



Chartered
Institute of
Housing
Approved centre

Malpractice Policy

1. Introduction

This document sets out CIH Housing Academy's procedures for dealing with suspected cases of malpractice. CIH Housing Academy is a registered centre of the CIH Awarding Organisation and through the centre agreement, is approved to offer CIH regulated qualifications. The CIH AO has developed guidelines for approved centres that must be adhered to, this includes guidelines for what happens when an approved centre suspects a learner might be guilty of malpractice

2. Defining malpractice

CIH Housing Academy uses the term 'poor academic practice' when referring to malpractice throughout the guidance we provide to our learners, tutors and internal verifiers and this term will be used in the rest of this document. Learners who are studying their assessment of knowledge with CIH are made aware of what CIH Housing Academy considers to be malpractice in the Learner Handbook. This handbook is made available to all learners as part of their induction and it is available to them throughout the rest of their studies.

Additional guidance for learners and on how to avoid being accused of poor academic practice can also be found in the Study Skills and Learner Support Moodle area.

3. What is poor academic practice?

CIH Housing Academy considers the following circumstances to be examples of poor academic practice:

- The unacknowledged use of someone else's work, for example, reproducing work from a published source, including the internet, and presenting it as the individual's own work
- Copying the work of another learner or allowing their own work to be copied by another individual
- Collusion with others when an assessment must be completed by an individual learner
- Personation, assuming the identity of another individual or having someone assume your identity during an assessment
- Inclusion of inappropriate, offensive, discriminatory, or obscene materials in assessment evidence

This list is indicative and not exhaustive and there may be other circumstances where poor academic practice is suspected which will also be investigated.

To avoid being accused of poor academic practice CIH Housing Academy provides individuals with the following guidance:

- interpret what you read into your own words and do not over-rely on using quotes in your text, direct quotes should not make up more than 10% of your work
- use the Harvard system of referencing
- do not copy directly from other written sources unless these are quotes
- do not summarise another person's work by simply changing a few words or altering the presentation, without acknowledgement
- use double speech marks for any quotes (do not forget to add page numbers where given)
- do not allow others to copy your work
- do not send anyone else on the course or programme a copy of your work

Tutors are also asked to highlight any areas of concern to individuals where they could be at risk of being referred if they continue with their current ways of working by advising individuals on what good academic practice looks like.

4. How is poor academic practice identified?

There are two ways:

4.1 Plagiarism Detection Systems: CIH Housing Academy uses plagiarism detection systems to check whether any part of an individual's submitted work is similar to previously published sources, websites or previous learners' work. CIH use a plagiarism detection system to check assignments submitted to Moodle. This gives a 'similarity' or 'originality' scores against sources, including websites and the work of other learners and students which has been previously submitted.

4.2 CIH Housing Academy Tutors, and Internal Verifiers: CIH Housing Academy requires tutors, and internal verifiers to be vigilant when assessing assignments submitted by learners. This includes considering similarity scores and reports where available. Where tutors or internal verifiers have serious concerns about an individual's submission, they are required to forward their concerns to the Housing Academy

5. What happens if poor academic practice is identified?

Where concerns about suspected poor academic practice are raised, the CIH Housing Academy Team will investigate the case. In the case of regulated qualifications, the Learning and Development Manager or nominated Officer will investigate on behalf of the CIH Awarding Organisation. The nominated representative will contact the learner concerned as soon as possible to inform them that their submission will be subject to investigation under the Housing Academy's malpractice procedures to determine whether there has been an attempt to deceive or whether there has been a genuine mistake by the learner.

The correspondence from the Housing Academy will include:

- details of the concern
- notification that the marking or review of their work is now 'on hold' pending the outcome of the investigation
- advice to the individual that they have up to 10 working days to respond by email or telephone
- a copy of CIH Housing Academy malpractice policy

A full investigation into the suspected poor academic practice will then take place to establish the circumstances behind the case. The scope and activities undertaken as part of an investigation will depend on the nature of the case and will involve the gathering of evidence such as:

- An analysis of the similarity score and report(s)
- A review of the individual's submission and any other submission pertinent to the investigation
- Feedback from the tutor and/or interval verifier
- A scheduled conversation between the relevant CIH Manager, or their nominated representative, and the individual
- Discussions with other learners where relevant

Pending the outcome of the investigation, the learner's feedback and grade will be withheld. Learners are expected to cooperate fully with investigations and should be mindful of the CIH professional standards expectations, particularly in regard to integrity:

<https://www.cih.org/professional-standards>

6. What happens if a case of poor academic practice is upheld?

In the event of poor academic practice being proven, the relevant CIH Manager or representative will determine the penalty for each individual case. The penalty imposed will consider the gravity of the case and will be either:

- a warning or
- a refer in the case of regulated qualifications or
- a requirement to undertake the work again or submit new work

The outcome of the investigation will be communicated to the individual along with:

- details of the penalty applied
- a copy of CIH Housing Academy Appeals procedure
- advice on how to avoid being accused of poor academic practice in future CIH

Managers/representatives are responsible for keeping records of all cases of suspected malpractice so they can be reviewed by the CIH Awarding Organisation or other regulatory bodies as required.

7. What happens if a case of poor academic practice is not upheld?

In the event of poor academic practice not being proven, the relevant CIH Manager/representative will advise the individual under investigation of the outcome together with advice on how to avoid being suspected of poor academic practice in future.

8. When is a referral made to the CIH Awarding Organisation (AO)?

A referral to the CIH awarding organisation will occur in the following instances:

- Personation, assuming the identity of another learner or having someone assume their identity during an assessment
- Fraudulent claims for certificates

Centres are required to report any suspected cases or allegations of learner malpractice to the CIH Awarding Organisation. The only exception to this is malpractice discovered in coursework before the authentication forms have been signed by the learners.

The Housing Academy can resolve the matter themselves prior to the signing of the declaration

9. Repeat offences

Where a case of poor academic practice has been proven whilst studying with CIH Housing Academy on three occasions in total, individual learners will not be allowed to continue with their studies, which will ultimately lead to withdrawal from the programme.

Where an incidence of poor academic practice is proven after a learner has completed their qualification the CIH Awarding Organisation will be notified - in this situation there is a risk that Certificates of Achievement will be withdrawn.

Name of policy or Procedure:	Malpractice Procedure	Internal/external	External
Section	Housing Academy	Teams	CIH Learning
Policy owner and job title	Denise Taylor-Trotman - Learning & Development Manager	Approved:	CIH HA Management Team & Sarah Dunkerley Director of professional development
Date effective from:	December 2022	Review date:	December 2024
Associated policies and procedures	Appeals Procedure Complaints Procedure Version HA_MPv1Sep22	Version	HA_MPv2 Dec22



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Malpractice Policy 2022