



# ILM Plagiarism Policy & Guidance

V6 June 2018

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## Document Change History

Changes to specific sections of the document are listed below:

### Definitions

Page No	Change
7	Collusion and Cheating definitions and process have been moved to the Malpractice Policy

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### Appendix 1 – Submission Cover sheet

Page No	Change
18	Form has been updated to remove 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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## 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 that might occur in connection with centres, providers or learners
- The process for preventing, investigating and dealing with Plagiarism 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 5 November 2017.

## Definitions

### Plagiarism

Plagiarism has several definitions, but all have a common idea that it covers taking someone else's intellectual effort and presenting it as one's own. The JCQ General and Vocational Qualifications Suspected Malpractice in Examinations and Assessments Policies and Procedures define plagiarism as: "unacknowledged copying from or reproduction of published sources or incomplete referencing;"

ILM's definition is that plagiarism is the unacknowledged incorporation into a learner's work or materials derived from published 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. Instead assessors should reflect the incidence of any paraphrasing in the way they apply the mark scheme/assessment criteria. On the other hand, plagiarism will cover the direct and unacknowledged translation of foreign language texts into English.

Under JCQ practice plagiarism does not include collusion; that is, working collaboratively with other candidates; neither does it include copying from another candidate in the same examination session. Both of these are defined as different forms of malpractice.

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
- 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.

## What ILM expect

Teachers or assessors entering candidates for a qualification with a non-examination assessment component, must accept the obligation to authenticate the work which is submitted for assessment. Learners must confirm the work produced is solely theirs. Work without a signed learner authenticity statement must not be accepted. If plagiarism is discovered prior to the signing of a declaration of authentication the incident need not be reported to ILM, but should be dealt with via the centre's own procedures.

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

- Learners have signed declaration of authenticity regarding they have received guidance on plagiarism

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

- Current policies outlining how they intend to mitigate plagiarism
- Clear guidance for learners, assessors and internal verifiers
- Learners signed declarations of authenticity stating they have understood and followed the requirements for the subject
- Methods to identify plagiarism
- Induction programmes and tutorial support that include plagiarism and why it is not acceptable and how to reference correctly

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

If Learners final submission is submitted without a signed authenticity declaration ILM may 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 detected by the Centre of Provider

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

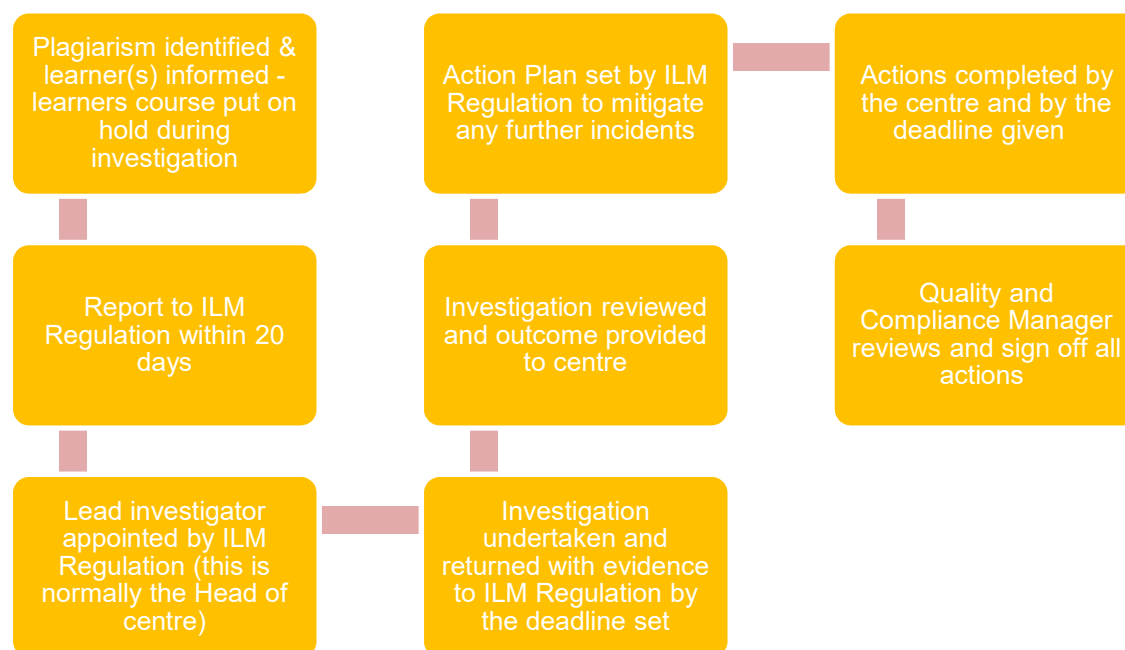
The learner will have signed a declaration of authenticity and the centre must abide by this policy and follow the ILM process.

If you identify plagiarism prior to work 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 included within the appendix.

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 centre's 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 detected by ILM (excluding ILM Assessment Services) or reported by others

Plagiarism 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 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.

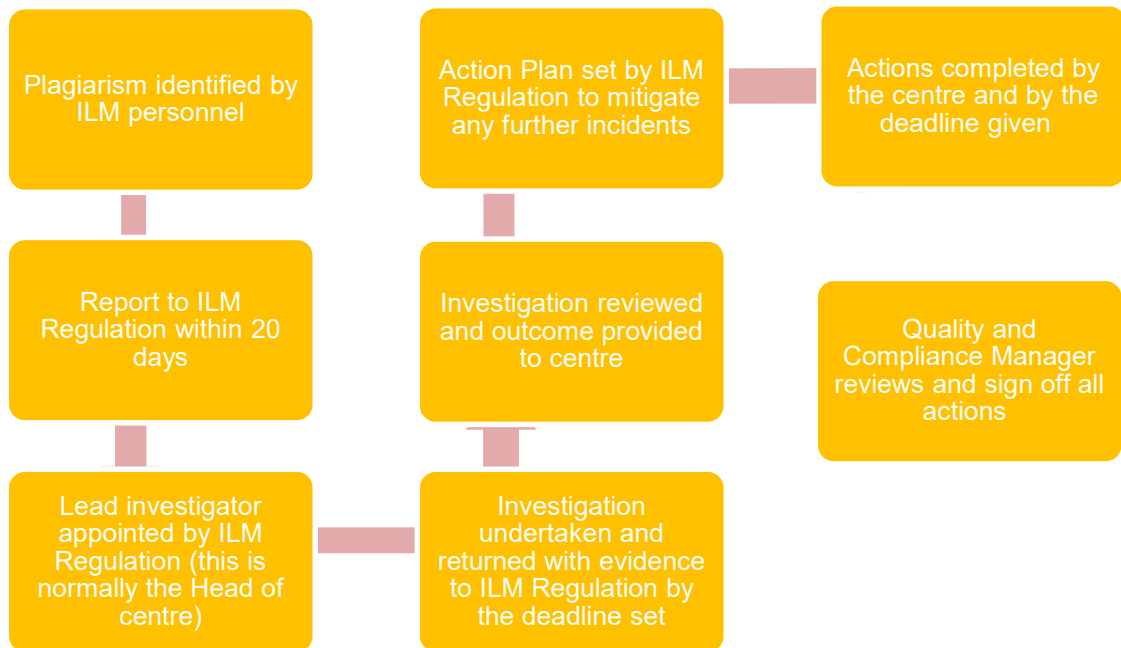
When asked to conduct an investigation into allegations, a Head of Centre must ensure that it is conducted in line with the guidance that can be found in the Investigations Guidance document. Any Centre staff and learners must be informed of their rights unless, due to specific circumstances, ILM Regulation 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 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 detected by the ILM Assessment Service

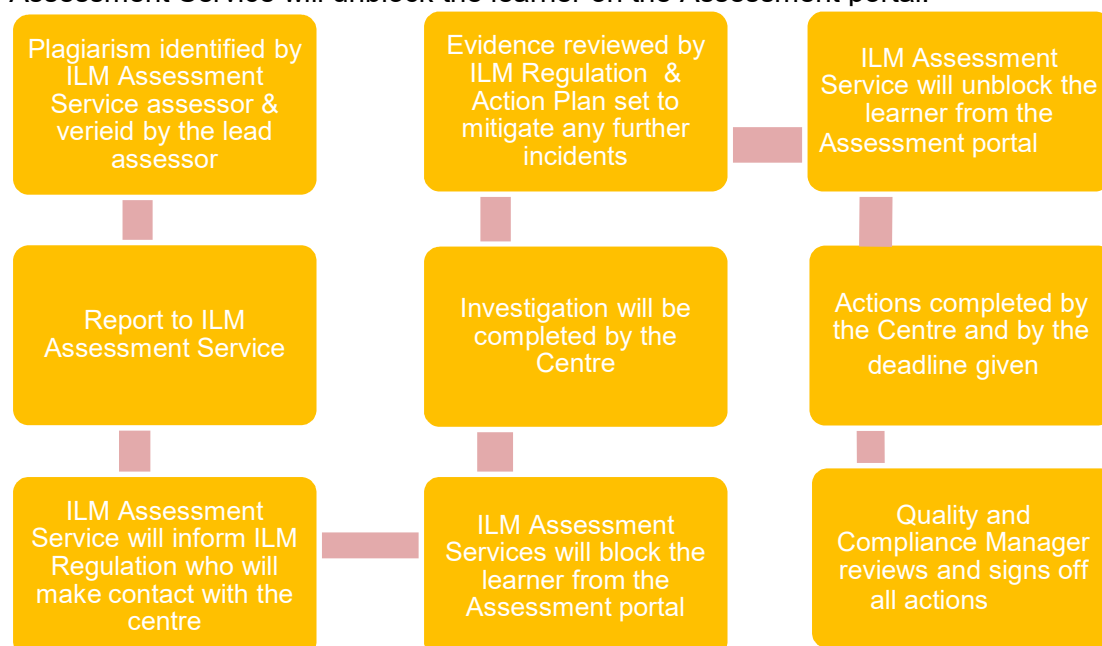
If an ILM Assessment Service assessor suspects plagiarism in a learner's assignment or script, they will check to confirm the learner(s) have signed a declaration of authenticity and if available report the allegation to the relevant ILM Lead Assessor. Once the assessor's findings have been verified 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. The ILM Assessment Service may use specialist software, such as Turnitin, during the review of evidence to establish the extent of plagiarism.

