

ntss

SAFETY • FIRE • ENVIRONMENT

MALPRACTICE PROCEDURE

EN ISO 9001

Related Policy: NTSS-QMS-POL-02-EN

REVISION

Revision Description	Revision No	Revision Date
Initial Publication	0	28.04.2026

MALPRACTICE PROCEDURE

1. Purpose

This procedure defines the processes for the prevention, reporting, investigation, and resolution of malpractice and maladministration that may arise in NTSS training and assessment activities, in line with the NTSS Malpractice Policy.

2. Scope

This procedure applies to:

- All candidates
- Trainers
- Assessors
- Examination invigilators
- NTSS employees
- Business partners

3. Definitions

Malpractice: Any improper conduct that compromises the integrity of the assessment process, the validity of results, or the reputation of NTSS.

Maladministration: Any administrative failure arising from incorrect or inadequate implementation of processes or procedures.

Learner Malpractice: Any act of malpractice carried out by a candidate during any examination or assessment, including the preparation, verification, and completion of any examination paper or assessment response.

Examples of learner malpractice include, but are not limited to:

- Altering or falsifying any result document, including certificates;
- Breaching instructions or guidance provided by an invigilator in relation to examination or assessment rules and regulations;
- Failing to comply with conditions designed to ensure the security of examinations or assessments;
- Copying from another candidate;
- Allowing one’s work to be copied (e.g. publishing or sharing content on social media prior to an examination/assessment);

- Deliberately destroying another candidate's work;
- Disruptive behaviour in the examination environment (including abusive language, shouting, and/or aggressive behaviour);
- Exchanging, obtaining, receiving, or transmitting (or attempting to do so) information related to the examination through verbal, electronic, written, or non-verbal communication;
- Making a false declaration of authenticity regarding the authorship of a risk assessment project;
- **Collusion:** working collaboratively with other candidates beyond what is permitted;
- **Impersonation:** acting as another candidate or allowing another person to take part in an examination or assessment on one's behalf;
- **Plagiarism:** inappropriate use of published sources (including the internet), including insufficient or missing referencing;
- Theft of another candidate's work;
- Bringing unauthorised materials into the examination or assessment environment (e.g. notes, study guides, tablets, mobile phones, etc.);
- Unauthorised use of storage devices when using a word processor;
- Any behaviour that compromises the integrity of the examination.

Artificial Intelligence (AI) Misuse: The unauthorised use of AI tools to generate assessment outputs, or the failure to appropriately declare the use or contribution of such tools.

4.Responsibilities

Lead Trainer

- Manages the overall process
- Conducts or oversees investigations
- Makes the final decision

Trainer / Assessor

- Reports any suspected cases of malpractice
- Ensures the preservation of evidence

Examination Invigilator

- Ensures compliance with examination rules
- Reports any breaches or irregularities

Candidate

- Is responsible for complying with all applicable rules and requirements
- Declares that all submitted work is their own and original

5. Procedure

Identification of Suspected Malpractice

Suspected cases of malpractice or maladministration may be identified through the following:

- Reports and observations prepared by examination invigilators;
- Notifications made by trainers or assessors;
- System controls (e.g. plagiarism detection software, remote proctoring records, digital analysis tools);
- Reports from third parties (e.g. candidates, employers, public authorities, or other relevant stakeholders).

All suspected cases shall be recorded without delay and referred to the responsible authority for further assessment.

Initial Assessment

- Following the initial assessment conducted by the Lead Trainer, one of the following decisions shall be made:
- No further action will be taken;
- Additional information will be requested;
- A formal investigation will be initiated.

Investigation

As part of the investigation:

- All relevant evidence shall be collected;
- A written statement shall be obtained from the candidate;
- Statements from relevant parties shall be obtained where necessary;
- The process shall be conducted in accordance with confidentiality requirements.

Evaluation and Decision

1. All findings obtained during the investigation shall be evaluated in an impartial and objective manner.
2. The decision-making process shall be based on the principle of "**balance of probabilities**." In this context, conclusions shall be reached by considering the weight of the available evidence.
3. As a result of the evaluation, one of the following decisions shall be made:
   - No malpractice identified;
   - Maladministration identified;
   - Malpractice identified.

