



etraining oz

Fraud & Misconduct Prevention Policy

Training Oz is committed to providing an environment that adheres to a culture of strong academic integrity. We believe this is integral to the integrity of the training that Training Oz provides. Our Fraud & Misconduct Protection Policy has been developed to ensure integrity of our qualifications.

About this policy

This policy applies to all students enrolled in any course taught by Training Oz. It also applies to all staff and provides a process that is to be followed should a staff member become aware of a student who engages in unethical behaviour or misconduct of any kind. This policy applies to and may involve issues concerning the conduct of:

- A learner of Training Oz
- Training Oz as an organisation, it's trainers, assessors or other staff;
- Third party services provided on behalf of Training Oz, its trainers, assessors or other staff; or

The purpose of the policy is to provide:

- guidance as to behavioural integrity expected by Training Oz with the aim of preventing misconduct
- outline the principles regarding the investigation of misbehaviour, and
- a framework of investigation that is both fair and equitable to all parties and at the same time protects the professional standing of Training Oz.

Principles of the Policy

The policy is aimed at educating our students on the expectations that we have in regards to maintaining independent academic writing and to ensure the genuine authorship of all work submitted to Training Oz.

Honesty, integrity and ethical behaviours are a core value of Training Oz and we expect this to be upheld all who engage in our learning environment.

Fraud Identification Process

Training Oz has built into its technology fraud detection systems. All students, by accepting the terms and conditions of Training Oz on application, acknowledge that they accept and understand these systems are in place.

If alleged misconduct is identified the staff member who identifies it must report the incidence to the CEO. An investigation may immediately be commenced. The framework for each investigation is as follows:

- Each case of alleged misconduct may be treated on its own merits and due consideration given to the particular circumstances of that case.
- Each case may be dealt with confidentially and privately with due regard being given to the person in question. Fairness and natural justice must be maintained during the course of any investigation.
- There may be a presumption of innocence in favour of any student until such time that a student admits misconduct or an investigation proves there has been a case of misconduct.
- Students are to be made aware of their rights in regards to any investigation of alleged misconduct by the student.

What is misconduct?

Misconduct and fraud includes, ***but is not limited to***, the following acts:

Plagiarism

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own. In an academic context it includes using another student's answers or submitting work that has been prepared by another person and claiming this to be your own. It includes using a section of another person's work and claiming or using it "as your own". If you have any question regarding what constitutes plagiarism you should contact Training Oz.

Collusion

Collusion occurs when a student works with others on an assignment with the view of gaining an advantage. It occurs when the work is purported to be the work of the individual when undue assistance has been provided against the guidelines provide by Training Oz. Working together may be appropriate on a joint task, however, if the work is assigned to an individual and not a joint task it must be the work of the individual.

Contract Cheating

This is a form of academic dishonesty that occurs when a student pays to engage the services of another individual to prepare assessments on behalf of the student. It can include having another individual sitting an exam on behalf of the student or logging on and preparing assessment material allegedly prepared by the student. ***Training Oz has in place software and systems to prevent this type of dishonest.***

If you have any questions in relation to what is acceptable behaviour and what is a breach of our Fraud Policy contact Training Oz as a matter of urgency.

Fraud Investigation Process

1) Reporting of incident

When an incidence of alleged fraud or misconduct is identified the CEO is to be notified immediately. The staff member who identifies a potential breach will complete a "Fraud Identification Form" outlining the circumstances of the alleged breach. The report may include a detailed description of the actions that are alleged to be a breach of our Fraud Policy. The form and allegation are to be logged in a Misconduct Register maintained by Training Oz. A permanent record of any investigation and the outcome is to maintained and kept by Training Oz for 5 years.

2) Investigation

Every allegation of misconduct is to be fully investigated as a matter of policy. All students who have an allegation of misconduct raised are to be made aware of the allegation and be given the opportunity to make comment. All investigations are to controlled by the CEO and should normally take no longer than 10 working days. In the best interest of the student it should be completed as soon as is reasonably possible. If it is necessary to interview a student, they may be given the opportunity to have a support person present of their choosing. This is not to be a legal professional. During the course of any investigation a student is not to submit any further work.

3) Investigation Outcome

The outcome of any investigation may be either "Misconduct Confirmed" or "No Misconduct Identified".

Misconduct Confirmed

Where this is the case the student is to be notified at the earliest possible convenience and in every case within 5 working days of the finding. In this case the student may also be

provided with information on the appeals process should they which take this course of action.

No Misconduct Confirmed

Where this is the case the student is to be notified at the earliest possible convenience and in every case within 5 working days of the finding. The student in this case is entitled to continue with their training.

