



QUALIFICATIONS



## Conflict of Interest and Confidentiality Policy



## Table of Contents

Introduction.....	3
Scope .....	3
Definition of Conflict of Interest .....	3
External Contractors.....	4
Responsibilities of CIOL and CIOL Qualifications.....	4
Reporting of Conflicts of Interest by Staff and External Contractors.....	5
Process .....	5
Committee and Board Meetings .....	5
Assessment Cycles .....	6
Internal Staff.....	6
Monitoring and Managing Conflicts of Interest .....	6
Security of Information .....	6
Policy updating and reviewing .....	7
Policy Version and Owner .....	7
Regulatory References.....	7



## Introduction

The Chartered Institute of Linguists (CIOL) is the UK's Royal Chartered body for language professionals. CIOL Qualifications (registered as an associated charity of CIOL and a charitable company with the Charities Commission as The IoL Educational Trust) is an Awarding Organisation regulated by Ofqual, Qualifications Wales and CCEA. Both CIOL and CIOLQ must take all steps to avoid Conflicts of Interest or mitigate those that exist or occur whilst contractors are carrying out their activities and responsibilities with CIOL and CIOLQ.

## Scope

This policy is aimed at internal CIOL and CIOLQ staff, our members and external contractors, this also includes Council, Committees, Vice Presidents and Trust Board (ETB) Members as they have a duty to act in the best interests of the organisations and will inevitably have a wide range of interests in private, public and/or professional life, and these interests might on occasions, conflict.

Members of CIOL also have a general responsibility to avoid Conflicts of Interest and are bound by our Code of Professional Conduct which is binding on all members and honorary members of CIOL as well as members of other qualifying organisations.

In particular, under the General Principles of Professional Conduct, points 1, 6, 7 and 8:

1. Professional judgement
6. Responsibilities to clients/employers
7. Responsibilities to fellow language professionals and to the Chartered Institute of Linguists
8. Responsibilities to other agencies, public bodies and society

All persons directly employed or indirectly involved in CIOL or CIOLQ business are duty-bound to communicate any potential Conflicts of Interest immediately.

CIOL and CIOLQ reserve the right to take whatever action it considers necessary to avoid actual or potential Conflicts of Interest.

## Definition of Conflict of Interest

A Conflict of Interest exists when an organisation or an individual has competing interests or may benefit from actions or decisions made in their official capacity which may impair their ability to make objective, unbiased decisions.

It might seem obvious when there is a Conflict of Interest, but in practice, it is rarely absolutely clear. From time to time staff or external contractors may have access to information that is of a confidential, commercially or financially sensitive nature or take part in activities that may conflict with the confidential and sensitive nature of CIOLQ design, development and award of qualifications. This could then have the potential to impact valid candidate achievement, calling into question the validity of the assessment and regulatory compliance.

It is also prohibited to share information with organisations or individuals that may be in competition with CIOL and CIOLQ, both in the UK and Internationally. Improper financial gain may be easily identified, but care needs to be taken over other circumstances that may occur.

For the purpose of this policy, Conflicts of Interest are defined as:





- When an individual has personal interests or working interests that conflict with their professional association with CIOL or CIOL Qualifications
- When an individual is marking for CIOLQ and works for another organisation that delivers CIOLQ qualifications and/or is involved in the delivery of CIOLQ qualifications
- When an individual working for CIOL or CIOL qualifications has a friend or relation taking CIOLQ qualifications
- When an individual has personal interests or working interests that conflict with their Assessment centre activities and or duties
- When an individual invigilating has a relative or friend taking an Assessment
- When a member of CIOL or CIOLQ staff has a relative or friend taking an Assessment
- When a member of Centre staff or a Tutor invigilates their own learners in an Assessment
- When a learner is taking an Assessment at an Assessment centre at which they also work
- When an individual is an Examiner or Moderator who writes CIOLQ assessments and may also teach our qualifications

This list is not exhaustive and it is the responsibility of the individual to communicate any possible conflict immediately to CIOL Qualifications, Responsible Officer or CIOL Executive Officer.

## Reporting of Conflicts of Interest by Staff and External Contractors

- The Executive Officer (CEO) is responsible for communicating this policy to relevant CIOL and CIOLQ staff and external contractors on an annual basis
- The Executive Officer is responsible for ensuring that staff in their departments are fully conversant with the requirements of this policy
- All relevant members of staff will be required to sign on an annual basis a Declaration, stating they have read and understood this policy and will abide by the terms
- The Executive Officer is responsible for ensuring this policy is reviewed on an annual basis and





- Information that is discussed during CIOL and/or CIOL Awarding Organisation meetings, such as validation meetings, standardisation meetings, quality committees, appeals panels, and/or exam boards.

Those hearing, receiving and/or obtaining this information must not disclose it to others in whole or in part unless authorised to do so.

Any CIOL or CIOLQ employee or contracted individual must never make copies or distribute copies of any CIOL or CIOLQ material to persons other than those authorised by the Responsible Officer, other than where a member of CIOLQ staff requires it for business purposes.

Signed Declarations of Conflict of Interest or reporting of potential breaches must be sent to [anji.thomas@ciol.org.uk](mailto:anji.thomas@ciol.org.uk)

## Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18 month cycle or sooner as required.

## Policy version and owner

Policy review date	November 2025
Policy owner	Chief Executive and Responsible Officer in consultation with Executive Officer

## Regulatory references

Conflicts of Interest have the potential to affect all stages of the design, delivery and assessment of qualifications and therefore touch on many regulatory Conditions. For the purposes of this document, the main Conditions affected are listed below.

### Ofqual General Conditions of Recognition

Condition A4: Conflicts of Interest - [here](#)

Condition A8.3 (b): Malpractice and Maladministration (personal interest) [here](#)

Condition G4: Maintaining Confidentiality of Assessment Materials - [here](#) Ofqostosos: rg369os- (i)4.6 (t)2.3 (i)4.6 (o)

Condition I1.2 (b): Appeals (personal interest)