



NAMIBIA
UNIVERSITY
OF SCIENCE AND
TECHNOLOGY

NAMIBIAN - GERMAN
INSTITUTE FOR
LOGISTICS
An Institute of Namibia University of Science and Technology

3 Haydn Street
Private Bag 13388
Windhoek
NAMIBIA

T: +264 61 207 2909
E: ngcl@nust.na
W: www.nust.na

Namibian-German Institute for Logistics Assessment Procedures, Malpractice and Maladministration Policy

Namibian-German Institute for Logistics (NGIL) Assessment Procedures, Malpractice and Maladministration Policy

Published by: Namibian-German Institute for Logistics (NGIL)
3 Haydn Street
Windhoek West
Namibia
Tel: +264 61 207 2909 Email: ngil@nust.na
W: <https://ngil.nust.na>

All rights reserved. This document may not be lent or sold in any form of trade; it's not for sale. No part of this document should be reproduced without prior consent from the publisher.

©Namibian-German Institute for Logistics 2023

Contents

Purpose.....	4
Definitions and Acronyms	4
Assessment procedures.....	6
Coordinators.....	6
Assignments and Exam Registration widows.....	6
Malpractice and Maladministration.....	8
Learners Malpractice	8
Institute Staff Malpractice.....	8
Maladministration	9
Actions and Responsibilities.....	10
Appeals.....	13

Purpose

This document aims to explain and highlight the procedures for assessments, malpractice and maladministration for NGIL as a Learning Partner for the Chartered Institute of Logistics and Transport in the UK (CILT UK AO). This document is aimed at NGIL staff and learners registered for certificates, professional diplomas and advanced diplomas in Logistics and Transport. The policy seeks to promote ethics, honesty and integrity in academic administration, assessments and procedures; further offers an opportunity and guidance to staff and learners to prevent the occurrence of misconduct, the impacts and potential solutions to suspected cases.

Definitions and Acronyms

NGIL: Namibian-German Institute for Logistics

NUST: Namibia University of Science and Technology

CILT UK AO: Chartered Institute of Logistics and Transport (UK) Awarding Organisation

Assessment Procedures: refers to the measures or guidelines staff and learners follow to register for assignment submission and examinations.

Plagiarism refers to any form of presentation of someone else work, opinions, ideas, and findings by publishing it as your own work without acknowledging the rightful source or owner.

Coordinators: these are NGIL staff whose work is to consolidate, arrange, communicate and support learners with others to ensure that they receive guidance, assistance, and correct information based on their courses and assessments. They also serve as the organiser, clerical and contact persons for NGIL, ensuring that all programme activities are managed and organised effectively. Facilitating the communication and administration work between the Institute and CILT UK AO.

Malpractice refers to any actions carried out deliberately, neglects, defaults, or any practice deemed harmful to the institution. This ranges from failure in maintaining suitable records or systems falsification of data and claims for learner's records and qualifications deceptively.

Maladministration refers to non-deliberate activities, neglects, defaults or any other practice done without complying with the stated requirements for academic delivery, assessments, or certification process of the qualification as laid out. Also, it refers to a practice which is an outcome of non-compliance with the administrative regulations and requirements. This includes the application of persistent mistakes or poor administration within an institute.

Assessment procedures

Coordinators

1. The responsible coordinators must share the assessment yearly calendar with the learners as soon as it has been received from CILT UK AO.
2. Coordinators are entitled to request clarification and more information on the assessment calendar received to ensure communication and understanding.
3. Coordinators should explain the assessment calendar to the new and existing learners to ensure they understand how the assessment submission will be carried out throughout the year.
4. When the assessment deadline is approaching, coordinators must send reminders to learners through communication channels highlighted to learners during the registration and orientation process.
5. It is the coordinator's responsibility to ensure that precise information has been received by the learners regarding the assessment procedures as per the calendar.

Assignments and Exam Registration widows

1. Coordinators must guide learners on how to complete registration for assignments and exams.
2. During the exam indication or registration window, coordinators must comply with the CILT UK AO guidelines as stipulated in the Entry Form Spreadsheet on how to enter learners' details.
3. Before submission of the Entry form to CILT UK AO, the responsible coordinators must ensure that a thorough review and confirmation have been made to confirm the information provided by learners and that the information recorded in the forms is accurate.
4. Under no circumstances should coordinators add learners to the list after the deadline unless otherwise stated and approved by CILT UK AO or there

is a valid reason provided that a special request has been made by a learner or guardians and/or CILT UK AO.

5. A special request can be made to CILT UK AO given the below reasons, and there should be evidence to back up the request.
 - a) Systematic Errors
 - b) Request from the learner to be added to the list of exams due to missing the deadline of indication because of **i.e.** death in the family, illness, mental health breakdown, work deployment and special trainings, & military trainings).
6. Learners must provide all the necessary information required for the exam registration window, as per the instruction given through the communication channels.
7. A lack of definitive information from learners will lead to no submission of the learner's details.
8. Learners should comply with the assessment registration guidelines provided and adhere to deadlines; late indications and excuses are unacceptable.
9. Learners are entitled to request clarification and further information when needed or when they need help comprehending the information.

Malpractice and Maladministration

Learners Malpractice

1. Plagiarism of any nature during assignment submission.
2. Learners collaborate to complete their work in groups while it is individual work.
3. Use of other learners credentials (learner ID/card, system security details, and name and learner number) to access the school premises or ICT infrastructure.
4. Destruction and abusive behaviour towards other learners, staff and damage of other learner's work.
5. Learners fabricating results or evidence:
 - a) Learners giving false declarations of coursework authenticity.
 - b) Impersonating someone else in order to do/submit coursework on behalf of other learner or learners, positioning him/herself to take another learner's place in an examination.
6. Inappropriate behaviour such as aggressiveness, shouting, orchestrating fights, abusive language, and unauthorised devices or items during classes, internal assessments causing disruption to other learners.
7. Enclosing unsuitable, offensive, discriminatory or obscene materials in assessment evidence. This ranges from swearing, and vulgarity beyond the assessment context or any material that are considered discriminatory.
8. Learners making themselves available when they did not indicate for exam.
9. Learners bribing the coordinators or any other official for their own interest such as to be added on the entry form for examination or assignments, to register for the course with poor academic performance.

Institute Staff Malpractice

10. Inappropriate service delivery and assistance to the learners.
11. Tempering with examination scripts and list. This includes allowing unregistered learners to write exams, not returning the exam scripts for learners that did not show up for examination and assisting learners during exams.

12. Formulation and changes of assessment results when there is insufficient evidence of the learners' records.
13. Failure to maintain learners' assessments/portfolio evidence or adequately secure their records.
14. Inappropriate retention and fraudulent of certificates or results.
15. Staff assisting learners with their course work (i.e. e, assignments and/or exams) where there's potential influence on the outcomes, for instance, to boost passing rate.
16. Failure to comply with the awarding organisation procedures in terms of learner enrollment, extension, assessment registration window and learner's records.
17. Misleading the institution with false information pertaining to the learner's records and assessment procedures.
18. Allowing impersonations, inappropriate behaviour and unauthorised materials by the learners during assessments submission or completion such as assignments and examinations.
19. Misuse of special requests and conditions for special learners requirements.

Maladministration

1. Late assessment registration for learners (e.g. exam and assignments registration)
2. Omission of learners in entry forms for assessment registration frequently.
3. Failure to maintain approval requirements and appropriate auditable records.
4. Sharing of confidential information with third parties and misrepresentation of approval status with other professional Organisation.
5. Staff member's implication in situations such as:
 - a) Fabrication of assessment grades achieved, and there's no evidence to support it.
 - b) Assessed, internally verified, moderated, invigilated, read, scored, or quality assured the learner's work with a vested interest in the learners' achievement.

Actions and Responsibilities

The head of NGIL should and will continue to:

1. Form overall values pressing the academic issues discussion and changes pertaining to CILT UK AO courses.
2. Ensure that the responsible staff are dealing effectively with plagiarism by following the instructions on how to conduct Turnitin for all assignments before submission of marking.
3. Safeguard the policies and procedures that need to be adhered to during enrollment, registration of assessments, and examination periods.
4. Review and monitor the staff work performance and learners records.
5. Take a stand in applying continuous improvement on the administration and coordination activities pertaining to CILT UK AO programs.
6. Provide communication channels that permit consultation, discussion and dissemination of information.

Staff should and will continue to:

1. Ensure that timely, accurate and valid enrollment and registration, extension, withdrawal and certification claims for learners are done appropriately.
2. Consult the Awarding Organization on specific issues pertaining to assessment registration, examination, records and administration where needed.
3. Provide learners with a clear explanation of the academic conduct valued and expected from the learners, such as integrity, honesty, and ethical behaviour.
4. Guide learners on the availability of resources on referencing, citations and assessment approaches, clearly stating the unacceptable and acceptable practices.
5. Inform learners about the malpractice policy and disciplinary penalties for academic misconduct.

