

# ILM Conflict of Interest Guidance – Tutors, Assessors and Internal Verifiers

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## Scope

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.

This document provides guidance on the principles and procedures for managing conflicts of interest within an ILM approved centre or ILM recognised provider. It applies to all centres and providers offering ILM regulated qualifications and endorsed and development programmes.

It is the policy of ILM that tutors and assessors acting on behalf of an ILM approved centre or ILM recognised provider must be free from conflicts of interest that could adversely affect their judgement or objectivity to the organisation in conducting business activities and assignments. ILM recognises that tutors and assessors may take part in legitimate financial, business, charitable and other activities outside of their ILM approved centre and ILM recognised provider roles, but any potential conflict of interest raised by those activities must be acknowledged, disclosed, and in relevant cases properly managed.

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 may be appropriate and set out in more detail under the procedure below.

This is provided to guide you in how you might develop and structure your own policy statement. As part of the approval process we do expect centres and providers to have their own conflicts of interest policy and to follow their own policy before referring to ILM.

If members of an ILM approved Centre or recognised Provider are uncertain about how this policy might affect their activities, or have any questions about its application, they should follow their own policy before referring to ILM for advice and guidance.

This guidance supersedes and replaces the ILM Conflict of Interest Policy for Tutors, Assessors and Internal Verifiers V January 2012.

## Definitions

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.

Condition A4 in the Ofqual General Conditions of Recognition 2016 states that a conflict of interest exists in relation to an Awarding Organisation where:

- The organisations interests in any activity undertaken by it, on its behalf, or by a member of its group have the potential to lead it to act contrary to its interests in the development, delivery and award of qualifications in accordance with its Conditions of Recognition
- A person who is connected to the development, delivery or award of qualifications by the awarding 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 the case.

## Examples of conflict of interest

It is not possible to provide a definitive list of examples of conflicts of interests, but the following are examples of situations that could lead to actual or perceived conflicts of interest:

- Tutors, assessors and internal verifiers working with a business outside of the approved ILM centre or ILM recognised provider that is in direct competition with them
- Tutors, assessors and internal verifiers participating in the appointment, promotion, supervision or evaluation of a person with whom the person, has close or familial ties
- Tutors, assessors and internal verifiers having a close or familial relationship with an ILM registered learner , or learners' family whilst being involved in decisions about the outcome of their qualification
- Tutors, assessors and internal verifiers using non-public ILM information or ILM learner data for personal gain or advantage
- Tutors, assessors and internal verifiers involved in the ILM Centre approval processes, who own business consultancies offering ILM qualifications or programmes.

The existence of such interests as those outlined above, does not necessarily imply conflict, but is likely to give an appearance of conflict and as such should be declared.

## Process

It is the duty of all tutors and assessors to disclose any actual or potential conflict of interest, and the process for doing this is documented below:

- All tutors, assessors and internal verifiers are issued with a conflict of interest form to complete on commencement with the organisation and it is a requirement of their contract that this is completed and updated on an annual basis.
- The information held on the conflict of interest form is then transferred to a register of interests' document which is maintained by a designated person at the ILM approved centre or ILM recognised provider.
- If the individual concerned has any changes to their declared circumstances, they must inform their line manager immediately in writing, so that the conflict of interest can be evaluated, and the register updated
- The form is to be completed even when the individual has no conflict of interest to declare.
- The information submitted is then evaluated to identify if any further action is required and a written record of the outcome of the evaluation is kept.

## Action

Most situations require no further action than the completion of the conflict of interest form. In some instances, however, the information declared on the form will require some follow up action, in order for the conflict of interest to be managed appropriately.

The approach agreed between the line manager and the tutor and assessor, will be documented and held with the conflict of interest forms.

### Examples of actions that could be taken:

- Individual not taking part in discussions or decisions of certain matters
- Referring certain matters for decision to others with no vested interest
- Agreeing not to be involved in a particular project or with a particular centre
- Declaring an interest when it is appropriate to do so
- Referring the matter to [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com) for advice and guidance.

## Continuous Improvement

The ILM Quality and Regulatory Group monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: [customer@i-l-m.com](mailto:customer@i-l-m.com)

## About ILM

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

## City and Guilds Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

## Useful Contacts

### ILM Customer Service

General enquiries

Events enquiries

International enquiries

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E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

### Complaints and feedback

Complaints and feedback

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E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

### ILM Regulation and Compliance

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

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E: [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com)

### ILM Assessment

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

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E: [ilmassessmentpolicy@i-l-m.com](mailto:ilmassessmentpolicy@i-l-m.com)

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