

Jessanol Ltd – Malpractice & Academic Integrity Policy

1. Policy Statement

Jessanol Ltd is committed to maintaining the integrity, fairness, and credibility of all learning experiences, assessments, and certifications.

We take all cases of suspected malpractice seriously and will investigate any concerns in a fair, consistent, and proportionate way.

2. What is Malpractice?

Malpractice is any action or behaviour that compromises:

- the integrity of a learning experience or assessment
- the validity of outcomes or certification
- the reputation of Jessanol and its services

This includes both deliberate actions and failures to act appropriately.

3. Examples of Malpractice

Examples may include (but are not limited to):

By Learners

- submitting work that is not their own (plagiarism)
 - using unauthorised assistance or tools where not permitted
 - misrepresenting identity or work
 - falsifying information related to assessment or participation
 - inappropriate or disruptive behaviour within a learning environment
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By Jessanol or Associates

- providing inappropriate support that compromises assessment integrity
- failing to apply assessment criteria consistently
- mishandling learner data or outcomes

- failing to report known issues that may affect fairness
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4. Reporting Concerns

Concerns about malpractice can be raised by:

- learners
- clients
- Jessanol associates
- third parties

Reports should be made as soon as possible via:

- direct contact with Jessanol, or
- email: **support@jessanol.com**

Anonymous reports will be considered where sufficient information is provided.

5. Investigation Process

Jessanol will:

- acknowledge receipt of a concern within **5 working days**
- review the available information and evidence
- contact relevant individuals where appropriate
- ensure all parties are treated fairly and given the opportunity to respond

Where necessary, interim action may be taken to protect the integrity of the learning experience.

6. Outcomes and Actions

If malpractice is identified, Jessanol may take appropriate action depending on the severity of the issue.

For learners, this may include:

- a warning or requirement to resubmit work
- removal from a course or learning activity
- withholding or withdrawal of certification

For associates or partners, this may include:

- review of involvement in Jessanol services
 - additional conditions or restrictions
 - termination of working arrangements
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7. Appeals

Individuals have the right to appeal against decisions made under this policy.

Appeals should be made in line with the **Jessanol Appeals Policy**.

8. Confidentiality

All cases will be handled confidentially and only shared with those directly involved in the investigation.

9. Recording and Monitoring

Jessanol will:

- maintain records of malpractice cases and outcomes
- monitor patterns and trends
- use insights to improve learning design, assessment clarity, and guidance

Insights from malpractice cases are reviewed as part of Jessanol's continuous professional development and service improvement approach, helping to strengthen integrity and learner experience.

10. Review of Policy

This policy will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 20/3/26

Next Review: 20/3/27