



Disciplinary Policy

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Disciplinary Policy for Accreditation,

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1 Accreditation

1.1 Statement of Principle

IES Accreditation Examination, in whichever form it takes, is the means IES use to test modelling knowledge and competency using IES's software. It is fundamentally important candidates are assessed fairly and have equal access to the examination, IES have developed Accreditation procedures accredited to ISO 9001 by BSi to ensure consistency, fairness and impartiality at all times.

Candidate misconduct or cheating undermines the integrity of the IES examination and disadvantages those candidates who sit the examination fairly and honestly.

These policies apply to all aspects of the examination process, including any interactions after the end of the examination itself. Where a case has been identified, the case will be fully investigated using this policy. If an instance of misconduct or cheating is brought to IES's attention retrospectively, IES retains the right to investigate the instance and issue the appropriate disciplinary action, which may include revoking the candidates pass mark and informing the relevant managing scheme.

It is the candidate's responsibility to conduct themselves in a manner which is appropriate throughout the examination process, and accept in not doing so may result in disciplinary action. The candidate agrees to this when signing the Declaration Notes at time of booking. This policy is concerned with the actions of the candidates and not their intentions.

This policy is intended to ensure there is consistency and fairness across the disciplinary actions applied to candidates that engage in misconduct or cheating. The disciplinary action will reflect the seriousness of the offence.

1.2 Definitions and Examples

Confirmed or suspected incidents of misconduct or cheating will be defined as Minor or Major depending on the severity.

Minor: an incident or behaviour that can be corrected or resolved, usually at time of incident where possible

Major: an incident or behaviour that significantly risks the integrity of the IES examination process or materials.

Examples of candidate misconduct or cheating may include but is not limited to the below lists. Any confirmed or suspected incidents of misconduct or cheating may be subject to Disciplinary Actions pending finding of an investigation. Candidates may also be subject to an investigation and disciplinary actions post examination process should IES discover or be made aware of misconduct or cheating after the fact.

1.2.1 During the Examination

All candidates are expected to conduct themselves professionally throughout the examination and follow instructions given to them by the invigilator(s). The below are examples of misconduct or cheating and is not an exhaustive list. As such IES retains the right to assess misconduct or cheating on an individual basis and act accordingly.

- a. Disruption of the examination process or of other candidates
 - i. This can include but is not limited to: a breach in the Declaration or Accreditation procedures, refusal to follow invigilator(s) instruction or adhere to examination conditions, e.g. engaging other candidates once the examination has started
- b. Verbal aggression / abuse directed towards other candidates or invigilator(s)
 - i. This can include but is not limited to: argumentative behaviour; disparaging, degrading or humiliating comments; antagonistic behaviour or threatening comments
 - ii. Any assault on protected groups, including but not limited to candidates or invigilator(s): age, sex, marital status, disability, gender and sexual orientation or reassignment, pregnancy, race, religion or belief
- c. Physical aggression / abuse directed towards other candidates or invigilator(s)
- d. Cheating
 - i. Cheating in relation to examinations held in person can include, but is not limited to:
 - a. Attempting to get sight of the examination paper before the examination is started
 - b. Bringing or using unauthorised material or an electronic device not permitted in the examination
 - c. Copying or trying to copy the work of another candidate
 - d. Asking another candidate for help during the examination
 - e. Letting another candidate copy, or otherwise providing information to another candidate
 - ii. Cheating in relation to examinations held online can also include:
 - a. Using the internet or other unauthorised materials (including material prepared by the candidate or any other person)
 - b. Using material provided by someone else including another candidate
 - c. Sharing material, or otherwise helping, another candidate during the examination
 - d. Doing anything else to obtain an unfair advantage over other candidates

1.2.2 After the Examination

Candidates are expected to maintain a professional manner in communication, where the above points A, B and C still apply. After examination misconduct or cheating may include but is not limited to:

- a. Breach of Declaration agreement or Accreditation Procedures (confirmed or suspected)
 - i. This may include jeopardising the integrity of the examination process or materials
 - ii. Copying or removing examination materials
 - iii. Sharing examination materials
 - iv. Involving third parties in distribution of examination materials, discussions or complaints
 - a. Third parties in this instance would also include IES staff members not involved in the accreditation procedures

- b. Behaviour towards IES Accreditation staff or any third party IES staff
- c. Disrupting internal investigations. This can include, but is not limited to:
 - i. Repeat calls / emails regarding an ongoing investigation that does not provide any beneficial information
 - ii. Repeat calls / emails with the intent harass, distress or upset the recipient

1.3 Disciplinary Action

The following table of disciplinary actions are listed with example levels of misconduct or cheating severity. It is designed to deal with first time actions. If a candidate is facing disciplinary action for a second – or subsequently further time – the disciplinary action will usually be at least a step higher in severity than previously actioned. This is not an exhaustive list and IES maintain the right to apply appropriate disciplinary actions that are in line with the severity of the candidate misconduct or cheating. Some instances may result in multiple penalties being actioned.

