



Chartered
Insurance
Institute
Standards. Professionalism. Trust.

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Learner Malpractice Policy

www.cii.co.uk



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Introduction

The CII is committed to maintaining the integrity of its qualifications and meeting its regulatory obligations.

Definitions

For the purposes of this document, malpractice is defined by adapting the Ofqual description found in the Ofqual Handbook guidance on Malpractice (Ofqual, 2026).

Learner Malpractice:

Malpractice will generally involve a person intending to break the rules or cause harm or being negligent or reckless as to the consequences of their actions.

Examples of learner malpractice (this is NOT an exhaustive list):

Two of the clearest examples of malpractice are:

1. Cheating, or facilitating cheating, in an assessment (Ofqual, 2026):
 - Copying from another learner during an assessment.
 - Collaborating with other learners on work that needs to be completed individually (collusion).
 - Failure to acknowledge the use of other sources or presenting the work of others as the learner's own (plagiarism).
 - Breaching the rules of an assessment, for example, bringing unauthorised materials into an assessment or collaborating with other learners inappropriately.
 - Disruptive behaviour during an assessment (e.g., failing to comply with the assessment rules and regulations).
 - Deliberately approaching the person marking the assessment (e.g. by writing a note on the assessment script).
 - Assisting another learner to cheat, such as by providing non-permitted assistance or materials to another learner.
 - Benefiting from the malpractice of another person.
2. Attempting to intentionally manipulate a result so that it does not reflect the learner's actual performance in an assessment.

Process

Process overview

1. The CII provides learners with information regarding its regulations for the conduct of assessments on its [Rules and Policies webpage](#) and requires learners to adhere to these rules and policies. CII should administer assessments in accordance with its own requirements for the assessment.
2. When there is evidence, including accusations, of malpractice, an investigation will be conducted by the CII Qualifications and Assessments team.
3. Learners will be given the opportunity to respond and provide evidence as part of the investigation.
4. The evidence will be presented to an Assessment Review Panel. Preliminary findings will be communicated to the learner, along with an opportunity to provide comment and any additional evidence.
5. The Assessment Review Panel will agree the final findings and any outcomes*.
6. All assessment decisions are subject to our complaints escalation and formal appeals processes: <https://www.cii.co.uk/about-us/cii-complaints-policy/>

Outcomes are not mutually exclusive and may be used in conjunction with one another.

Outcome level	Individual Learner Assessment Outcomes	Typical Situation	Example
1	Written or verbal warning	Where a rule has been breached unintentionally and without advantage. This may involve the termination of an assessment during its administration. Non-compliance, or multiple instances of non-compliance, that do not threaten the integrity of one or more examinations or assessments.	A learner has an opaque vessel (e.g. a cup of water, without notes) in a remotely invigilated exam environment.
2	Some assessment evidence excluded/rejected/required to be re-worked. • Some marks will be excluded. • And/or work will not be accepted without revision. • And/or learners are required to redraft work. • And/or more assessment evidence will be required.	Non-compliance that risks the integrity of a section of an assessment, rather than the assessment as a whole. This may involve the termination of an assessment during its administration.	A learner fails to reference sourced content within their coursework assignment.

	• And/or a result of timed out/zero may be issued. • The assessment result may be recalculated following successful completion of these actions.		
3	Assessment evidence disallowed. All evidence from the assessment is excluded. Result issued as "Withheld".	Non-compliance that risks the integrity of one or more assessments. This may involve the termination of an assessment during its administration.	A learner has copied content from another learner and used it in their coursework assignment .
4	Assessment evidence disallowed. Result remains a fail.	Non-compliance that risks the integrity of one or more assessments, but where advantage has been prevented and a fail result has been issued. This may involve the termination of an assessment during its administration.	A learner uses prohibited resources.
5	Termination of enrolment	Non-compliance that risks the integrity of one or more assessments, where the advantage may be taken forward into future assessments.	A learner approaches a marker and attempts to favourably influence their marking.
6.	Qualification certificate revoked	In significant cases of malpractice, where we are not able to have confidence that the qualification awarded	Learner is found to have used prohibited materials and unsanctioned assistance across qualification assessments.

		reflects a learner's performance.	
7.	Interim disqualification from further study	Significant and/or persistent malpractice, causing doubt that the learner is able to study without further malpractice. <i>Any interim period of disqualification may be superseded by the professional body's sanctions*.</i>	A learner attempts to gain a qualification by falsifying assessment results potentially undermining public trust in CII qualifications.
8	In exceptional circumstances other outcomes may be considered.		

*Referral to Professional Standards

Regardless of whether any of the above outcomes are applied, in any case of suspected malpractice or maladministration, we reserve the right to refer the matter to the CII's Professional Standards Department to investigate as a [potential professional body disciplinary matter](#).

Accessibility

If you require a reasonable adjustment to the malpractice investigation process, or have a current circumstance that requires an extension to timescales, please let us know. More information on accessibility arrangements can be found in [our Qualifications Accessibility and Special Circumstances Policy](#).

References

Ofqual (2026) *Ofqual Handbook: General Conditions of Recognition*. Available at: <https://www.gov.uk/guidance/ofqual-handbook> (Accessed: 16th October 2026).

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