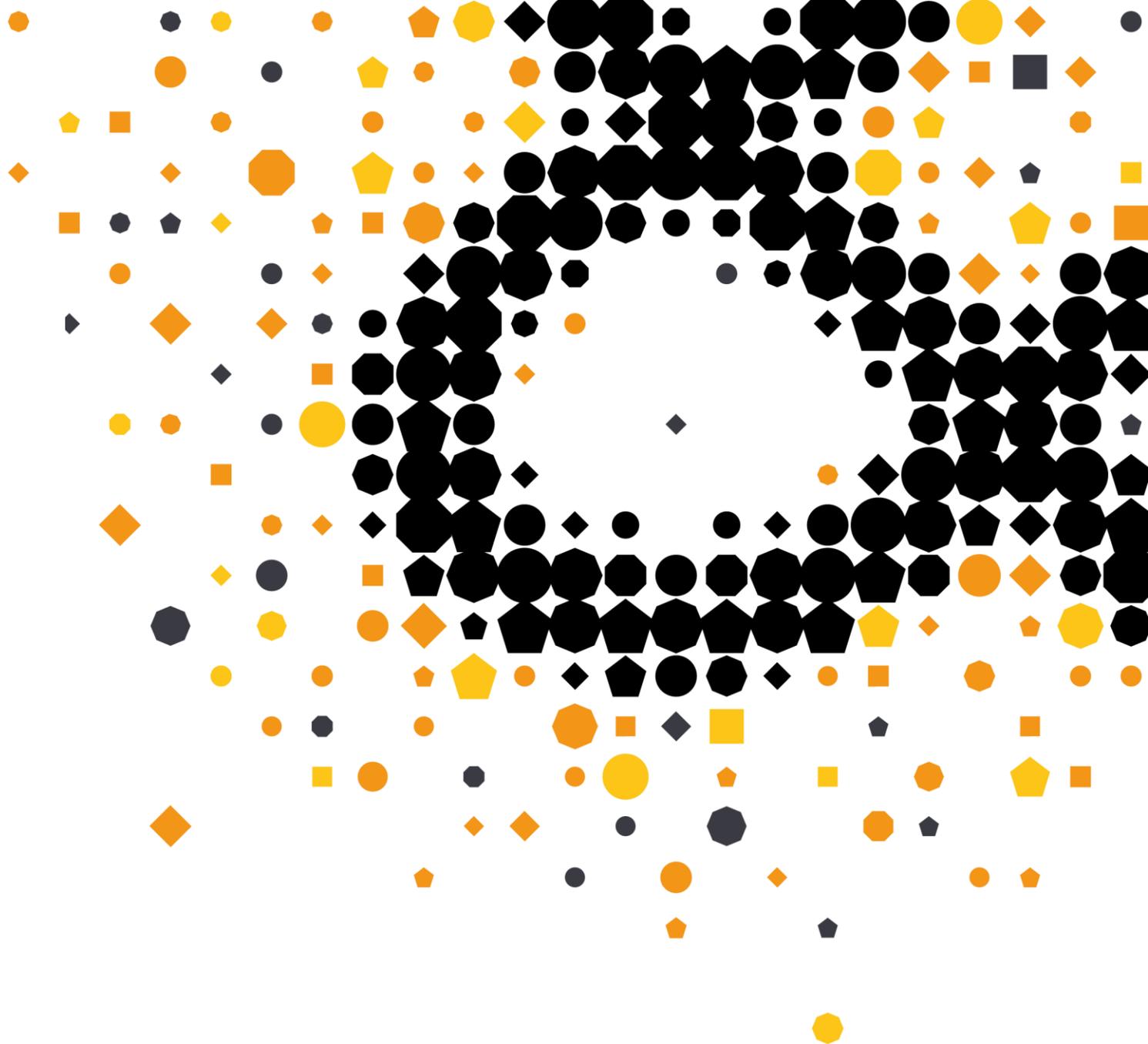# ILM Quarterly Customer Update webinar

11 January 2023

Housekeeping

This session is being recorded

The session is being recorded, which will be sent to all attendees after the webinar.

Everyone is on mute

Everyone is one mute

Questions

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.

Slides

The slides will be sent to all attendees alongside the recording after the webinar

If the session cuts off

Please use the original webinar link to gain access back into the session. To join over the telephone, select "Phone Call" in the Audio pane and the dial-in information will be displayed

Speakers

Joseph Ballantine
ILM Industry Manager

E: Joseph.Ballantine@i-l-m.com

Jill Hansen
ILM Technical Advisor

E: Jill.Hansen@i-l-m.com

Karen Egan
ILM Technical Advisor

E: Karen.Egan@i-l-m.com

Julie Rowlett
ILM HE Partnership Manager

E: Julie.Rowlett@i-l-m.com

Guest Speaker

Siân Beddis
Welsh Language Delivery Manager

Agenda

1. Welcome (5 mins)

2. Customer events in 2023

3. Introducing our Welsh Language Delivery Manager

4. General qualifications update

5. Training trends report

6. Systems thinking – transformational change

7. General reminders

8. Q&A (15 mins) All

ilm

Customer events in 2023
Karen

Customer events

- 15th February - Innovative Delivery of ILM qualifications - Burntwood

- 15th March - VRQ Standardisation - Wakefield

- 7th June - VRQ Standardisation – Burntwood (TBC)

- Top Tips Series

- Coaching and Mentoring Network - Online

Wales update
Sian Beddis

Wales

- Welsh Language support – catalogue, Wales web page, QW WL grant

- ILM qualifications on QiW – www.qiw.wales

- Online form to request adding or extending qualifications on QiW

  www.i-l-m.com/learning-and-development/wales

- Actively working with stakeholders

- Welsh Government vocational qualifications review

- QW sector groups – sqgroups@qualificationswales.org

**Siân Beddis -
Welsh Language Delivery Manager**
sian.beddis@cityandguilds.com

Qualifications update
Joe

Post-16 qualifications landscape

In accordance with section A2D5 of the [Apprenticeships, Skills, Children and Learning Act 2009](#) (the Act), as amended by the [Skills and Post-16 Education Act 2022](#), the Institute for Apprenticeships and Technical Education (IfATE) specified categories of technical qualifications.

New categories of technical education qualification

They include various categories of level 2 and level 3 technical qualifications and a singular category for level 4 & 5 qualifications (known as 'Higher Technical Qualifications').
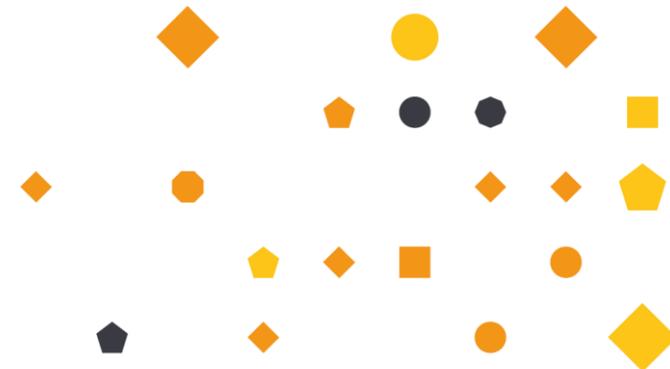
Post-16 qualifications landscape at level 3 and below for 2025 and beyond