In the event of a candidate not being accredited due to their own actions, no refund of their exam fee will be made and the candidate will need to pay again to re-sit the exam.

Responsible Party (IES)	Penalty	Description
Invigilator(s)	Penalty 1	<p>A verbal warning should be issue</p> <p>Candidates made aware with this penalty that if they do not remedy the misconduct or cheating immediately, they will not receive another warning and will go straight to penalty 2 or penalty 3 if misconduct happens after the examination is finished</p>
Invigilator(s)	Penalty 2	<p>The exam will be paused and the candidate will be required to cease work on the exam and remove themselves immediately from the examination</p>
Scheme Coordinator	Penalty 3	<p>Required written confirmation from candidate agreeing not to continue their actions in future and where relevant removal of data from electronic equipment</p> <p>Examination results will be withheld until this is achieved</p>

Scheme Manager	Penalty 4	Automatic fail of the examination. Candidates will have to resit the examination at their expense
Scheme Manager	Penalty 5	Removal from accreditation scheme, either for a limited amount of time as determined by the severity of the misconduct or cheating, or permanently Informing the candidate's registration scheme (i.e. CIBSE etc) of their removal from IES Accreditation scheme where appropriate

Examples of penalties associated with misconduct or cheating listed in sections 1.2.1 and 1.2.2 are as follows:-

Disrupting the examination procedure	Escalation of penalty: first instance is Penalty 1, then Penalty 2, then escalation where necessary
Refusal to follow invigilator(s) instructions, or the examination conditions Examination conditions do not allow candidates the use of their mobile phones or internet. Should invigilator(s) find them doing so, it is at the invigilator's discretion to determine suitable escalation of penalty	Escalation of penalty: first instance is Penalty 1, then Penalty 2, finally Penalty 3 Penalty 2, Penalty 3, Penalty 4 then escalation where necessary
Rude or disparaging comments made to or about candidates or invigilator(s)	Penalty 1, Penalty 2, Penalty 3, then escalation where necessary
Derogatory or humiliating comments made to or about candidates or invigilator(s)	Penalty 1, Penalty 2, Penalty 3, then escalation where necessary
Abusive or derogatory comments made to or about candidates or invigilator(s) involving a protected group	Penalty 2, Penalty 3, Penalty 4, Penalty 5 then escalation where necessary
Any threat to, or indeed action to, physical aggression or abuse	Penalty 2, Penalty 3 then escalation
Where invigilator believes candidate may be using previously stored personal versions of the examination materials (i.e. the provided Part L2 document)	Penalty 2, Penalty 3, Penalty 4 then escalation where necessary
Where invigilators have caught the candidate cheating	Penalty 3, Penalty 4, Penalty 5 then escalation where necessary

Where candidates have breached the declaration agreement and accreditation procedures by copying or removing materials from the examination	Penalty 3, Penalty 4, Penalty 5 then escalation where necessary
Where candidates have involved third parties	Penalty 2, Penalty 3 then escalation where necessary
Where candidates have shared, copied or removed examination material with third parties	Penalty 3, Penalty 4 then escalation where necessary
Where candidates are rude to staff	Penalty 1, Penalty 2 then escalation as necessary
Where candidates are impeding an internal investigation with repeat calls / emails that add no additional information	Penalty 1, Penalty 2 then escalation as necessary
Where candidates are antagonising, harassing or purposely trying to cause distress to IES staff	Penalty 2 or Penalty 3 then escalation as necessary

2. Appeals

Any appeals regarding the decided then actioned disciplinary penalty can be made directly or through IES's accreditation website (<https://www.iesve.com/training/accreditation>). These appeals will be assessed confidentially and impartially and will be investigated and responded to within four weeks of receiving. In order to be successful appeals will usually need to identify new information not already assessed.

Appeal decisions will be the final stage of the disciplinary process.

