



Malpractice and Assessment Integrity Policy

1. Policy statement

Jessanol Ltd is committed to maintaining the integrity, fairness and credibility of its 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. Scope

This policy applies to Jessanol learning experiences, assessments, certification, learner submissions, digital courses, workshops and related learner activities.

It applies to learners, clients, associates, partners and anyone involved in the design, delivery, assessment or support of Jessanol learning services.

3. What is malpractice?

Malpractice is any action, behaviour or failure to act that compromises, or may compromise:

- the integrity of a learning experience or assessment;
- the validity of outcomes or certification;
- fairness for learners;
- the reputation of Jessanol and its services.

This includes both deliberate actions and failures to act appropriately.

4. Examples of malpractice

Examples may include, but are not limited to:

By learners

- submitting work that is not their own, including plagiarism;
- using unauthorised assistance, AI tools or other resources where this is not permitted;
- misrepresenting identity, participation or work;
- falsifying information related to assessment, completion or participation;
- inappropriate, disruptive or dishonest behaviour within a learning environment.

By Jessanol, associates or partners

- providing inappropriate support that compromises assessment integrity;
- failing to apply assessment criteria consistently;
- mishandling learner data, submissions or outcomes;
- failing to report known issues that may affect fairness;
- issuing or supporting certification where requirements have not been met.

5. Reporting concerns

Concerns about malpractice can be raised by:

- learners;
- clients;
- Jessanol associates;
- partners;
- 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.

6. 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, assessment or certification.

7. 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.

Where relevant, clients or other appropriate parties may be informed of the outcome.

8. Appeals

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

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

9. Confidentiality

All cases will be handled confidentially and sensitively.

Information will only be shared where necessary to investigate, resolve or meet legal, contractual or regulatory obligations.

10. 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.

11. Review of policy

This policy will be reviewed annually or as required.

Reviewed May 2026. Document moved into the current Jessanol policy template. Minor wording updates made to clarify scope, assessment integrity, AI/tool use, certification, confidentiality, reporting, and alignment with Jessanol's Appeals Policy and learner experience standards.