



## April 2021

# The latest update from ILM

### A word from Karen Egan



We have an action-packed newsletter for you, including the launch of ILM Recognised, our new recognition service designed to recognise your high quality non qualification training that sits within ILM's footprint.

As always there is something to share on the Apprenticeship arena and we have a focus this quarter on the Senior Leader and Chartered Manager standards.

If you've missed any of our webinars then you can catch up on our designated Team Leader and Ops Departmental Manager pages, to watch them in full.

Most of our qualifications now carry a digital credential on completion so take look at our article to make sure your learners are getting the recognition and value from their achievements with a digital credential.

Finally, did you know that you can tailor the way we communicate with you? We have set up a communications preference centre so that you can receive tailored and relevant information from us, including important news, product updates, events and webinars happening throughout the year.

There's lots more to cover, and we'd be delighted if you could join us at our upcoming ILM update webinar on Thursday 22 April, where we'll bring these key topics to life and you can ask us any questions you may have.

Best regards,

[Watch our video below](#)

Karen Egan  
ILM Technical Advisor  
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Introducing our  
Quarterly update



Karen Egan



### Don't miss our upcoming quarterly update webinar

Date: Thursday 22 April 2021  
Time: 09.00 - 10.00 (BST)

Join our quarterly update webinar for the latest ILM products and services update. There will also be opportunity for Q and A.

[Book your place now](#)

This online event will  
be hosted by:



Joseph Ballantine  
Industry Manager



Jill Hansen  
Technical Advisor



Karen Egan  
Technical Advisor

Register for upcoming webinars via [our events page](#).

Stay informed with previous quarterly updates

Stay up to date with key information and browse our library of previous quarterly newsletters and webinars.

[Access our archived updates](#)

You can register for all of our webinars via our events page: [i-l-m.com/news-and-events/events](https://i-l-m.com/news-and-events/events).



### Introducing ILM Recognised

We are delighted to introduce ILM Recognised, a new fast, efficient, and cost-effective recognition service to give your learners and customers confidence that your training is aligned to ILM's world-class standards. You do not need to be an ILM Centre to get your programme/s recognised. If you do not deliver ILM qualifications and work with us solely on ILM Recognised, you will be exempt from the minimum spend threshold.



### Adding value to your training programmes

ILM Recognised helps give your customers and learners the tools to succeed in the modern workplace. Digital credentials are easily shareable, verifiable, and trackable, all in one click, helping learners demonstrate their skills and abilities. We also offer you a printed ILM certificate which can be branded for each customer, allowing you to customise your offer.

To find out more, please speak to your Account Manager, email: [ilmrecognised@i-l-m.com](mailto:ilmrecognised@i-l-m.com) or visit [i-l-m.com/ilmrecognised](https://i-l-m.com/ilmrecognised)

[Visit our ILM Recognised webpage](#)



We're hosting a third webinar on Tuesday 4 May 2021 9:30-10:30 (BST). This will be a Q&A session dedicated to answering any queries since the assessment plan was published.

[Register your place](#)

[Explore the new assessment plan](#)



### Update to the version 1 Senior Leader Master's Degree apprenticeship (SLMDA) customer guidance.

Following feedback and discussions with a number of customers we have taken the decision to remove the PASS descriptors from the Evidence Reference Matrices within the End-point Assessment Recording Forms pack. This helps to reduce the size and complexity of the document. Apprentices will now need to indicate where evidence is located against the Assessment Criteria and will therefore need to take full account of the PASS, MERIT and DISTINCTION criteria which are detailed in the Assessment Plan and the Customer Guidance pack.

[Download updated customer guidance](#)



### New T Level technical qualification in Management and Administration coming soon (UK only)

As the delivery partner for the new T Level technical qualifications (TQ) in Management and Administration, we are currently working with employers and providers to develop the TQ.

T Levels are new and exciting qualifications for 16- to 19-year-olds in full-time education. They have been created in collaboration with employers, so the content meets the needs of industry and prepares young people for work.

T Levels offer learners a combination of classroom learning and 'on-the-job' experience during an industry placement of at least 315 hours (approximately 45 days). T Levels are based on the same standards as apprenticeships and will be approved by the institute and accredited by OfQual. We will keep you informed as we develop the TQ.

We are currently looking for new employers to join our Employer Industry Board (EIB) and/or support us with our T Level qualification development work. Our EIBs are formed of a group of trusted representatives from a range of sectors.

The group meets periodically (remotely for now) to feed into T Levels for 16-19-year-olds, apprenticeships and the review of existing programmes.

To learn more, join our EIB and/or work with us on the T Level development; please visit our dedicated employer webpage for more information.

### Exciting updates from our Assessment team:

- Assessment support: just a reminder that all qualification and unit information, assignment tasks and mark/results sheets can be found on our website ILM guides and resources. These should be used together to support learners with their assessments.
- Level 3 Diploma in Leadership & Management (with 13 – 16 assessments) 8600-35. This qualification is now available to be assessed via the ILMA service.

If you are interested in using the Assessment Service for this qualification, please contact our Customer Service Team [customer@i-l-m.com](mailto:customer@i-l-m.com) to discuss qualification approval or addition of the ILMA code if you are already approved for this qualification. We will then arrange a call with one of our Lead Assessors who will provide specific assessment criteria support to ensure standardisation across your assignments and the ILMA service. The registration fee, which includes the assessment and quality assurance, is £763.00. Reassessments are charged at separate rates depending on the credit value of the unit. (Please see the [Guide to fees](#)) for more information on reassessment fees.



### Updated guidance for delivering VRQs and ILM Assessment Service policy updates

We're really pleased to let you know that we have updated several of our guidance materials on delivering VRQs, which are now available for you to download.

The key updates and changes include:

#### ILMA Policy & Guidance

We have updated the ILMA Policy and Guidance. Please see the updated version here, updates include:

- Updated roles involved in the ILMA service to include the Service Delivery Manager, Associate Management Team and Technical Advisors (page 5)
- Additional Centre guidance on learner preparation and assignment word count (page 7)
- new welcome process for new centres or centres adding new ILMA qualifications to their contract in the '7 Steps'. (page 8)
- Updated policies and links (page 13)

#### Learner Statement of Authenticity

No major changes here, just a refresh and layout change to ensure all the required information is captured on one page.

#### ILM Assessment Verbs with examples

We know getting the verbs right can be difficult, so we have redeveloped our ILM Assessment Verbs document, it now provides examples of each verb in use. Along with the verb definitions we hope this will really help your learners understand how to respond successfully to the assessment criteria.

[Help and advice on the ILM website](#)

[ILM Assessment terminology](#)





Part A document on supporting notes for ILM VRQs

We are pleased to advise customers that we have updated the Part A document which offers generic guidance and is intended to support and accompany all ILM VRQ specifications.

The document offers guidance to centres who are planning the delivery of these qualifications and covers a range of topics such as the structure of VRQ's, marking, occupational competency of the delivery staff etc.

The updates have been made to ensure that the guidance reflects current terminology. In addition, the example Learner Journey and Lesson plans have been updated to cover current units.

[Download ILM's guides and resources](#)

If you have any issues accessing these documents our dedicated Customer Services team are available to support.

[Contact customer service](#)

### Spotlight on Wales (UK only)

We have launched a new automated process for customers to request ILM qualifications to be added to the QiW database.

#### Features & benefits of the new process:

Fully automated – customers can submit their request any day/ any time;  
One off submission – the customer's request form constitutes the letter of demand we need to submit a qualification to QW;  
Responsive – customers' requests will be processed within published SLAs;  
automated/ tailored responses will be sent at every step to keep customers informed;  
Time-bound – full submission process takes up to 30 working days, allowing customers to plan;  
Compliant – the submission process is fully GDPR compliant and supported by the QW team.

If you'd like to submit a request please head to our website where you can find a section called 'Adding our qualifications to QiW' to fill out the form requesting the qualifications you need.

If you'd like to hear how the process works and/or ask any questions please join us on our webinar on

22 April from 9.00 - 10.00 (BST) when we will be talking about how you can use this process to support or grow your offer and also showcasing our list of Welsh Language resources available to support our ILM offer in Wales.

### Connect to ILM's leadership series/ Never miss out again

We're on a mission to empower leadership at all levels. Join the conversation in our leadership series where we're constantly releasing content that address the leadership gap today. Read the latest blogs and articles as we explore how coaching and mentoring can support leaders and watch our webinars where leaders from around the world share ideas and give impactful advice on how to cope and thrive during change. Explore our leadership series now.

[Read our blogs & guides](#)

[Explore our webinars](#)

[Upcoming webinars](#)

## Are you looking for funded ILM qualifications? (UK only)

You can find key information about funding, the rules that apply, and the eligibility criteria for accessing skills funding in the UK. Download our funded courses catalogue from our funding page.

[Find out about ILM funded courses](#)

## Learning Resources update

We continue to update and expand our learning resources, particularly through our digital offer which can support your remote learning offer.

In February, we hosted a focused digital delivery webinar, walking you through the digital support products on offer and how our Digital Solutions team can support you.

This webinar, led by our Digital Solutions team, focused on the following products:

- **Learning assistant:** Learning Assistant is City & Guilds and ILM's market-leading digital learning solution supports all learning programmes. Through the easy-to-use online portal, you can monitor learner progress, plan interventions and remain compliant with the latest regulations.
- **SmartScreen:** Our SmartScreen platform provides high quality online teaching and learning support for tutors, learners, and assessors.
- **Portfolio Plus:** Our new pre-built content in an e-portfolio solution, has been designed to support your qualifications delivery. It covers the ILM Level 2 Award and Certificate in Leadership and Team Skills and the Level 2 Award for Young Leaders as well as several City & Guilds qualifications.

If you missed our webinar you can catch up through our recording available here.

To explore our full range of learning resources and digital solutions visit our website or speak with your Account Manager.

## Have you missed a webinar?

You can access our past webinar recordings via our [ILM website](#).



## Digital Credentials for ILM Qualifications

We are now providing digital credentials for the majority of our ILM qualifications. These are automatically issued to learners, at no extra cost, who have completed an ILM qualification and whose emails have been provided at registration.

Digital credentials are a data-rich representation of someone's knowledge, skills or behaviours. Easily shared on social media, they allow learners to demonstrate their abilities to internal and external audiences. For more information on the benefits of digital credentials please visit our webpage for more information.

[Visit our digital credentials webpage](#)



By inputting your learner's email address at registration on Walled Garden, they will receive their digital credential upon completion of their qualification.

Enable your learners to become brand ambassadors and reach new audiences with your programme offer, as they share their achievements on social media across the web in a secure and verifiable way.

Your learners will also receive their free membership from The Institute of Leadership and Management.

Make sure your learners get the recognition they deserve with a digital credential.

Inputting your learner's email address couldn't be easier

[Watch our short video](#)

[Download our step-by-step guide](#)

## Can I add emails post registration?

If you wish to use our bulk upload email upload functionality for adding email post registration, please contact the Digital Credential Service Team [DCServiceTeam@cityandguilds.com](mailto:DCServiceTeam@cityandguilds.com) and they will be happy to support you.



## Sign up to receive tailored communications from us?

Our preference centre is an email update system which allows you to tailor your email preferences, so that you can stay informed on the latest updates and developments specific to your delivery needs.

### 4 reasons why you should sign-up:



1

#### It's quick and easy to do

- Take 2 minutes to fill out our easy opt-in form and stay informed on the latest updates and developments specific to your delivery needs.



2

#### Select preference specific to your industry

- Sector preferences include: Business & enterprise, Digital learning & teaching resources, International, Leadership & Management, Management apprenticeships, Ministry of Defence, and Young Leaders.



3

#### Emails tailored to you

- You'll receive tailored information from us, including important news, product updates, events and webinars happening throughout the year.



4

#### Read on what interests you

- Simply tell us what you're interested in, and we'll do the rest.



[Register your email preferences today](#)