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>	<p>Document</p>	<p>Proposed Action</p>	<p>Target Date</p>

<b>For ILM use - Appendix 2 – Centre Investigation Report</b>		
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



## Useful Contacts

### **ILM Customer Service**

General enquiries

Events enquiries

International enquiries

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E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

### **Complaints and feedback**

Complaints and feedback

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E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

### **ILM Regulation and Compliance**

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

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