



Irregularity Policy

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Irregularity Policy

1. Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Creation of Assessment policy.

2. Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bensch (Executive Vice President, AME)	July 2019

* Level of approval

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3. Irregularities

An assessment irregularity is any actual event, act or omission, and any alleged event, act or omission, which can compromise the integrity, credibility, security, or fairness of Sage assessments. If learners are found guilty of an assessment irregularity (being dishonest), they could be disqualified from the assessment, have their assessment declared invalid, or have other appropriate action taken against them by Sage. If a Sage Authorized Learning Partner is found guilty of assessment dishonesty or an irregularity, they could have their assessment venue status revoked, be subject to a fine, have their learners' results declared invalid, or have other appropriate action taken against them by Sage. The enforcement and adherence to honesty is the responsibility of Sage and each case is viewed independently.

4. Suspected Irregularities

If the Invigilator suspects that a learner has committed an assessment dishonesty or irregularity, the Invigilator must:

- Confiscate the incriminating material with minimum disruption to other learners, whilst preserving the dignity of the offending learner. Any confiscated evidence becomes the property of Sage and the learner, SALP, and the learner have no right to demand its return.
- Confiscate the learner's answer book and make the following notes on its cover:
 - The words "Alleged irregularity".
 - A note that the answer book has been confiscated.
 - The reason for the confiscation.
 - The date and time of the incident.
 - The Invigilator's name.
- Provide the learner with a new answer book and write on the front cover "Alleged irregularity – new answer book provided", together with the date and time.
- Write "Irregularity" alongside the learner's name on the attendance register and get the learner to sign the notation.
- Do not allow the learner any additional time to compensate for the time lost in processing the assessment irregularity.
- The Invigilator must compile and submit a detailed statement of the alleged irregularity, together with any evidence if applicable.
- The Invigilator must ask the learner to submit a statement regarding the alleged irregularity. If the learner refuses, the Invigilator is to make note of this in his/her own statement.
- Let the learner know that the fact that he/she was allowed to continue with the assessment does not mean that his/her contravention of the assessment regulations is condoned – and that a written report will be submitted to Sage.

- The Invigilator must send the following information under separate cover, but with the other completed assessments:
 - The incriminating evidence
 - The answer books of the learner
 - The statements from the learner and Invigilator.

5. Types of Irregularities

	Irregularity	Action to be taken	Penalty
1	The learner does not produce identification documents	<ul style="list-style-type: none"> • The learner must not be allowed to write the assessment. • The learner may leave to fetch identification, however must return within 30 minutes of the start of the assessment - and then proceed to write without additional time. 	Disqualification. Time penalty.
2	The learner arrives to write the assessment on the wrong date	<ul style="list-style-type: none"> • If the action was unintentional and the SALP can supply enough evidence of this, then the irregularity will be raised against the SALP. • If the action was intentional, the learner's results must be declared null and void. 	Provider fine. Disqualification. Withdrawal of Invigilation centre.
3	The learner is not recorded on the Assessment Attendance Register	<ul style="list-style-type: none"> • Sage must be contacted immediately to establish reason for the learner not being booked for a particular assessment. • Sage will immediately provide a corrected Attendance Register where applicable. Otherwise, the learner is not allowed to write the assessment. 	Disqualification.
4	The learner arrives late at the assessment venue	<ul style="list-style-type: none"> • Learners arriving more than 30 minutes after the start of the assessment will not be admitted. • Learners arriving within 30 minutes of the start of the assessment will be allowed to enter the assessment venue but will not be allowed additional time. 	Disqualification. Time reduction.
5	The learner communicates with another learner or any party during an assessment sitting. This includes assisting, being assisted and copying.	<ul style="list-style-type: none"> • The results of the learner caught copying may be declared null and void. • The learner offering the assistance will also be sanctioned. 	Disqualification.
6	The learner presents fraudulent identification or impersonates someone else	<ul style="list-style-type: none"> • The learner will not be allowed to sit the assessment. • If the fraudulent ID or impersonation is only discovered after the assessment, the learner's results for that assessment must be declared null and void. 	Disqualification.

7	Before the assessment date, the learner obtained information about the contents of the assessment	<ul style="list-style-type: none"> The learner may have obtained this information from another learner, tutor or any third party. The learner will be disqualified from the assessment. The party responsible for releasing the assessment contents will be fined or otherwise sanctioned by Sage. 	Disqualification. SALP fine.
8	There are two assessment scripts with the same identity number	<ul style="list-style-type: none"> If the action was unintentional the identity numbers must be corrected, and the results released If the action was intentional or deliberate, the results of the guilty candidate for that paper must be declared null and void. 	Disqualification
9	The learner removed a script from assessment venue and submits it later	<ul style="list-style-type: none"> a. The late script will not be accepted, and the learner is disqualified from the assessment. 	Disqualification.
10	The learner submits work that is not their own	<ul style="list-style-type: none"> The learner may have his or her results declared null and void. If there is evidence of collusion, the learner offering the assistance may also have his or her results declared null and void. 	Disqualification.
11	Learner commits an act of dishonesty	<ul style="list-style-type: none"> a. Any act of dishonesty or action/activity that may result in the learner obtaining an unfair advantage, will result in the learner's results for that paper being declared null and void. 	Disqualification.
12	Learner commits an act of bribery or attempted bribery	<ul style="list-style-type: none"> Any attempt by a learner to bribe any official will result in that learner's assessment being declared null and void. Any person or SALP offering the assistance will also be sanctioned. 	Disqualification. Written warning. Withdrawal of Invigilation centre.
13	Question papers are leaked or stolen	<ul style="list-style-type: none"> All learners affected by the theft or leakage will have their results declared null and void. The SALP, Invigilator or other party responsible for leaking or losing the papers will be sanctioned by Sage. 	Disqualification. Withdrawal of Invigilation centre.
14	An assessment script is lost or missing from an assessment group	<ul style="list-style-type: none"> The Invigilator needs to supply documented evidence that the script was submitted. Should Sage not receive an assessment script from the Invigilator, as indicated on the Attendance Register, then Sage will contact the SALP and/or learner and advise the SALP/learner of non-receipt of the assessment script. 	Disqualification of learners. Provider incurs penalty fee.

15	Learner creates a disturbance, intimidates others, is drunk, disregards the arrangements and/or the reasonable instructions of the Invigilator	<ul style="list-style-type: none"> • The learner must be given a warning, and if the behavior or action persists, then the learner must be removed from the assessment venue. • The learner loses the opportunity to write or to continue writing that specific assessment paper. • Where the learner has commenced writing, the marks obtained will be declared null and void. 	Disqualification.
16	Non-adherence to Sage's assessment policy	<ul style="list-style-type: none"> • Any non-compliance may result in a learners or a group of learners' results being declared null and void, depending on the severity of the non-compliance. • Any non-compliance by a SALP may result in a Partner being sanctioned. 	Disqualification. Partner incurs penalty fee.

6. Report Irregularities

All suspected irregularities reported to Sage will be investigated. Sage will review all the evidence and conduct an investigation and determine whether a hearing is required. After the evidence is reviewed and the hearing (if required) takes place, the findings of Sage will be communicated to the learner and the SALP. The learner/partner may appeal the findings.

7. Procedures for assessors and moderators

Any assessment irregularities that are spotted by the assessors or moderators during the marking process must be dealt with as follows:

1. All suspected irregularities must immediately be reported to Sage.
2. Answer scripts containing identified irregularities must be marked as usual. The word "IRREGULARITY" must be written in ink on the front cover.
3. These scripts, together with the assessor's/moderator's report must be handed to Sage.
4. The marks of the suspected learner must be recorded on the mark sheet with an indicator stating "Irregularity".
5. If Sage agrees with the assessor/moderator regarding the irregularity, then Sage will commence an investigation into the alleged irregularity. However, if Sage does not consider the irregularity to be valid, then the script is to be returned to the assessors for final processing. Results will then be released to the learner or partner, and Sage.

8. Procedure for irregularity hearings

If Sage decides that a hearing should be held, these are the rules that must be followed:

1. The hearing must be lawful, reasonable, timely and procedurally fair. No rights of the individual should be infringed. It must be conducted openly and transparently.
2. The following procedure must be followed for all irregularity hearings:
 - Procedures for hearings vary according to the circumstances and people involved.
 - The learner and/or training provider concerned must be notified about the alleged assessment irregularity in writing.
 - The written notification must be forwarded either by registered post, email or delivered to a specific individual who acknowledges receipt of the notification.
 - The written notification must state clearly that the hearing will not be delayed if the recipient does not reply.
 - If a learner cannot be contacted, and there is documented evidence showing that all reasonable steps have been taken to try and contact the learner, then the hearing will not be postponed.
 - All learners suspected of an assessment irregularity must be given 10 working days (from receipt of the written notification) to respond to the allegations - either in person or in writing.
 - Learners that do not want to attend the hearing may submit an admission of guilt. This must be in the form of an affidavit and must be received by Sage within ten days of the notice to attend a hearing.
3. Evidence presented at an investigation or hearing may be material evidence, written evidence, oral or other evidence.
 - All hearings must be recorded (in writing or electronically), and this record is to be kept on file.
 - If a learner is unhappy with the procedures or findings of the hearing, s/he may appeal the outcome within 14 days of receiving the findings of the hearing. If the appeal of the hearing is unsuccessful, the original findings will stand, and no further correspondence will be considered.

9. Contacts

Should you have any questions about the content of this policy please contact the training department via email: Training.Za@sage.com.