

G12++ Malpractice, Complaints and Appeals Policy

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1. Introduction

1.1 Purpose & Scope of the Policy

G12++ candidates (or partner centres on behalf of candidates) should use this document for information on the following:

1. How malpractice is defined and addressed within the G12++ context
2. Definitions of candidate malpractice and its consequences
3. Definitions of G12++ / Partner centre malpractice and its consequences
4. How to register complaints about malpractice, and how these complaints will be processed
5. How to register appeals against procedural decisions relating to malpractice, and how appeals are processed.

The document is **to be used by candidates**, or by partner centres **on behalf of candidates**. If partner centres wish to register a complaint that is not relevant to a particular candidate, they should directly email: G12@alsamaproject.com

Note: this policy only applies in the case of official G12++ exams that result in the awarding of certification to individuals. It is not applicable in the context of pilots/research/field-testing of the exam.

2. Malpractice

2.1 What Constitutes Malpractice

Malpractice refers to any act that compromises the integrity, validity, or security of the examination process for candidates. This includes dishonest conduct, failure to follow protocols, or the misuse of exam-related materials or systems.

Three parties may be responsible for malpractice that affects the integrity of the exam for all/any candidates:

1. Candidates
2. G12++ Management
3. G12++ Partner Centres

2.2 Malpractice by Candidate

2.2.1 Types of possible malpractice by candidates

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This table lists behaviours that constitute malpractice by candidates

Type	Detail
Use of inappropriate materials	Use of unauthorized resources during the assessment. (e.g. phone/notes/AI/internet navigation)
Communication with other candidates	Any talking/messaging/communicating with other candidates during the assessment
Improper communication with invigilators, partner centre representative etc.	Any attempt to obtain information regarding the exam, answers to the exam questions, or bribing.
Refusal to comply with invigilator	Failure to follow invigilator instructions
Attempts to leak confidential material	This includes for example taking screenshots of exam questions during the exam or any other attempts to leak the exam materials
Disruptive behaviour during the exam	This includes any act or behaviour that disrupts proper exam conditions (e.g. screaming, making loud noise, moving around the room too much etc.)

2.2.2 Consequences in the case of malpractice by candidates

This table lists the review process and consequences for malpractice by candidates

Stage:	Details
Incident report form	When malpractice occurs, the details are immediately recorded in the G12++ Incident Log and Decisions form, including the description of what happened, the severity of the incident, and the measures taken by invigilators when the incident occurred.
Initial review by G12++ management	G12++ management reviews each case of malpractice on an individual basis, using the evidence supplied in the incident response form
Consequence issued	After the review, a consequence is issued to the candidate (see consequence options in 2.2.3)

2.2.3 Consequence options (for malpractice by candidates)

The table below details the consequences for malpractice, according to severity level:

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- Consequences are communicated by email to the candidate and the responsible partner centre.
- Information on malpractice may be passed on to other awarding bodies and/or other appropriate authorities. This information will typically include the names, offences and sanctions applied.

Severity Level	Consequence	Detail
Minor	The candidate receives a verbal warning that is recorded in the invigilator's log, but the grade is unaffected	This occurs in cases of minor malpractice with no intent to cheat, and where the infraction could not have provided the student with an unfair advantage in the assessment The warning is documented, but exam results are not changed.
Major	Disqualification from the component of the exam	The candidate loses all the marks for the entire component of the exam where the malpractice occurred (e.g. Applicable Math, Scientific Thinking, Arabic as 1 st Language, English as 2 nd Language, Life Success Skills)
Severe	Disqualification from the G12++ assessment	If repeat malpractice is found to have occurred, this results in full disqualification and possible exclusion from future G12++ assessments.

2.3 Malpractice by G12++ Management & Partner Centres

2.3.1 Types of Possible Malpractice by G12++ Management

When registering a complaint/appeal, candidates should use this table to identify the malpractice in question.

Malpractice	Detail
Failure to safeguard confidentiality of assessment content	<ul style="list-style-type: none">• Failure to protect exam papers, digital files, or question banks effectively, leading to compromised integrity and potential unfair advantage

Technical failures affecting access or completion	<ul style="list-style-type: none"> • Issues with exam delivery that are no fault of the partner centre. These may include system crashes, login errors, or failure to save responses
Inappropriate exam content	<ul style="list-style-type: none"> • Any material that is unsuitable, offensive, irrelevant, or otherwise not aligned with the exam’s intended purpose (e.g. culturally insensitive language, discriminatory content, or content affiliated with political or religious ideology)
Marking error	<ul style="list-style-type: none"> • Mistakes made during the assessment of a candidate’s responses through human/AI marking error, leading to inaccurate results that misrepresent a candidate’s performance
Bias or procedural unfairness	<ul style="list-style-type: none"> • Unfair/unprofessional handling of reviews, appeals, or misconduct investigations.

2.3.2 Types of Possible Malpractice by Partner Centre

When registering a complaint/appeal, candidates should use this table to identify the malpractice in question.

Malpractice	Detail
Not registering and addressing accessibility needs properly	<ul style="list-style-type: none"> • Failure to provide candidates with appropriate accommodation as listed in the accessibility documentation • Providing candidates with accessibility support without having confirmed it with G12++ management
Improper room setup	<ul style="list-style-type: none"> • Noisy or insecure test environment • Poorly equipped testing space • Insufficient charging points • No secure/functioning bathroom • Non-functioning Wi-Fi
Failure to follow invigilation protocols	<ul style="list-style-type: none"> • Neglecting to verify IDs • Failing to monitor candidates appropriately • Helping candidates answer exam questions • Allowing disruptions • Failing to administer the exam according to instructions
Failure to provide proper materials	<ul style="list-style-type: none"> • Not enough physical calculators • Not enough spare laptops • Not enough pens and scratch paper

2.3.3 Consequences for candidates in the case of malpractice by G12++ Management & Partner Centres

Consequence	Detail
No adjustment required	Malpractice not significant enough for any further steps to be taken.
Grade adjustment	Adjusting candidate/s final grade, in proportion with the severity of the malpractice. All grade adjustments are on a case-by-case basis. Note: Grades can be raised, deducted, or stay the same

3. Complaints Process

Candidates should follow the instructions in this section to register a complaint about malpractice (see section 2.3) by either G12++ management or the candidate's partner centre.

3.1 Who can make a complaint

- Any candidate who sat the exam
- A parent or guardian (on behalf of a candidate)
- A representative from a partner centre (on behalf of a candidate)

Note: If any party wishes to register a complaint that is not relevant to a particular candidate, they should directly email: G12@alsamaproject.com

3.2 How to make a formal complaint

Process stage	Details
Submit complaint form	<ul style="list-style-type: none">• Complete the G12++ complaint form• The form must be submitted within 10 working days of the incident• The form must include candidate name, responsible partner centre, relevant details of the exam, and a description of the issue

3.3 Review process

Process stage	Details
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Complaint reviewed	All registered complaints are reviewed within 15 working days
Key parties contacted	G12++ management contacts all relevant parties (e.g. partner centre) for details of the incident
Panel review & decision made	<p>The complaint is reviewed by a panel:</p> <ol style="list-style-type: none"> 1. At least 1 representative from G12++ management 2. At least 1 representative from the candidate's partner centre 3. An independent member (trusted, impartial & with no conflict/prior involvement, e.g. external consultant to the G12++) <p>Note: No representatives on the panel should have involvement with the original complaint</p> <p>Based upon the evidence presented, a decision will be made as outlined in 2.3.3</p>
Consequence communicated	All relevant parties receive confirmation of the outcome in writing by email.
Complaint registered	All complaints are logged and retained for audit purposes

4. Appeals Process

An appeal is a candidate's formal request to review a decision or an outcome related to grade allocation or misconduct. Appeals must be based on specific grounds, such as grading errors, procedural irregularities, or administrative failures.

4.1 What decisions can candidates appeal

Valid Grounds for Appeal	Deadline to submit appeal
Contesting G12++ results	30 working days after candidate receives G12++ exam results
Contesting a consequence about candidate malpractice	14 working days after receiving a malpractice decision
Accessibility support	14 working days after receiving a reasonable adjustment or special consideration decision

4.2 Who can make an appeal

- Any candidate who sat the exam
- A parent or guardian (on behalf of a candidate)
- A representative from a partner centre (on behalf of a candidate)

4.3 How to submit an appeal

Process stage	Details
Submit appeal form	<ul style="list-style-type: none">• Complete the G12++ Appeals form

4.4 Appeals Process

Appeal stage	Details
Appeal submitted	An appeal is registered through the process defined in section 4.3
Appeal reviewed	All registered appeals are reviewed within 15 working days
Key parties contacted	G12++ management will contact all relevant parties (e.g. partner centre/responsible marker)
Panel review & decision made	<p>The appeal is reviewed by a panel featuring:</p> <ol style="list-style-type: none">1. At least 1 representative from G12++ management2. At least 1 representative from the candidate's partner centre3. An independent member (trusted, impartial & with no conflict/prior involvement. E.g. external consultant to the G12++) <p>Note: No representatives on the panel should have had any involvement with the original appeal</p> <p>Based upon the evidence presented, G12++ management will come to a decision as outlined in 2.3.3</p>
Decision communicated	All relevant parties receive confirmation of the decision via email
Appeal registered	All appeals are logged for audit purposes