



Training and Assessment

Conflicts of Interest Policy



UK Mediation

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Conflicts of Interest Policy

Introduction

The aim of this document is to provide information on potential situations where conflicts of interest may arise, identify the principles that UK Mediation will adopt in the management of conflicts of interest, set out what actions should be taken by individuals who encounter conflicts of interest and set out how we will manage identified conflicts of interest.

1. Conflicts of interest defined

A conflict of interest is where an individual or organisation has competing interests or loyalties. Conflicts of interest can arise in a variety of circumstances and it is likely that people working with or for us may encounter potential conflicts of interest from time to time.

Examples include:

- where someone has a position of authority in one organisation which conflicts with their interests in another organisation
- where someone has personal interests that conflict with their professional position
- where someone works for us or carries out work on our behalf, but who may have paid or unpaid personal interests in another business which uses our products or services or produces similar products
- where someone works for or carries out work on our behalf who has friends or relatives taking our assessments or examinations
- where a tutor, assessor, or internal verifier has a personal relationship with a learner or candidate
- where there is a conflict between income and regulatory responsibilities

2. Responsibilities in relation to this policy

2.1 Awareness

It is the responsibility of all staff and contactors at UK Mediation to ensure that they are familiar with this conflict of interest policy and the requirement to disclose any activity that has the potential to represent a conflict of interest.

2.2 Disclosure

It is not uncommon for tutors, assessors, coaches, or course authors to have conflicts of interest. It is important however that those individuals disclose any actual or perceived conflict of interests to UK Mediation and take steps to manage those conflicts.

The following guidance is provided regarding the management of conflict of interest in the delivery, assessment, and verification of qualifications:

- i) You must take all reasonable steps to avoid any part of the assessment and verification of a learner's work being undertaken by any person who has a personal interest in the result of the assessment
- ii) In the event that you identify a conflict of interest in advance, the parties involved need to inform UK Mediation immediately by completing and submitting via email to mike@ukmediation.net the conflict of interest declaration form (appendix 1)
- iii) In the event that the conflict of interest is identified after it has taken place the parties involved need to inform us immediately by completing and submitting via email to mike@ukemdaition.net the conflict of interest: change in circumstance form (appendix 2)
- iv) If there is a connection between a tutor or learner and the allocated external verifier (EV) you must let UK Mediation know so that we can avoid a conflict of interest using the conflict of interest declaration form(appendix 1)
- v) If the EV identifies such a conflict of interest once they are externally verifying your learners work, we will arrange for another member of the team to verify that learner's work.
- vi) If a conflict of interest between staff and candidate is identified at the start of, or during the assessment/examination you must: 1. replace the assessor/invigilator with another suitable member of staff 2. if this is not possible, you must move the candidate to another assessment/examination

room 3. if this is not possible, you must add an additional member of staff to invigilate/assess those candidates 4. if this is not possible and there are no other opportunities for the learner to be assessed, the assessment/examination may take place. Immediately following the assessment/ examination you must complete and submit by email to UK Mediation the conflict of interest: Change in circumstance form (appendix 2) explaining what happened.

2.3 How we will consider declarations of conflict of interest

All received declarations of conflict of interest will be logged. Declarations will be considered immediately by the CEO and we will agree one of the following possible outcomes:

- i) The staff member is approved to assess / internally verify / invigilate / manage the assessment
- ii) Further information is required to demonstrate suitability
- iii) Further appropriate steps agreed to have the invigilation or assessment scrutinised by another person

If the trainer/assessor has a conflict of interest and the application has been declined, we will either approve or decline your declaration and we will write back to you to inform you of our decision.

This document will be retained in our centre files. If your declared conflict requires scrutiny by your allocated external verifier, we will inform them by marking 'COI' on our system. If an applicant is dissatisfied with the decision, they can appeal to UK Mediation within two weeks of receiving the outcome by following the process described in our complaints and appeals document.

If a declaration has been made after the examination or assessment has taken place, we will agree an appropriate course of action to ensure that all affected learners' assessed work is subject to additional levels of scrutiny. The adverse effects procedure will be followed to ensure that no future learners are affected.

3. How UK Mediation will implement this policy

3.1 Person responsible

Mike Talbot, CEO, will be responsible for oversight and proper implementation of this policy.

3.2 Implementation

The person responsible will ensure that, in relation to alleged Conflicts of Interest, he will:

- i) Recognise and record where and when they occur
- ii) Make transparent decisions about the resolution of such conflicts
- iii) Ensure that all staff and contractors receive the conflict of interest policy
- iv) Request of any member of staff or regular contractor considering taking on any additional paid/voluntary work which may give rise to a Conflict of Interest to seek agreement for this as soon as possible

3.3 Reporting Conflicts of Interest

If a member of staff or contractor identifies an activity that could lead to a conflict of interest they must notify Mike Talbot as soon as possible.

Mike Talbot must either resolve the issue or, if not possible, seek guidance from AIM Qualifications within 2 working days.

A preliminary report will be made available within 5 working days defining the course of action to be taken. If a learner, member of staff or contractor feels that the issue has not been resolved they have the right to bring it to the attention of Mike Talbot and/or AIM Qualifications as soon as possible.

3.4 Conflict of interest in confidential assessments

It is recognised that assessments, especially written assessments relating to conflicts/disputes that learners may have come across can include sensitive and/or confidential information.

Staff and contractors are required to maintain confidentiality whilst in and after employment or engagement on training contracts. This is defined in the company's Contract of Employment for staff members and in the Affiliate Agreement for contractors, but specifically:

- i) Anyone involved in the creation, assessment, verification, and moderation of qualifications must maintain complete security and confidentiality of material at all times.
- ii) The requirement extends to a period of 2 years following termination.
- iii) Any information or material that trainers/ assessors / reviewers/ have access to as a result of work carried out on behalf of UK Mediation must be kept confidential at all times, for an indefinite period.
- iv) Any training delivered about confidential assessments will only utilise examination papers, questions and/or material that are not nor will not be used for any live examination.

Appendix 1

Conflict of Interest Declaration Form

An actual, potential, or perceived conflict of interest could arise from any of the following (the list is not exhaustive – please indicate any possible interest that you may have):

- Previous or current employment with UK Mediation as a tutor, mediator, assessor, moderator, or programme developer
- Previous or current employment with AIM Qualifications, our awarding body, as a tutor, mediator, assessor, verifier, moderator, or programme manager
- Appointment to a board, committee, etc. of AIM Qualifications or another AIM centre
- Appointment to a board, committee, etc. of a competitor organisation to UK Mediation
- Membership of a professional body with an interest in the development, delivery, or award of qualifications
- Contractual relationship with AIM Qualifications, e.g. as a consultant
- Personal or professional relationship with a candidate who is undertaking an AIM qualification

Name	
Job Role	
Address	
Phone no.	
email	

- Information for declaration must include:
- The type of interest
- The nature of the interest
- A description of all parties involved in the interest (financial or non- financial) and any other relevant information.

Declaration

Signed:

Date:

Appendix 2

Conflict of Interest: Change in Circumstance

Individuals remain under a continuing obligation to declare conflicts of interests as they arise. Therefore, should circumstances change after completion of the initial declaration, or a new situation arises, all information must be promptly disclosed.

An actual, potential, or perceived conflict of interest could arise from any of the following (the list is not exhaustive – please indicate any possible interest that you may have):

- Previous or current employment with UK Mediation as a tutor, mediator, assessor, moderator, or programme developer
- Previous or current employment with UK Mediation or with AIM Qualifications, our awarding body, as a tutor, mediator, assessor, verifier, moderator, or programme manager
- Appointment to a board, committee, etc. of AIM Qualifications or another AIM centre
- Appointment to a board, committee, etc. of a competitor organisation to UK Mediation
- Membership of a professional body with an interest in the development, delivery, or award of qualifications
- Contractual relationship with AIM Qualifications, e.g. as a consultant
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Declaration

Signed:

Date: