

Malpractice Policy

Version 1.0 · Effective September 2026 · Next review September 2027

Purpose

Masar University treats all cases of suspected malpractice very seriously and will investigate all suspected and reported incidents of possible malpractice.

This policy and procedure sets out how allegations of malpractice in relation to Masar University's assessments and training are dealt with. It provides:

- a definition of malpractice;
- examples of malpractice and maladministration by learners and by the University's employees and associates;
- the sanctions that may be imposed in cases of malpractice;
- the procedure for reporting and investigating suspected malpractice.

In this policy, the term "malpractice" covers both malpractice and maladministration.

Scope

This policy applies to learners enrolled on CPD courses and professional training delivered by Masar University. Degree programmes are governed by the University's academic regulations.

Definition

For the purpose of this policy, malpractice is any act, or failure to act, that threatens or compromises the integrity of the assessment process or the validity of Masar University's courses and their certification. This includes:

- maladministration and the failure to maintain appropriate records or systems;
- the deliberate falsification of records or documents for any reason connected to the award of a certificate;
- plagiarism or other academic misconduct;
- actions that compromise the reputation or authority of the University, its employees or associates.

Where required, Masar University will report relevant cases of suspected malpractice to the relevant certifying or professional body, accepting that in certain circumstances that body may take action of its own, including imposing sanctions.

Malpractice by learners

Examples of learner malpractice are listed below. They are not exhaustive, and all incidents of suspected malpractice, whether or not described below, will be fully investigated where there are sufficient grounds to do so.

- Obtaining, or attempting to obtain, assessment material without authorisation, including sharing or receiving quiz or exam questions or answers.
- Arranging for another person to take an online assessment or submit an assignment on the learner's behalf, including by sharing the learner's login details for the University's platforms.
- Impersonating another learner to take an assessment or submit an assignment on their behalf.
- Collaborating with another learner or individual, by any means, to complete an assignment or assessment, unless it has been clearly stated that such collaboration is permitted.
- Plagiarism: presenting another person's work or ideas as the learner's own without acknowledgement, including content produced by artificial intelligence tools where their use is not permitted by the assessment instructions.
- Damaging, deleting or interfering with another learner's work.
- Including inappropriate or offensive material in assignments or assessment answers.
- Failing to comply with the published assessment rules, including the rules for online quizzes and exams.
- Disruptive behaviour or unacceptable conduct in live online sessions, discussion forums or messages on the University's platforms, including aggressive or offensive language or behaviour.
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - personal identification;
 - supporting evidence provided for reasonable adjustment or special consideration applications;
 - competency documents;
 - results documentation, including certificates.
- Misrepresenting, altering or copying a Masar University certificate.
- Making fraudulent claims for special consideration.
- Falsely obtaining a certificate by any means.

Malpractice by employees and associates

Examples of malpractice by employees, tutors, assessors and other associates of Masar University are listed below. They are not exhaustive, and all incidents of suspected malpractice, whether or not described below, will be fully investigated where there are sufficient grounds to do so.

- Failing to adhere to the University's regulations and procedures, including the requirements of any certifying body for the courses concerned and the security and monitoring requirements for assessments.
- Knowingly allowing an individual to impersonate a learner.
- Allowing a learner to copy another learner's work, or to let their own work be copied.
- Allowing learners to work collaboratively during an assessment, unless this is specified in the assessment brief.
- Completing an assessment for a learner, or giving them assistance beyond that normally expected.
- Damaging a learner's work.
- Disruptive behaviour or unacceptable conduct, including aggressive or offensive language or behaviour.
- Allowing disruptive behaviour or unacceptable conduct on the University's platforms or in its online sessions to go unchallenged.
- Divulging information relating to a learner's performance or results to anyone other than the learner, unless authorised to do so.
- Producing, using or allowing the use of forged or falsified documentation, including personal identification, supporting evidence for reasonable adjustment or special consideration applications, competency documents and results documentation, including certificates.
- Falsely obtaining a certificate by any means.
- Failing to report a suspected case of learner malpractice, including plagiarism, to their line manager or to the Academic Quality Department.

Possible sanctions

Following an investigation, if a case of malpractice is upheld, Masar University may impose one or more sanctions on the individual(s) concerned and, where relevant, will report the matter. Any sanction will reflect the seriousness of the malpractice. The lists below are not exhaustive, and other sanctions may be applied on a case-by-case basis.

Sanctions that may be applied to learners

- A written warning about future conduct.
- Cancellation of the result of the assessment concerned or, where a certificate has been issued on the basis of malpractice, withdrawal of that certificate.
- Notification to an employer, a relevant regulator or the police.
- Removal from the course.

Sanctions that may be applied to employees, tutors and other associates

- A written warning about future conduct.

- Special conditions on the individual's future involvement in the teaching, supervision or assessment of learners, or the administration of assessments.
- Unannounced monitoring of the individual's working practices.
- Informing any other organisation known to engage the individual in relation to courses or assessments of the outcome of the case.
- Dismissal or termination of the engagement.

Reporting a suspected case of malpractice

This procedure applies to employees, tutors, learners and other associates of Masar University, and to reports of malpractice made by a third party or by an individual who wishes to remain anonymous.

Any case of suspected malpractice must be reported as soon as possible, and at the latest within two working days of its discovery, to the Director of Academic Quality, by email to info@masaruni.ae with "Malpractice report" in the subject line.

A written report should then be sent to the Director of Academic Quality, clearly setting out the facts, including statements from other individuals involved or affected, any evidence obtained (such as learning platform records or screenshots), and the actions already taken in relation to the incident.

Wherever possible, and provided other learners are not disrupted, a learner suspected of malpractice during a live online session or assessment should be told immediately that their actions may constitute malpractice and that a report will be made.

In cases of suspected malpractice by employees, tutors or other associates, and in reports from a third party or an anonymous individual, the report should include as much of the following information as possible:

- the date and time of the alleged malpractice and the course or platform concerned, if known;
- the name of the employee, tutor or other party involved;
- a description of the suspected malpractice;
- any available supporting evidence.

Where malpractice is reported by a third party or an anonymous individual, Masar University will take all reasonable steps to verify the information and to investigate the alleged malpractice.

Investigating suspected malpractice

Masar University will investigate each case of suspected or reported malpractice to establish whether malpractice has occurred and to establish the full facts and circumstances. The University will promptly take all reasonable steps to prevent, or mitigate as far as possible, any

adverse effect of the malpractice, and to take any action necessary to maintain the integrity of its assessments and certification.

The University will acknowledge all reports of suspected malpractice within five working days. All parties involved in the case will be contacted within 10 working days of receipt of the report. We may also contact other individuals who may be able to provide relevant evidence.

The individual(s) concerned will be informed in writing:

- that an investigation is going to take place, and the grounds for it;
- of all relevant timescales and dates, where known;
- that they have the right to respond by giving a personal written statement about the suspected malpractice within 15 working days of the date of that notice;
- that, if malpractice is found to have occurred, sanctions may be imposed reflecting the seriousness of the case;
- that they have the right to appeal against the outcome under the Appeals Policy;
- that the University may have a duty to inform the relevant certifying bodies or authorities, but will do so only after the time allowed for an appeal has passed or the appeal process has been completed. This may include informing the police if the law has been broken.

Where more than one individual is contacted about a case, for example in a case of suspected collusion, each individual will be contacted separately, and personal data will not be revealed to any third party unless this is necessary for the investigation.

An individual may appeal against a malpractice outcome if they believe that this policy has not been followed properly or has been applied to their detriment.

Records

Records of all malpractice cases and their outcomes are kept by the Academic Quality Department for at least five years and are subject to regular monitoring and review.

Contact

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Approved by: Dr. Mahmoud Elgindy

Chairman of the Board and Chief Executive Officer, Masar University

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