

ILM International Customer Webinar

*Delivering Leadership and
Management qualifications*

December 2020





Speakers

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Agenda	Speaker
Introduction	Victoria Horrox
ILM's Portfolio Overview	Karen Egan
Digital Resources	Sarah Cooksedge
ILM programmes assessed in a language other than English	Jill Hansen
A focus on Higher Education with UK Universities	Jill Hansen
Adding value – Digital Badges, Institute Membership	Jill Hansen
Approval Process	Victoria Horrox
Q&A session	All
Keeping in touch	



Our unique portfolio is solely focused on helping people **into a job, on the job, and into the next job**

City & Guilds Group





Our charitable purpose underpins and amplifies **the impact we help our customers deliver**



Social projects that increase employment prospects and earnings potential



155 organisations have achieved our Princess Royal Training Award standard of excellence



500 City & Guilds Fellows acting as ambassadors for skills development and the work of the Group

Our social investments

- £1.25m to fund 14 social projects to transform lives and communities worldwide through skills development
- Over £200k awarded in bursaries each year. ~50% of recipients are long-term unemployed. ~ 90% employed on completing qualifications

Awards and recognition

- Annual Princess Royal Training Award recognises and promotes the impact of outstanding training and L&D on UK organisations and their people
- Fellowships awarded to eminent professionals who have influenced skills and education in their specialist field



Why we're different

As part of the City & Guilds Group, we are the **world's leading** skills development organisation with 140 years' expertise

The only Royal Charter Institute and registered charity pioneering **global skills** development

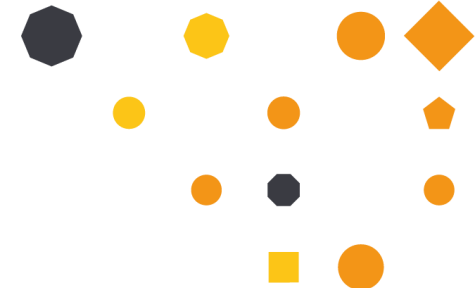
We deliver work-based learning programmes to build competency and flexible pathways for **lifelong employability**

We invest in social projects to increase **access and impact**

We support **over 3 million learners** each year to develop their skills

Our Qualifications





About ILM

Every year we qualify 70,000 leaders and managers, helping them develop the critical skills to succeed, and in doing so make a real difference to the present and future of workplaces in the UK and globally.

We work with organisations of all sizes and offer a robust programme that gives customers the freedom to focus on those leadership skills they most urgently need, whether that's decision-making, teamwork, creativity, strategic planning, or anything else.

47k

Professional coaches
worldwide

70k

ILM qualifications awarded
each year

84%

Of employees say coaching should
be part of every organisation's
management and development
programme

Our Qualifications



Qualifications that work for everyone

We have a broad range of qualifications across

- Leadership & Management,
- Coaching & Mentoring and
- specialist areas

Tailored to fit perfectly

- Can be custom built to suit the employer and the learner
- Optional units throughout
- Bite size learning