4) Penalty

Any penalty imposed should be appropriate according to the nature of the act of misconduct. The factors that may be considered when determining the penalty are as follows:

- The type of misconduct undertaken
- The previous disciplinary record of the student
- Whether the student admitted guilt
- Whether the student assisted the investigative process
- The benefit that the student gain from the behaviour
- Whether there are any extenuating circumstances

The penalty imposed on a student found to have engaged in misconduct can include one or a combination of the following penalties:

- The student may be issued with a reprimand or caution and allowed to continue the course
- The student may be place on a probation for a determined period, provided their behaviour during this period is acceptable they may be allowed to continue their study
- The student may be expelled from the course for a period of time determined by Training Oz. After this period the student may be allowed to recommence their training.
- The student may expelled from the course if the misconduct is deemed to be serious
- The student may have marks deducted or be required to resubmit an assignment to show they are competent in a particular area.
- The student may be issued a "Fail" in a course or unit and this may be recorded on the students record at Training Oz.
- A student may be permanently expelled from any further course or activity at Training Oz

The outcome of any investigation is to be communication to the student at the earliest possible time and in any case no more than 10 days after the completion of the interview process. The communication to the student is to be in writing.

5) Appeals Process

If a student feels that the outcome of any investigation is wrong or in anyway fair, the student can appeal directly to the CEO to have the matter reinvestigated. If any additional information comes to light after the completion of an investigation the student has the right to appeal to the CEO at any time. In normal circumstances any appeal to have a matter reinvestigated must be made to the CEO within 5 business days after the completion of the investigation process.

Record Keeping

All records relating to misconduct and investigations conducted by Training Oz will be maintained in our "Misconduct Register" in a digital form. These records will be kept for 5 years.

Fraud detection algorithm

At etrainingoz.com we have focused on an advanced fraud detection system.

We accept the possibility students will copy part or all answers from colleagues or friends. So our training achieves the integrity it's purposed for.

We believe education should be effective and students should be able to learn, and not avoid learning important education or updates due to plagiarism.

Our website etrainingoz.com runs a Learning Management System (LMS) called WP-Courseware. The LMS stores all course and exam details. Also the LMS records students answers in a database.

The exams require a manual grading which means we can run our fraud detection software before a student is graded.

Our fraud detection software works like this:
When a student completes a question on an exam the data gets stored as an entry on our database. It is marked as being unchecked and fraudulent at this point. So the default position is a "flag" of fraud.

Once we are notified of a student completing an exam we can log in to our admin portal and run the fraud detector. The fraud detector software checks all unchecked questions and by comparing them to other entries in the database from other student completed answers.

The software then determines whether it believes the answer to be copied or not.

The system is designed to offer flexibility to randomise the questions to be checked.

Clearly an answer which requires a simple yes or no answer cannot be fraud checked.

But what we do check is where students are required to provide short answers.

If a student's answer with a phrase in the short answer question, this is ideal for fraud checking, as we can determine by our software if a phrase is repeated. We are able to check Student 5 against Student, 4,3,2,1 etc.

So our checking can detect a student repeating the answer even months after the first student records their answers.

All answers marked as being fraudulent are put in a review list for us to take action on.

We can contact the student, and advise them the importance to complete their own work.

We can also notify the student from which the material was copied to notify them of our awareness their answers have been copied in full or in part.

We would of course advise the student who is not completing their own work that they cannot pass the education requirements unless the answers given are their own.

In addition to software checks, we also aim to design the learning with such features as role play where students upload a video of themselves, which naturally reduces the incident of fraud as our assessors will quickly recognise if the same student appears on more than one video.

We at etrainingoz.com place a high value on the quality or standard of education we offer, and we have comprehensive software to detect students who copy other student's answers, even if a prior student has provided answers some weeks or months prior.

Fraud minimisation requirements :

1. We may verify the students by cross referencing their name from the list of Real Estate agents on the Fair Trading website.

<https://www.onegov.nsw.gov.au/publicregister/#/publicregister/search/Property>

2. All students will need their own unique login and password. We can offer a confirmation link to their email provided to authenticate their email.

3. The online web site will have the highest level of security in terms of firewalls.

4. A secure method will be available if a student loses their password or login id.

5. Standard or advanced encryption technology will be used for login and passwords

6. Best practice for securing passwords will be undertaken including offering secret questions to reset a lost password.

7. Participants' confidentiality is maintained in accordance with the Australian Privacy provisions

8. IP Address of learners can be captured although with dynamic IP addresses being common this can lead to one learner genuinely having several IP addresses.

9. Lock out can occur if the student fails after a set number of attempts to answer correctly.

10 . Reporting immediately to Fair Trading any suspicious activity by trainers or students undertaking the course.

11. Ability to call or email the student directly

12. Comprehensive fraud checking as outlined on the page above , in addition to extra checks of people working for the same company, as plagiarism is more likely with colleagues