No marks will be attributed to any piece of work under suspicion for suspected plagiarism 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.

The ILM Assessment Service will also block the learner from the Assessment portal until the Centre investigation is complete. 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.

Once the review has taken place and the outcome issued to the Centre the ILM Assessment Service will unblock the learner on the Assessment portal.



## Action following the outcome of an investigation

In most investigations into suspected plagiarism the decision may be made by a group of independent members of ILM authorised member of staff. The ILM Quality and Regulatory Group will oversee the investigation process and will ratify the outcome of each investigation,

If the investigation confirms that plagiarism has taken place, dependent 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
- 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
- Implementation of an agreed improvement action plan

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:

- Issuing the learner with a warning
- 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

### Plagiarism

There are three steps in the process for dealing with plagiarism:

- Keeping watch
- Confirmation
- Reporting

There are a number of clues that point to the possibility of plagiarism, and it is important to remain alert to the possibility of spotting these.

#### Keeping watch on content

Check candidate's work for acknowledgement of sources as the work is being completed.

Varying quality of content is one of the most obvious pointers. Well-written passages containing detailed analyses of relevant facts alternating with poorly constructed and irrelevant linking passages should give rise to suspicion.

Learners will often write the introduction and conclusion to an assignment to make it fit the question, and then fill in the middle with work which has been lifted from elsewhere.

If the work is not focused on the topic, but presents a well-argued account of a related matter, this could be a sign that it has been used elsewhere. The same applies if parts of the work do not fit well together in developing the response to the assignment.

Consideration should be taken when learners submit work which is not complete, has missing content and/or sentences or does not have all requirements completed.

Dated expressions, and references to past events as being current can also be indications of work which has been copied from out-of-date sources.

The use of a mixture of English and American vocabulary or spellings can be a sign that the work is not original.

If the work contains specialised terminology, jargon, obscure or advanced words, the assessors should ask if this is typical of this level of learner and reasonable, or if it is because the learner did not write the passage.

Is the style of punctuation regular and consistent?

Looking for differences in the style or tone of writing. If a learner uses material from textbooks alongside items from popular websites the change of tone between the two should be marked.

Look at the level of sophistication of the sentence structure. Is this this sort of language that can be expected from the candidate? Is the use of language consistent, or does it vary? Does a change in style reflect a change in authorship at these points?

Look at the presentation of the piece. If it is typed, are the size and style of font uniform? What about the use of headers and sub-headers? Are the margins consistent throughout? Does the text employ references and if so is the style of referencing consistent? Are there any references, for example to figures, tables or footnotes, which don't make sense (because they have not been copied)?

Lack of referencing in a long, well-written section could indicate that it had been copied from a website such as Wikipedia or similar general knowledge source.

Look out for quotations that run on beyond the part which has been acknowledged.

### Confirmation

If plagiarism is suspected, the next step is to try to locate the source.

The easiest method is to type a four or six word phrase from the text (preferably one with an unusual phrase in it) directly into a search engine such as Google and perform an "exact phrase search". If the article was copied from the free, visible web there is a good chance this approach will find it, particular if a few search engines are tried.

Another method is to look through the websites that learners use, as these are common sources for essays and assignments. Assessors should familiarise themselves with the websites that offer essay distribution or writing services. Once on a site a quick search may be all that is needed to locate the source of a suspect piece.