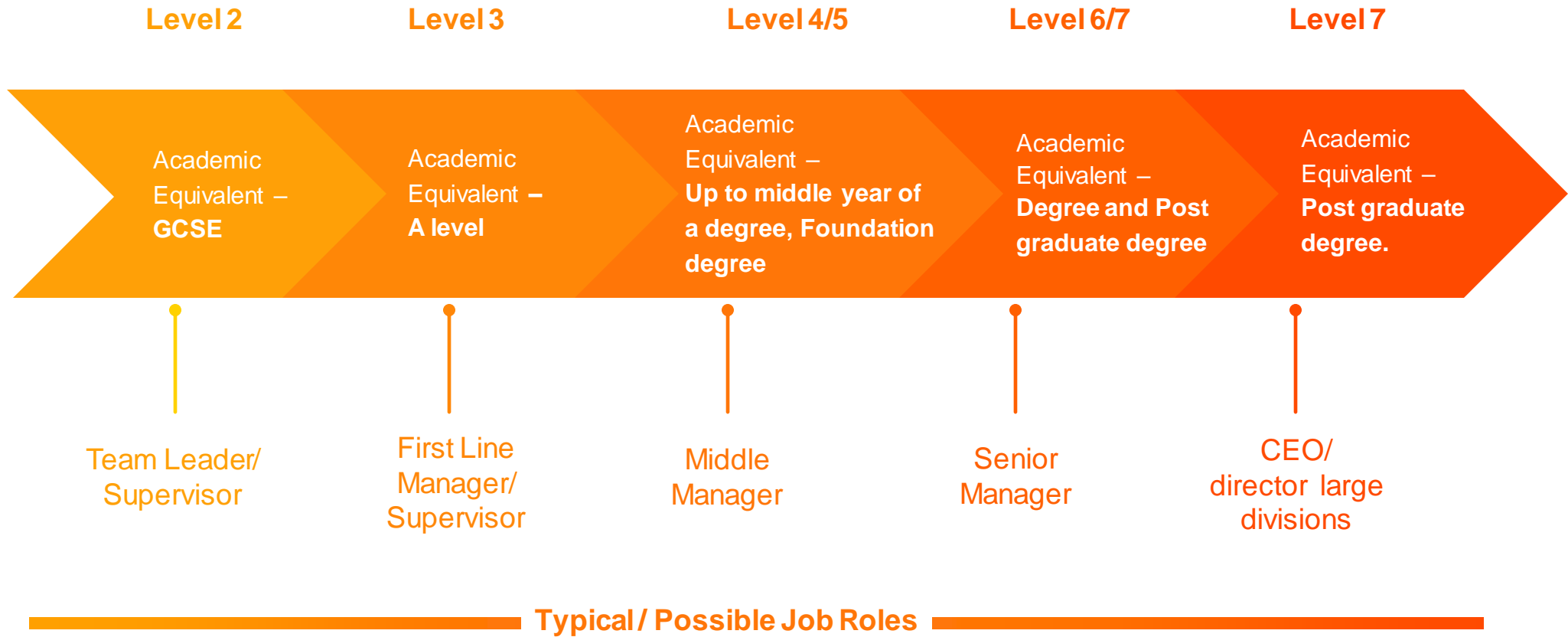
Options for all

- From aspiring Team Leaders through to Senior Leaders
- Awards, Certificates and Diplomas



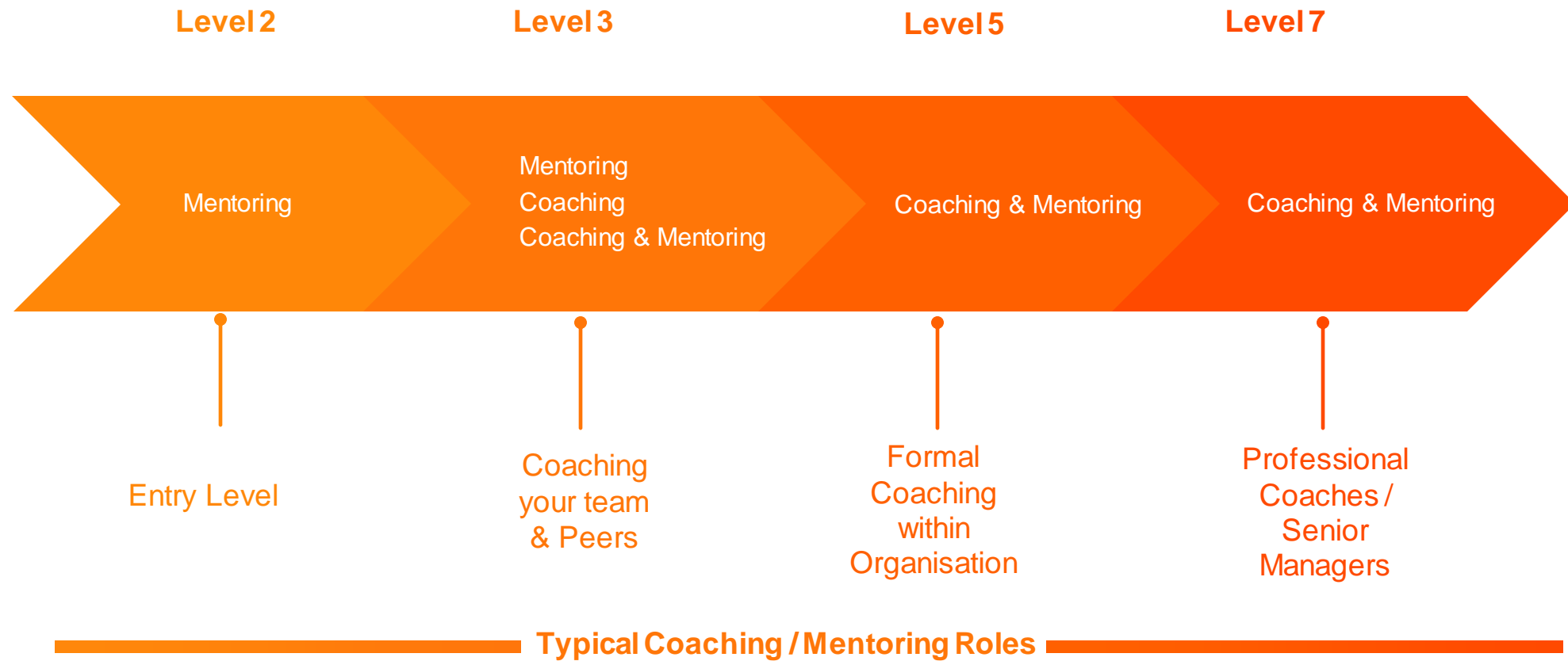


Leadership and Management Qualifications





Coaching and Mentoring Qualifications



ILM's Specialist Qualifications

- Enterprise
- Construction and Built Environment
- Equality and Diversity
- Facilities Management
- School Business Management
- Service Improvement
- Social Care
- Volunteer Management