6. Work closely with Awarding Organisation assessment coordinators to ensure learners receive appropriate support during their academic work.
7. Professionally assist the learners and put the interest of the learners first in terms of assessments and mental health aspects.
8. Maintain learners' records confidentiality and protect data/information as required.
9. Inform the head of the institute on any form of malpractice and maladministration and suggest intellectual solutions.
10. Consult the Head of NGIL and Awarding Organisation on alleged malpractice by staff or learners and seek appropriate guidance on measures and managing the investigative process.
11. Ensure that a full investigation of suspected malpractice cases is carried out to utilise proper code of conduct procedures.
12. Expect all suspected malpractice and misconduct cases to be investigated and addressed following NUST staff code of conduct procedures. The Head of NGIL will consult with and is expected to report the allegation to the Awarding Organisation. If the suspected allegations are proven, staff can expect the institution to take action against them depending on the nature of the allegations.

Learners are expected to:

1. Comply with the procedures in place and avoid any form of inappropriate behaviour.
2. Only hand in their original work for assessment and sign digitally on the assignment to confirm the work is theirs.
3. Acknowledge the information copied or provided by someone else by their name and where the information was taken from.
4. Submit assessments on time by adhering to deadlines to avoid late submissions and unmarked assignments.
5. Never let other learners use or copy from their work and submit it as if it's their own work.

6. Never impersonate other learners or let anyone else act on their behalf during assessment submission or the exam.
7. Always provide their identification card when entering the institution premises during the exam and comply with assessment procedures.
8. Complete assessment registration per the instruction provided and submit within the deadlines.
9. Seek help and advice on academic practice and procedures from the administration staff (coordinators) and tutors.
10. Avoid using Artificial Intelligence (AI) websites or applications to do assignments.
11. Expect all suspected academic misconduct and malpractice cases to be fully investigated using the NUST code of conduct procedures. If the allegations are proven, learners must expect NGIL to take action against them, depending on how serious the case is to the institution.
12. Fully understand that any form of malpractice and misconduct will be taken seriously, reported and solved after thorough consultations are made for the suspected case.

Action may include:

1. Discussion with the learner in private with the responsible coordinator, head of the institute and academic tutor.
2. All learners are eligible for a warning about their misconduct and how they should continue behaving/acting.
3. Assessments not being submitted or results being withheld.
4. If the case concerns the examination, the Awarding Organisation will be notified of what transpired during the exam.
5. Learners can appeal and provide reasonable evidence to support their appeal regarding the suspected case.
6. Learners can be suspended from registering for exams or assignment submissions.

7. Where a serious case of academic misconduct and malpractice is identified, the Head of NGIL and Awarding Organisation will sanction the learner, and any of the following can be applied:
 - a) Assessed learner's work will not be awarded.
 - b) The learner cannot re-sit or redo any assessments (exams and assignments).
 - c) The learner can be disqualified from the course.
 - d) Permanent exclusion from the institution's academic courses.
8. For any cases of allegations brought forward for any learner, the outcomes and any sanction given will be recorded, and the information will be used by the institution upon request of reference for the learner, be it for a job or another academic institution.

Appeals

Should the staff and learners be dissatisfied with the procedures on the suspected malpractice and maladministration decisions, and any other reasonable decisions, they can appeal. These will be dealt with by NGIL in lines with CILT UK AO policies and procedures on appeal depending on the nature of request and where applicable NUST general information and regulation year book will be used.

Staffs and Learners can appeal to the CILT UK AO, given that they have completed and followed the NGIL and NUST internal policy on the issue raised. When NGIL is unable to resolve the malpractice and maladministration, consultation should be made with CILT UK AO and their policies must be applied. CILT UK AO then will write a confirmation letter to the NGIL to confirm receipt of the request made and notify on the following procedure to both learner and the learning partner.

Disclaimer: Except for the above-stated procedures and practice. For all issues pertaining to staff compliances, general information and disciplinary of learners, NGIL is obliged to follow NUST rules and regulations. CILT UK AO on some of the matters not highlighted or highlighted, hence needs further alignments. The regulations mentioned above are listed below:

- a) NUST General Information and Regulations p. 24-37
- b) NUST General yearbook: Policy on Student Plagiarism p. 50-54
- c) NUST General yearbook: Student Disciplinary Regulations p. 55-60
- d) CILT (UK) AO Learner Enrollment and Registration Policy

NUST General Information Rules and Regulations Year Book available at https://www.nust.na/sites/default/files/docsforms/Yearbook_Part1_General_Rules_Regulations_2023.pdf

CILT(UK) AO Policies are available of the CILT(UK) website : <https://ciltuk.org.uk/AO-Policies-Procedures>

Compiled: 15 September 2023

Date of next review: TBA