

Conflict of Interest Policy



Winterbury Training Ltd is a progressive training organisation providing mandatory and optional training to a range of organisations. We provide a range of first aid, mental health, food safety, safeguarding and teaching qualifications through Qualifications Network. We are committed to providing high quality training and qualifications and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to conflicts of interest between Winterbury Training Ltd, any of our staff/freelance trainers, our AOs, our suppliers, our customers or any other sufficiently linked third party and sets out the process by which we will ensure that we act to ensure the integrity of Winterbury Training Ltd, our Awarding Organisations and Ofqual qualifications are maintained.

It is important that any concerns from third parties are raised directly with Winterbury Training Ltd. Please use the contact details below:

Carolyn Port
Winterbury Training
Highbury, Youngs Paddock
Winterslow
Salisbury SP5 1RS
Tel: 07584 732119
carolyn@winterburytraining.co.uk
www.winterburytraining.co.uk

What is a Conflict of Interest?

A set of circumstances which creates a risk that professional judgement or actions regarding a primary interest will be unduly influenced by a secondary interest. This could occur where a person who is connected to the delivery or assessment of one of our qualifications has a personal interest in the outcome, such as if a learner is a relation.

At present, Winterbury Training Ltd is involved in the delivery of courses and qualifications only and does not have any involvement in the development of any regulated qualifications.

It is extremely important to Winterbury Training Ltd that the qualifications we award through our Awarding Organisations, regulated by Ofqual, are above reproach and do not compromise the integrity of either Winterbury Training Ltd or any other organisation in any way.

Managing Conflicts of Interest

A conflict of interest may be brought to the attention of the business in a number of ways. A member of staff, freelance trainer, client or individual learner may realise that they may have a conflict of interest and disclose this to Winterbury Training Ltd. A conflict may also be noted through feedback from learners, centre staff, EQAs, other staff at an Awarding Organisation, regulators (such as Ofqual), sector skills councils, industry representatives or other stakeholders. It is also possible that conflicts may be alerted through IQA / EQA reports, social media, forums and working parties, centre support interactions (from AOs), regulatory guidance or regulator notifications.

If a potential conflict of interest is identified a written record will be made as soon as possible, even if a verbal resolution is required due to timescales involved. This will take the form of an entry onto the centre's risk register and a full 'Declaration of Interest' form being completed.

Winterbury Training Ltd will maintain an ongoing risk register detailing any known conflicts of interest along with any mitigating actions taken. For each risk identified a 'Declaration of Interest' form will be completed detailing the conflict, actions considered and taken, any advice sought and received from an AO and signed by all relevant parties. These will be kept on record indefinitely and available through the Centre even once the issue is deemed closed.

Whether a conflict is resolved within the centre, resolved with the advice of the Awarding Organisation, or it is decided that a conflict does not exist, the centre's IQA will be informed with relevant documentation for review and a copy of the written record will be sent to the Compliance Manager at the relevant Awarding Organisation and uploaded onto the centre's portal with the AO.

If a member of staff, freelance trainer, client or individual learner realises that they may have a conflict of interest they should immediately verbally declare this to Carolyn Port who will consider the situation and consult the relevant Awarding Organisation for advice if necessary. The process above will then be followed, but it is recognised that a very swift decision may need to be made e.g. where a learner is already taking part in a course.

In deciding upon an appropriate course of action, Carolyn will refer to QNUK's 'Conflicts of Interest – a Guide for Centres' which details some of the actions which may be deemed appropriate for the situation.

However, where necessary there shall be no delay in obtaining the guidance from the Awarding Organisation concerned in addition to consulting this guidance.

Concerns about Management of Conflict of Interest

If a stakeholder still has a concern about a conflict of interest even once considered and resolved as above, they should:

- 1) Notify Carolyn Port of their concerns and work with the Centre to achieve an outcome that all parties are happy with.

If this does not resolve the issue:

- 2) Request details of the centre IQA and direct their concerns to them.

If concerns still remain:

- 3) Contact the relevant Awarding Organisation's Compliance Department to discuss concerns.

It is in the best interests of all stakeholders to resolve any conflicts of interest as soon as possible to ensure the reputation of all concerned and Winterbury Training Ltd will do all required to ensure the integrity of regulated qualifications is upheld.

This policy was approved by: Carolyn Port 08/03/2022

This policy was reviewed by: Carolyn Port 31/08/2024

Review Due: August 2026