



Conflict of Interest Policy

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1. Introduction

This policy applies to all trainers, managers, owners and any person undertaking activities on behalf of Singleton Training Services Ltd in relation to the development, delivery, assessment or award of qualifications.

2. Preamble

Anyone involved in the development, delivery, assessment or award of Singleton Training Services Ltd qualifications has an obligation to act in a way that does not lead to a conflict of interest.

The aim of this policy is to enable us to ensure that Singleton Training Services Ltd can:

- Provide a mechanism to protect individuals and Singleton Training Services Ltd against criticism or compromise by ensuring that all reasonable steps are taken to avoid any conflict of interests
- Identify conflicts of interest and if necessary take action to minimise or eliminate any adverse effects that they cause
- Comply with Ofqual's regulatory requirements and those of any other relevant regulatory or industry bodies

3. What is a conflict of interest?

A conflict of interest may occur when the personal or business interests of an individual conflicts with their professional duties and responsibilities. Such conflicts could result in damage to the integrity and reputation of Singleton Training Services Ltd or compromise the validity of a learner assessment and the award of credit.

- The following examples of situations might constitute a conflict of interest:
- Direct or indirect financial gain as a result of actions or involvement
- Direct or indirect benefits as a result of actions or involvement, such as employment, sponsorship, gifts, hospitality, services or goods
- Reciprocal arrangements which compromise the ability to make reliable and professional judgements
- Personal interests in, connections to or family relationships with learners who are being assessed or moderated
- Situations where commitment, loyalty or integrity is compromised

4. Conflict of interest scenarios

The following scenarios are intended to further illustrate the type of situations that would represent a conflict of interest:

- The Board is meeting to appoint a consultant to undertake research on its behalf. A Board member knows the consultant personally and has a business connection with them
- Members of the Quality Assurance Committee are attending an Appeal Hearing. One of the members becomes aware that they have had an involvement in the case at an earlier stage of proceedings
- A member of staff is feeling uneasy following frequent requests that are being made by a Centre to expedite the printing of their learner certificates ahead of other certificates. The person making the requests is well known to the member of staff as they meet socially
- Two trainers are also Singleton Training Services Ltd verifiers. One of them has just started a new trainer post. Unbeknown to Singleton Training Services Ltd, this has resulted in reciprocal verification, with one trainer verifying the other's courses
- A trainer is making assessment judgements that are part of an award of credit, on behalf of a learner who is their partner

5. Declarations of Conflict of Interest

Declarations of actual or potential Conflicts of Interest must be made in writing to Nigel Singleton at Singleton Training Services Ltd as soon as they arise. Any changes to previous declarations must be made in writing so that accurate records are kept. If any situation arises where an individual feels unsure about whether a Conflict of Interest exists, they should immediately contact Nigel Singleton to discuss their concerns and seek advice. This applies to all staff and any person undertaking activities on behalf of Singleton Training Services Ltd in relation to the development, delivery, assessment or moderation of qualifications.

6. Recording of Interests

All declarations of Interest will be recorded. Records will be kept and monitored by the Nigel Singleton, who will manage conflicts of interest as

outlined below. All records will be made available for inspection if requested, and where appropriate.

7. Data Protection

Information will be held and processed in accordance with data protection principles as set out in the Data Protection Act 1998.

8. Managing Conflicts of Interest

All Singleton Training Services Ltd staff and External Verifiers will complete an annual return confirming their obligations under Conflict of Interest. Nigel Singleton will be responsible for identifying and managing risks resulting from Conflicts of Interest.

9. Policy Review

This policy will be reviewed every 3 years and updated accordingly. The Conflict of Interest Policy will be made available to Ofqual and any other relevant regulatory or industry bodies upon request.