All decisions shall be documented together with their justifications.

Decision Matrix

Type of Violation	Severity	First Offence	Repeated Offence	Sanction
Minor procedural error	Low	Warning	Retraining	Warning
Plagiarism (partial)	Medium	Mark reduction	Fail	Fail
Cheating	High	Fail	Fail + temporary ban	Severe sanction
Impersonation	Very High	Fail	Permanent ban	Reporting to awarding body
AI misuse	Medium/High	Fail	Fail	Assessment invalidation

Sanctions

Where malpractice is identified, sanctions may be applied taking into account the nature, severity, and recurrence of the violation:

- The relevant assessment or examination may be declared invalid;
- The candidate may be deemed to have failed the assessment;

- The candidate may be granted an opportunity for reassessment;
- The candidate may be required to retake the training;
- Where necessary, the relevant accredited or awarding body may be notified.

All sanctions shall be determined in line with the principles of proportionality and consistency and shall be formally documented.

Principle of Proportionality

Sanctions shall be determined based on the nature of the violation, its severity, the intent involved, and the frequency of occurrence.

Notification

Decisions made as a result of the investigation shall be communicated to the relevant parties in writing (including electronic communication).

- The notification shall clearly state the outcome, the rationale, and any sanctions to be applied;
- For corporate participants, the results shall be shared with the relevant organisational representatives;
- Where necessary, the relevant accredited or awarding bodies shall be informed.
- All notifications shall be formally recorded.

Appeals Process

- Candidates have the right to appeal against decisions made.
- Appeals must be submitted in writing within 5 working days from the date of notification;
- Appeals shall be reviewed in accordance with the principle of impartiality and the relevant procedure;
- The outcome of the appeal process shall be communicated to the relevant parties in writing.

Record Retention

All records related to malpractice and maladministration processes shall be:

- Securely stored;
- Protected against unauthorised access;

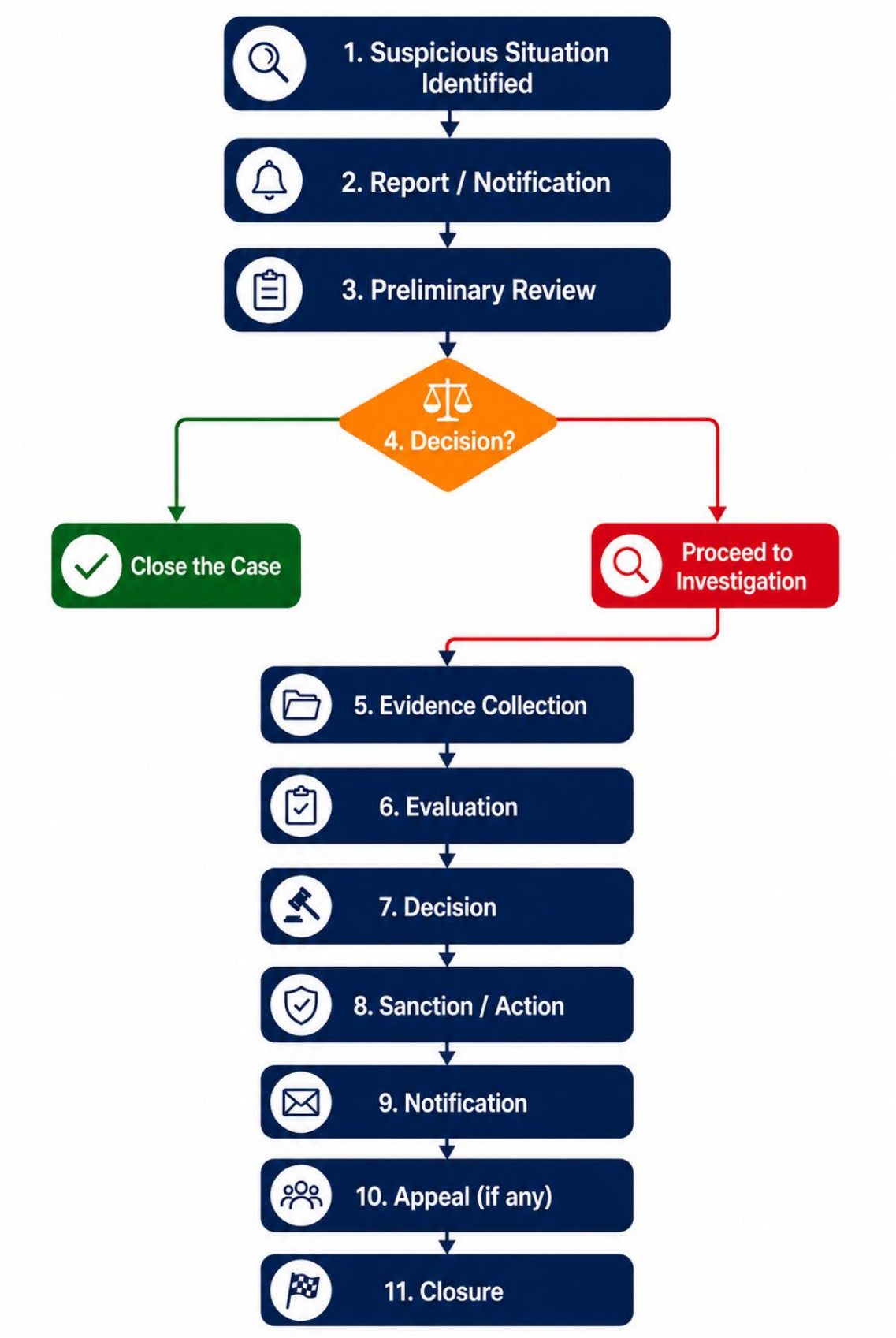
- Maintained in accordance with confidentiality requirements;
- Retained for a minimum period of 3 years.
- Where required, records may be shared with relevant accredited or awarding bodies or competent authorities.

7. Related Documents

The following documents are referenced for the implementation of this procedure:

- NTSS-QMS-POL-02-EN – Malpractice Policy
- NTSS-QMS-FRM-02-EN – Malpractice Investigation Form
- Examination and assessment records
- Other relevant records and supporting evidence

Appendix 1: Process Flowchart



Appendix 2: Report of Suspected Malpractice Form (NTSS-QMS-FRM-02-EN)

ntss	**REPORT OF SUSPECTED MALPRACTICE FORM**	NTSS-QMS-FRM-02-EN Rev 0 28.04.2026

1. REPORTING INFORMATION	
Reported by:	
Position / Title:	
Organisation (if applicable):	
Date of Report:	

2. CANDIDATE / RELEVANT PERSON INFORMATION	
Full Name:	
Training / Programme:	
Examination / Assessment Type:	
Examination Date:	

3. METHOD OF IDENTIFICATION OF SUSPECTED MALPRACTICE

☐ Examination invigilator report

☐ Trainer / Assessor report

☐ System control (e.g. plagiarism detection / remote proctoring)

☐ Third-party report

☐ Other:

4. DESCRIPTION OF THE INCIDENT (Detailed description of the suspected situation)

5. TYPE OF SUSPECTED VIOLATION

☐ Cheating

☐ Plagiarism

☐ Unauthorised use of materials

☐ Impersonation

☐ Artificial Intelligence (AI) misuse

☐ Inappropriate / offensive content

☐ Other:

6. AVAILABLE EVIDENCE

☐ Written documents

☐ Examination records

☐ Video / visual evidence

☐ Digital analysis / system outputs

☐ Witness statement

Description:

7. IS IMMEDIATE ACTION REQUIRED?

☐ Yes

☐ No

Description:

8. ATTACHMENTS

→ This section will be completed by NTSS.
9. INITIAL ASSESSMENT
☐ No further action ☐ Additional information required ☐ Investigation initiated Justification:
10. INVESTIGATION OUTCOME
☐ No malpractice identified ☐ Maladministration identified ☐ Malpractice identified
11.DECISION AND SANCTION

12. APPROVAL	
Lead Tutor:	
Signature:	
Date:	

Please submit the completed form to info@ntss.com.tr