ILM Recognition



ILM Assured

- Expert recognition of training delivery quality
- A benchmark report indicating where training meets or exceeds the standard and any areas for development
- The ILM Assured logo to promote your programme(s)
- An ILM Assured certificate for all participants
- Digital credentials that recognise an online portfolio of growing skills
- A dedicated account manager to support you every step of the way



ILM Endorsed and Development

Our recognition programme enables organisations to benchmark the quality and reputation of in-house training schemes that don't lead to a qualification.

ILM experts monitor in-house training, provide specialist support to businesses and quality assurance for staff.



There are two types of ILM recognition:



For in-house programmes without assessment



For in-house programmes with assessment

ILM Learning Resources





Introducing...

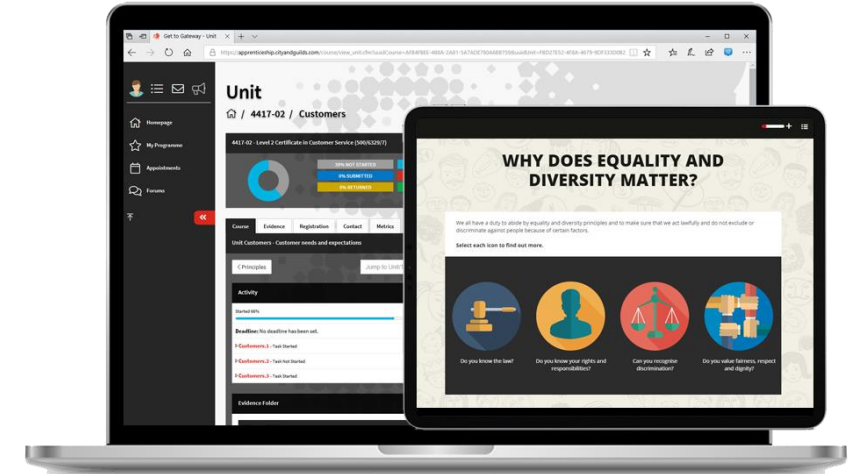


Sarah Cooksedge
Digital Solutions Manager
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What is Portfolio Plus?

The **pre-loaded courses** cover employability, customer service, business administration and leadership, and contain the learning to achieve a full qualification.

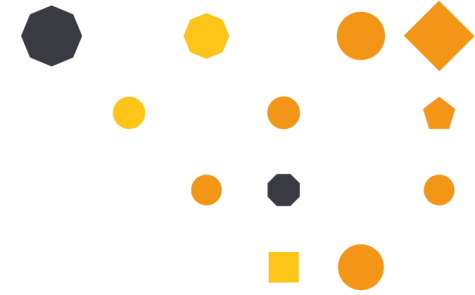
Reports give assessors complete visibility of progress and data to enable suitable learning interventions if needed.



Courses supported on Portfolio Plus

Qualification Number	Qualification
8000-11 and 8000-21	Level 2 Award and Certificate in Leadership and Team Skills we have developed content for 20 units
8004-10	Level 2 Award for Young Leaders we have developed content for 3 units





Portfolio Plus

#1

Saves you time and effort

Why spend time developing your own content when City & Guilds and ILM can do it for you?

... is preloaded with all the learning resources you need, mapped to the learning outcomes of the qualification, the learning journey is underpinned by our e-portfolio, so you can be confident you'll be up and running in less time with the best chance of delivering positive outcomes.

#2

Designed for maximum flexibility

How do you meet the needs of learners and employers to support today's complex working patterns?

...is a fully digital offer that can be used anytime or anywhere, so you can deliver your programmes with greater flexibility within a range of blended or self-directed learning experiences.

#3

Adds value to your offer

What do you need to create a consistent, engaging and motivating digital learner experience?

... courses are high-quality, professional and modern looking, with a visually appealing interface, that's easy to use and compliments your brand, with simple pricing that allows you to scale-up your delivery to meet demand.

E-workbooks

eWorkbook code and title

WB1	Managing relationships at work: how to make relationships at work effective
WB2	Managing inclusively: how to make equality and diversity work
WB3	Managing staff performance: how to get the best from your staff
WB4	Managing staff development: how to develop your staff
WB5	Managing meetings: how to run great meetings
WB6	Managing team conflicts: how to reduce conflict in the workplace
WB7	Managing change: how to make changes that work
WB8	Managing collaboration: how to work with other teams and departments
WB9	Managing projects: how to plan, control and deliver projects
WB10	Managing budgets: how to use budgets to improve performance
WB11	Managing risk: how to identify and plan for the unexpected
WB12	Managing business improvement: how to improve business performance
WB13	Managing negotiations: how to negotiate in business
WB14	Managing presentations: how to give successful presentations
WB15	Managing complaints: how to turn dissatisfied customers into ambassadors



Adding value...