If it does not come up through these searches, the piece may have been taken from the "invisible web", that is, from articles which are not separately indexed to a search engine, although the site itself is. Sites run by newspapers, magazines, online encyclopaedias, subject specific sites, and those sites providing help with essays tend to fall into this category, and would have to be searched individually, but again the use of a few well-chosen words in a "find" tool could produce results.

Computer programmes to detect plagiarism are available commercially. There are two basic types. The first type requires software to be installed on the user's machine. This compares candidate's work to a defined bank. The second and more sophisticated approach compares submitted work to the whole of the internet. One such tool is Turnitin which is web-based and thus requires no installation. A report is produced which identifies any text that is found to be unoriginal and links it to the source original source.

If plagiarism is suspected, conducting an oral assessment of the candidate may help to assess whether the work is that of the learner.

### Good practice when referencing

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

A useful guide to referencing can be found online at:

[https://weblearn.ox.ac.uk/access/content/group/cd464c28-e981-4dcc-af89-945b50a3ef48/Referencing%20and%20plagiarism/SHU\\_Guide\\_to\\_referencing%20NEW%20TO%20USE.pdf](https://weblearn.ox.ac.uk/access/content/group/cd464c28-e981-4dcc-af89-945b50a3ef48/Referencing%20and%20plagiarism/SHU_Guide_to_referencing%20NEW%20TO%20USE.pdf)

## Reporting

If plagiarism is suspected, the matter should be reported as outlined above in the first instance and ILM Regulation will inform you of the next step required.

If the centre is requested to conduct an investigation please refer to the Investigations Guidance available on the ILM website.

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 Plagiarism must be informed of the allegation that has been made and the evidence that supports that allegation and it is important the individual is always 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.

## 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 – Learner Statement of Authenticity Submission Cover Sheet

### Instructions to the learner:

- Please complete, sign and date the cover sheet below and submit to your centre with every submission.
- To show your understanding it is best to use your own words and images. If you use someone else's words in your work, please remember that you need to reference their work, including text, images, and diagrams. Use other's work sparingly and only when you feel the author has expressed something so well and so concisely that the words cannot be improved
- Do not copy and paste information from any source (including the internet) in your submission without referencing it. This is considered plagiarism
- 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 also provide a full reference list - a list of books, articles, internet pages and any other sources you have quoted - at the end of your assessment

Learner name	
Learner registration number	
Unit(s) covered in this submission	
Date	
Learner signature	
<p><b>Learner confirmation:</b></p> <p>I declare that this assessment is all my own work 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 confirmation:</b></p> <p>The Centre declares that this learner:</p> <ul style="list-style-type: none"> <li>• Has received adequate guidance on what plagiarism is and how to reference work</li> <li>• To the best of my knowledge, is the sole author of the submitted assessment</li> </ul>	
<p><b>Permission for ILM to use this submission</b></p>	



ILM uses learners' submissions – on an anonymous basis – for assessment standardisation.  
If you are willing to allow ILM to use this script on condition that identifying information is removed, please confirm 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 following:

#### Learner 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

#### Centres

Centre confirmation:

The Centre declares that this learner:

- Has received adequate guidance on what plagiarism is and how to reference work that is not theirs
- To the best of my knowledge, is the sole author of the submitted assessment

#### Permission for ILM to use this script

ILM uses learners' submissions – on an anonymous basis – for assessment standardisation.

If you are willing to allow ILM to use this script on condition that identifying information is removed, please confirm by ticking the box:

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

If applicable glossary of terms used.

## Appendix 1 – Format and Content of Centre Investigation Report

<b>Date of report</b>			
<b>Centre Name</b>		Centre Number	
<b>Full Qualification or Programme Title and code</b>		Code	
		Unit Code (if applicable)	
<b>Learner/s involved (if appropriate)</b>			
<b>Staff involved (if appropriate)</b>			
<b>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>Learner:</b></p> <ul style="list-style-type: none"> <li>• Have they been informed of the allegation?</li> <li>• Have they submitted a written response to the allegation?</li> </ul>	<p><b>Yes</b></p>	<p><b>No</b></p>	<p>Comments if the answer is No to either or both questions</p>
<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>	<p>1. 2. 3. 4. 5. 6. 7. 8. 9. 10.</p>		
<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><b>Review of documentation during the investigation and actions taken in regards to the documentation</b> (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

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

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### **Complaints and feedback**

Complaints and feedback

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

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### **ILM Regulation and Compliance**

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

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

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### **ILM Assessment**

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

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

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ILM  
No 1 Newlands Court  
Attwood Road  
Burntwood  
WS7 3GF  
T +44 (0) 1543 266867  
E [customer@i-l-m.com](mailto:customer@i-l-m.com)  
[www.i-l-m.com](http://www.i-l-m.com)