Post-2025 technical landscape for adults

Education providing the knowledge, skills and behaviours to upskill or retrain to progress to skilled employment or higher technical study.
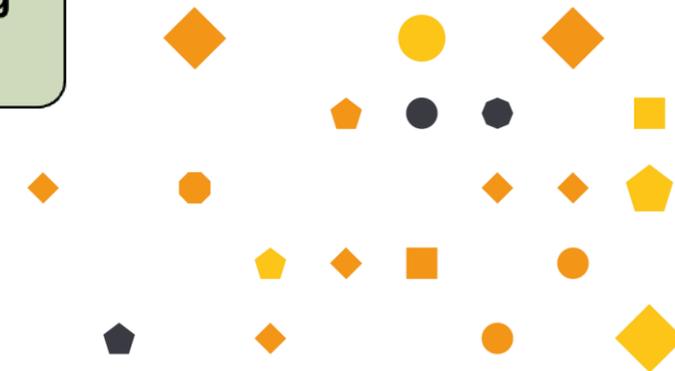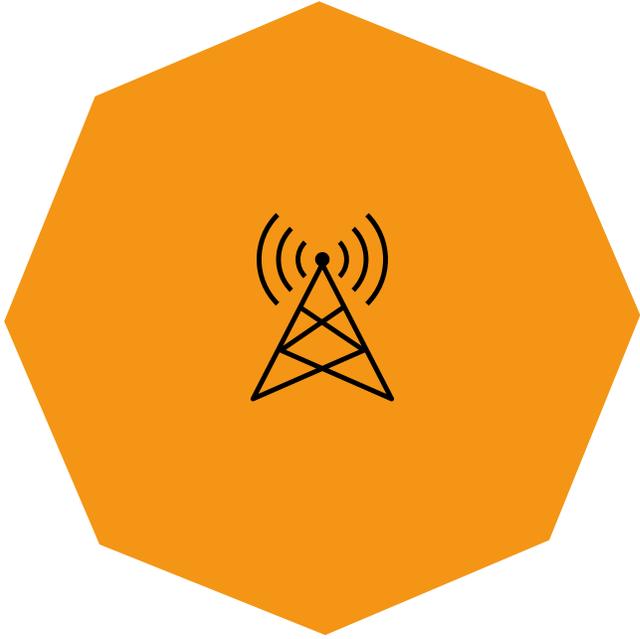
- T Levels
- Apprenticeships
- **Technical occupational entry** and **technical occupational progression** qualifications
- **Technical employer proposed** qualifications
- **Technical additional specialist** qualifications, including in areas more appropriate for adults
- **Technical cross-cutting function** qualifications

Poll questions

Reminders

- **ILM Qualification end date extensions**

- **ILM Level 6/7 qualification redevelopments**

- **ILM funding page**

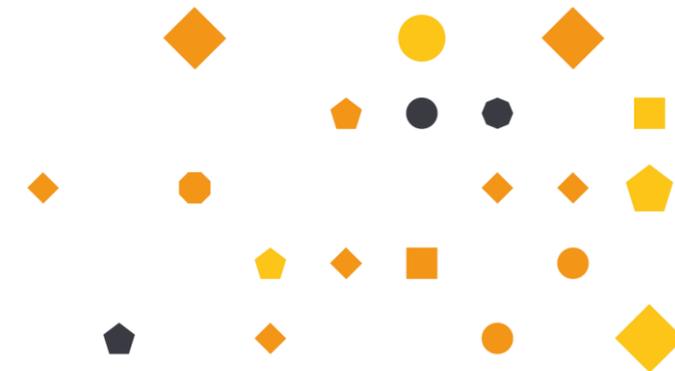**https://www.i-l-m.com/assessment-and-resources/funding**

- **Consultation on proposed changes to the mandatory qualifications criteria for Apprenticeships** (17 February 2023)

https://www.instituteforapprenticeships.org/reviews-and-consultations/consultations/proposed-changes-to-the-mandatory-qualifications-criteria/

- **Local Skills Improvement Plans:**

https://www.gov.uk/government/publications/local-skills-improvement-plans

https://www.gov.uk/government/publications/designated-employer-representative-bodies/notice-of-designated-employer-representative-bodies

ILM Assessment Service

Reminder about ILM Assessment Service re-submissions

A reminder that additional work for resubmissions should be made in a different colour to that of the original and previous submissions so it is easy to identify.

We recommend:
- 1st submission – black font
- 1st re-submission – blue font
- 2nd resubmission - green font
- Etc.

The resubmission should also only address assessment criteria that has been referred. Assessment criteria that have passed will not be remarked.

