

Conflict of Interest Policy

The purpose of this policy is to ensure individuals handling possible conflicts of interest, are aware of guidelines advised by the Awarding Body.

- This policy defines the meaning of Conflict of Interest
- Sets out the roles and responsibilities, as a training provider
- Sets out ways in which Conflicts of interest are managed

To define this, it is Growtrain Ltd's policy that Tutors, Assessors and Internal Verifiers, acting on behalf of Growtrain Ltd, (as an approved Centre), are free from conflicts of interest that could adversely affect judgement or objectivity to Growtrain Ltd in conducting business activities and assignments.

Growtrain Ltd recognise that tutors and assessors may take part in legitimate financial, business, charitable and other activities outside of our centre and we recognise provider roles, however, any potential conflict of interest raised by those activities will be acknowledged, disclosed and, in relevant cases, properly managed and recorded

Growtrain Ltd recognise that it is the responsibility of each individual to recognise situations in which they have a conflict of interest, or might reasonably be seen by others to have a conflict; to disclose this conflict and to take such further steps as deemed necessary.

Growtrain Ltd recognise the definition of conflict of interest, being a situation in which an individual or organisation, has competing interests or loyalties, for example:

- where the training delivery function and the awarding function rest within one organisation and the functions are not strictly delineated
- when an individual has a position of authority in one organisation which conflicts with his or her interests in another organisation
- when an individual has personal interests that conflict with his/her professional position
- where someone works for, or carries out work on behalf of Growtrain Ltd, has friends or relatives taking assessments or are being assessed, through Growtrain Ltd
- A conflict of interest may generally be defined as a conflict between the official responsibilities of a tutor, assessor, and internal verifier and any other interests the particular individual may have and as such could compromise or appear to compromise their decisions

- A person who is connected to the development, delivery or award of qualifications by the organisation has interests in any other activity which have the potential to lead that person to act contrary to his or her interests in that development, delivery or award in accordance with the awarding organisations conditions of recognition
- An informed and reasonable observer would conclude that either of the above situations was a conflict of interest.

Any conflict of interest is disclosed to the Managing Director, reviewed in accordance with relevant policies and procedures which are then recorded at the time, with specific paperwork supporting relevant course material. To this end, Growtrain Ltd have a Conflict of Interest Form which will be completed, being aware that should any follow up action may be required, this too would be reported on this form.

Growtrain Ltd strive to prevent the professional and personal interests of the directors, employees, tutors and associates from influencing their duties in the development, delivery and award of qualifications and training in accordance with any relevant regulatory criteria.

Growtrain Ltd ensures that all training activities undertaken are conducted in an independent and impartial manner and aim to inspire confidence in our qualifications, training and certification schemes to our customers and the public at large by ensuring:

- the quality and competence of its personnel
- high standards of customer service
- our integrity and transparency of processes are adhered to
- we maintain and protect confidentiality

Graham Bryant



Managing Director

To be reviewed: 10 January 2027

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Date of Course	Details of Conflict	No further action	Follow up action



Disputes and Appeals Notification Form

Last Name:	Address:
First Name:	
Date of Birth:	
Land Line Number:	
Mobile Number:	
Title of Assessment:	Assessor:
Date of Assessment:	Assessor No if known:
Venue of Assessment:	
Nature of Dispute or Appeal (please be as specific as possible)	
Signature	Date: