

Conflict of Interest Policy

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Purpose and Aim of the Policy

This policy addresses possible conflicts of interest that may arise when assessing TJL Solution courses and teaching in the day to day activities. The policy exists to set out our guidelines to ensure the integrity and validity of all of our, and the RLSS qualifications and assessments

Potential Conflicts

Potential Conflict 1:

Tutors who may manage the booking of assessments, registration of learners and printing of assessment materials for subjects they teach.

Resolution 1:

The paperwork required for administration of these qualifications is necessarily extensive and time consuming. We require all of our trainers to be able to concentrate on delivery of their required tuition and therefore have appointed a volunteer administrator to ensure that a complete set of the relevant forms etc. are available and are in place before the start of each course. The forms required will be approved periodically (quarterly, 1st Jan, Apr, Jul, Oct) by the ATC.

Potential Conflict 2:

Tutors acting as invigilators for their own learners.

Tutors, acting as Internal Quality Assurers for their own learners.

Resolution 2:

All of our courses are financially and time consuming. Our tutors and learners each have their own timetables and budgets. Some of our courses are tutor assessed, requiring no outside assessment. In these circumstances, due to the constraints mentioned it could be tempting to give pass marks when they are undeserved. In the safety fields we operate, the difference between pass and fail can lead to serious injury or worse. The organisation therefore cannot tolerate incorrect assessment of any of our awards. We will ensure the fair and correct assessments in all of our courses. The ATC will ensure the correct procedures by overseeing some training sessions and also sitting in on some assessment days. On occasion we will use "mystery shoppers" to participate in courses and assessments who can report back the validity of our business offerings.

Potential Conflict 3:

RLSS staff acting as tutors or invigilators for an approved centre.

Resolution 3:

The use of RLSS staff will be kept to a minimum and they will only be requested in extreme circumstances. There are many freelance tutors and assessors, more than willing to help at a suitable price!

Potential Conflict 4:

Tutors directly related to Internal Quality Assurers.

Resolution 4:

If a relationship exists there is a potential for the IQA to be biased towards leniency of the skills and rigour of the tutor. This impacts on the validity of any award and on the business in general. If relationships exist, the ATC will oversee any assessments directly to agree results.

Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.

Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.

RLSS UK Qualifications Contact	
Email	compliance@rlss.org.uk
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