

Construction Helpline

6 - Conflict of Interest Policy

Version 4

POLICY STATEMENT

Conflict of interest policy

Introduction

Construction Helpline Ltd (CHL) is committed to ensuring that individuals undertaking a course, programme of learning, training or any other activity provided by the company do so confidentially, honestly, fairly and with integrity and objectivity.

The purpose of this policy is to provide guidance to relevant individuals on handling any potential conflicts of interest that may arise because of Construction Helpline Ltd.'s role as a training provider. This policy applies to all tutors, trainers, assessors, internal quality assurers and any other personnel associated with Construction Helpline Ltd in delivering its qualifications and programmes.

The policy aims to draw attention to possible conflicts of interest and provide a framework in order to identify and manage them. This policy does not attempt to identify and cover every possible conflict of interest situation that may arise but provide some procedures that will allow the application of dealing with them.

Scope

It is the policy of the Construction Helpline Ltd that trainers, assessors, and internal verifiers acting on its behalf must be free from conflicts of interest that could adversely affect their judgement or objectivity to the organisation in conducting business activities and assignments.

The Construction Helpline Ltd acknowledges that employees, including trainers and assessors may be legitimately involved in business activities outside of their current duties at CHL. However, any potential conflict of interest created by these other activities must be acknowledged, disclosed, and if relevant properly managed.

It is the responsibility of each employee to recognise situations where they may be a potential conflict of interest or where it might be perceived by others to be a potential conflict of interest, to disclose this and to take such steps as agreed by our company director to manage the conflict situation.

What is a conflict of interest?

A conflict of interest is a situation in which an individual, or organisation has competing interests or loyalties.

A conflict of interest may arise in a variety of differing situations associated with the day to running of company business or in the development and delivery of qualifications, examples being (this list is not exhaustive):

- An employee has a direct or indirect, professional, or personal interest in the outcome of a business decision and may lead to them acting contrary to the norm

- Gaining personally from any company that the Centre has dealings with
- An employee is undertaking similar work activities either as an associate or employee within another organisation
- Where an individual is internally or externally marking assessments of a candidate who is a friend or relative
- Where the personnel involved in training may be involved in the external end point assessment process – this is not allowed.
- An assessment and quality assurance activity are undertaken by the same person
- An assessor or Quality Assurer works for multiple stakeholders and has difficulty being impartial

Common situations where a conflict of interest is likely to occur are:

- Assessments of candidates
- Invigilation of candidates
- Certification of candidates
- Internal management functions
- Internal staff training
- Engagement with suppliers

Responsibilities

Business Operation Functions

It is the responsibility of all employees within the Construction Helpline Ltd to perform their duties in a way that meets the strategic business objectives of the organisation, to:

- Conduct their activities professionally so that the aims of Construction Helpline Ltd are supported at all times.
- Ensure that they understand and make their role clear and separate this from their other functions, within and externally to the organisation as far as is possible.
- Monitor their activities, and complete an annual declaration of interests Form A
- Devote enough time and intellectual ability to their responsibilities.
- Recognise and report any potential or existing conflict.

Training and Assessment Functions

It is the responsibility of all persons when involved in the assessment of qualifications, internal quality assurance and other associated activities that meet Construction Helpline Ltd assessment strategy, to:

- Conduct their activities so that the aims of Construction Helpline Ltd assessment strategy are implemented
- Ensure that they make their role clear and separate this from their other functions, as far as is possible
- Monitor their activities, in order to maintain the integrity of the assessment.
- Devote enough time and intellectual ability to their responsibilities
- Recognise and report any potential or existing conflict of interest that may impact on the apprentice using the Conflict-of-interest Declaration Form B

The possibility of a conflict or potential conflict may be declared by any key stakeholder as an entity, or any individual

Managing Conflict of Interest

All employees are required to complete a declaration of external interests form on an annual basis in order for the Management Team to identify any potential conflicts and put in place actions to mitigate this risk.

Where trainers and assessors identify a potential conflict of interest that impacts on the outcome of an apprentices training or assessment, they will complete a declaration of interest form.

In order to implement this policy, based on a review of any declaration and supporting information received it will be determined if the affected personnel has an actual, potential, or apparent conflict of interest. It may be required that appropriate actions are taken to reduce or remove any identified conflict of interest by:

- Disclosure to other interested parties
- Restricting access to particular information
- Rearrangement or transfer of responsibilities e.g., appointing an alternative assessor
- Replacement of the individual

In many cases a declaration of interest and undertaking by the affected person to relevant parties to prioritise the interests of Construction Helpline Ltd will be sufficient.

Once a report has been reviewed the outcomes will be recorded and placed on file. The person making the report will be advised of the outcomes, subject to any areas of specific confidentiality.

Where a conflict of interest is noted or reported after the event and has potentially compromised the integrity of any certification the awarding bodies will be informed

Associated Policies

- Access to Fair Assessment Policy and Academic Appeals Procedure
- Anti-Bribery Policy
- Malpractice and Maladministration Policy
- Quality Assurance Policy

Policy Review

Construction Helpline Ltd review their policies and procedures on an annual basis and the next review is scheduled for: 11th November 2025

Employee Declaration of Conflict-of-Interest Form A

Employees are asked to complete this form on an annual basis to identify where they have a potential conflict of interest through activities whilst they are undertaking similar work activities either as an associate or employee within another organisation alongside working for the Construction Helpline Ltd. This may also include voluntary work and clubs.

Employees Name	
Employees Job Role	
Date this form is completed	
Date of Review	

Part A

Please provide the details of other organisations you are engaged with where a potential conflict of interest may arise

Name of Organisation	Brief Details of your involvement	Dates you have been engaged with this organisation	Do you consider there to be any conflict of interest? Yes/No – If yes please complete part B

Part B

Please declare any potential conflict of interest under the headings below:

Please describe the situation that you feel may lead to a potential or actual conflict of interest.			
Please provide the name of company or individual involved in the potential or actual conflict of interest			
What is the nature of the personal interest with the company or individuals?			
What actions have been agreed with the Construction Helpline Ltd to mitigate the potential or actual conflict of interest?			
Signature of Employee		Date	
Signature of Managing Director		Date	

Learner Declaration of Conflict-of-Interest Form B

Apprentice Name	
Apprenticeship Standard	
Employer Name	
Member of Staffs Name	
Date of this declaration	

What is the conflict of interest that may advantage / disadvantage the Apprentice?	
How will this conflict of interest be managed?	

When will this situation be reviewed?			
Apprentices Signature		Date	
Member of Staff Signature		Date	
Managing Director Signature		Date	