ILM Assessment Service

- **Please ensure all documents are uploaded correctly to the ILMA Portal.**
  - Statements of Authenticity must be uploaded for each first submission of each unit, signed by the learner and the correct unit title and code added to match the assessment submission. We may need to reject the submission if this is missing or incorrect. The reason for rejecting a submission will be detailed in the notes section on the portal.
  - Embedded documents should not be used in learner's assignments. We are unable to open them and therefore won't be able to mark them as part of the submission. Please instead ask learners to add separate documents as appendices. We will mark what we can, but it may result in a referral if the document was required to meet the assessment criteria.

- **Please remind your learners about word count.**
  - We provide a recommended word count for each of our assessment tasks. These are for guidance only and indicate the average length of assessment that achieves the minimum standard. If a learner is to gain over 50%, it is likely that a longer assessment would be needed.
  - As the recommended word count provided is based on the length required to gain a bare pass, an assessment containing less than this would be unlikely to pass. Equally, a lengthy assessment is no guarantee of a pass, let alone a high mark, because it is about quality rather than quantity. An excessively lengthy assessment may be indicative of a lack of focus on the assessment criteria and may result in a referral on that basis.
  - Prior guidance should be provided to learners to help them keep their assessments and appendices concise and relevant.
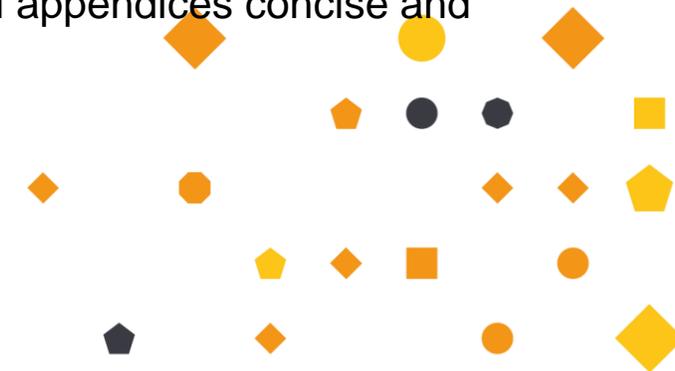
Training trends
Joe and Karen

Training Trends

Making the most of your in-house training investment

Employers are taking control. To combat the complex climate of recession and skills crisis, many companies are turning to inhouse training to help them maximise their investment in staff development.

This is good news, at least on the face of it. We know that training is meant to enable your workforce to be more productive and make them feel valued.

It is therefore encouraging that many large companies are planning to maintain or increase their learning and development budgets in the next financial year.

The reality, however, is much starker. Misguided training strategies produce little or no results. In fact, 99% of large employers have experienced failed training programmes in the last five years, as our research has found.
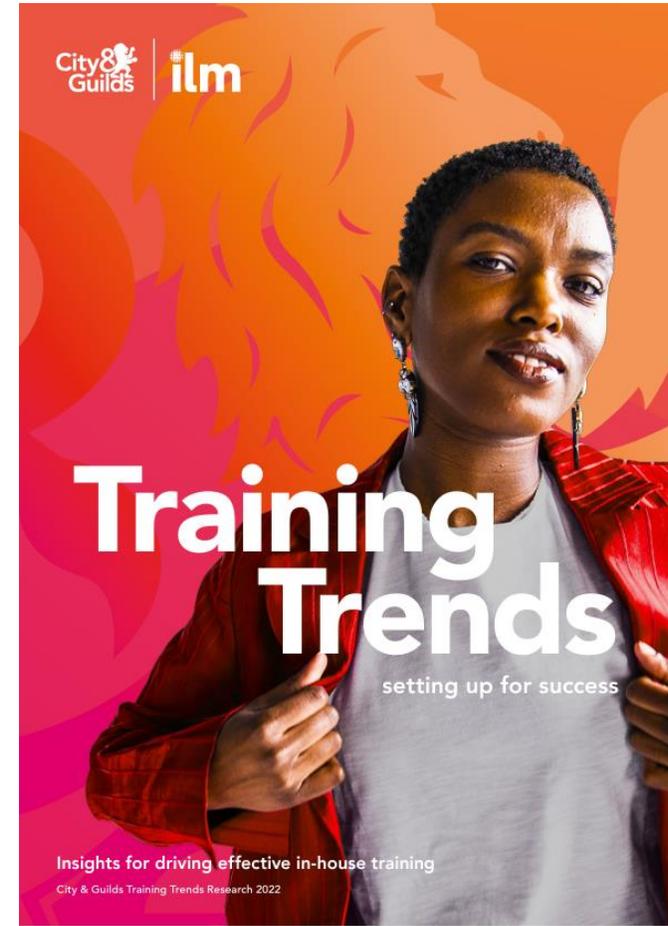
Download here

Key highlights from the report

Our latest research finds that large employers are boosting investment in L&D to overcome skills shortages and help attract and retain talent.

But, despite best intentions, nearly all employers surveyed report that training has failed to meet objectives over the past five years.

This means that their investment is at risk of going to waste.

When it comes to delivering L&D programmes, the majority of employers surveyed carry out in-house training (88%).

Of these, 65% design and deliver bespoke training in-house to support technical and role-specific skills.

Training trends - a snapshot

In-house training is gaining momentum, but continues to fall short

Tailored training is on the rise

65%

of organisations opt for tailor-made in-house training over off-the-shelf programmes to support bespoke skills needs for their business.

Training failure is very high

99%

of large employers have experienced the failure of in-house training programmes in the last five years.

Employers are investing heavily in L&D

96%

of organisations expect their training budgets to remain the same or increase in the next financial year.

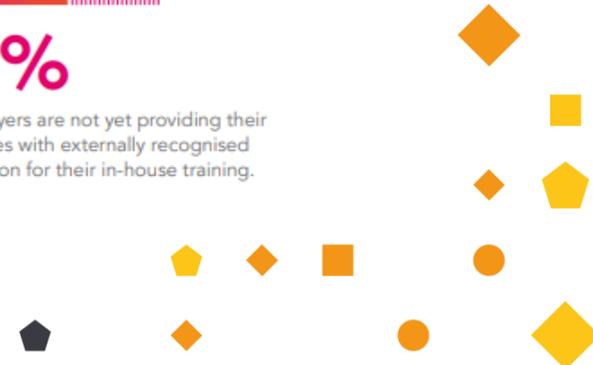**A real opportunity to recognise skills and achievements**

71%

of employers are not yet providing their employees with externally recognised certification for their in-house training.

Setting up for success

How to embed quality and drive better ROI

ILM is encouraging employers looking to upskill their staff to make the most of their investment by taking the following steps:

- Taking time to plan and design training so that it **aligns with strategic goals**, has strong leadership support and provides an excellent learner experience

- Respond to staff requests for **recognition of their training achievement** by choosing appropriate certification for the training

- Gaining buy in and **support from the leadership** ahead of any training programme

- **Learning from their own or others' mistakes** when planning new training

- Building in **effective evaluation** to measure the quality and effectiveness of in-house training

- Tailor-made in-house training over off-the-shelf programmes to support bespoke skills needs for their business.

- Know what success looks like

Systems thinking
Julie

Transformational Change

Join us on Tuesday 7 February at 10am for our roundtable event to find out more about systems thinking, hear from consultants who have decades of experience in transforming public and private sector organisations, and get a better understanding of the challenges of transformational change and how you can overcome any obstacles.

[Register here](#)

General reminders

ILM Getting more from Qualifications & Apprenticeships

This webinar recording is an excellent opportunity to discover how you can add value to your learner experience with the range of resources available to you at your fingertips.

We have partnered with The Institute of Leadership & Management and EMCC UK to give ILM learners access to networks of leaders, managers, coaches and mentors and a wealth of resources to enrich their learning journey while they study and beyond.

Webinar recording and slides

EMCC discounted membership

Bookmark this page

22-23

Next customer update webinar

5th April 2023

Questions
answers

Keep in touch

- **Register** to receive the **latest 'Funding' and 'Leadership and Management' updates here**:

  i-l-m.com/email-updates

- **Join the conversation, follow us across our social media channels:**

@ILM_UK   @ilm_uk   @ilmuk1

Thank you