The ILM Assessment Service

- An assessment marking service for some of our most popular ILM qualifications, including Leadership and Management from levels 2 to 5 and Coaching and Mentoring.
- Approved centres use an online portal to submit learners' assessments once completed.
- Assessments are marked and quality assured by trained assessors and verifiers.
- Certificates are issued automatically for successful learners.



Assessment in languages other than English



ILM Qualification Title	Language
Level 2 Award in Leadership and Team Skills	Arabic and Polish
Level 2 Certificate in Leadership and Team Skills	Arabic and Polish
Level 3 Award in Leadership and Management	Arabic, Turkish and Polish
Level 3 Certificate in Leadership and Management	Arabic, Turkish and Polish
Level 3 Diploma in Leadership and Management	Arabic, Turkish and Polish
Level 5 Award in Leadership and Management	Arabic and Polish
Level 5 Certificate in Leadership and Management	Arabic and Polish
Level 5 Diploma in Leadership and Management	Arabic
Level 4 Award in Leadership and Management	Polish
Level 4 Certificate in Leadership and Management	Polish
Level 3 Award in Effective Coaching	Turkish
Level 3 Certificate in Effective Coaching	Turkish
Level 3 Award in Effective Mentoring	Turkish
Level 3 Certificate in Effective Mentoring	Turkish
Level 3 Certificate in Effective Coaching and Mentoring	Turkish

Progression into Higher Education

- **Credit Bearing**
- **Sit on the Regulated Qualification Framework**
- **Build from level to level**
- **Recognised by UK Universities**
- **Working with UK Universities**



Digital credentials

Studying membership of The Institute of Leadership and Management (TILM)

Access to TILM resources and events

Pathway to professional membership

Tutor membership of TILM

Discounted Membership of EMCC for Coaching and Mentoring Learners





Building trust **online**

City & Guilds/ILM has been developing the skills and behaviours needed to help businesses thrive since 1878.

Today, to succeed in an evolving landscape, learners need to communicate, and organisations need to verify, behaviours, skills and knowledge in a digital format to overcome traditional barriers when it comes to communicating skills.



Lack of trust

85% of employers found a lie (or misrepresentation) on a CV or job application *

With a City & Guilds/ILM digital credential, one click authenticates skills and builds online trust.





Show every skill

A key benefit of a City & Guilds/ILM digital credential is that it's **easy to share**.

With **one click**, learners share their credential from the Acclaim by Credly platform.



● **STUDYING MEMBERSHIP BENEFITS**

● SUPPORTING ILM LEARNERS

● **OVER 1000 COMPREHENSIVE LEARNING RESOURCES**

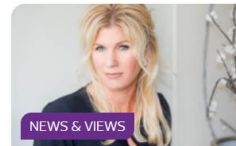
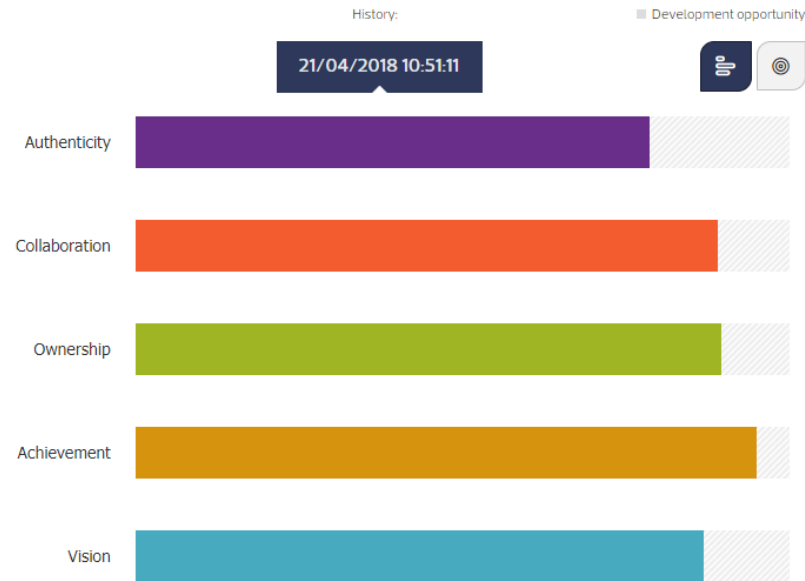
- 5 Dimensions and 49 Components of leadership, each with its own Leadership Essential resource (totaling 245 hours of learning)
- 49 assessment scorecards
- 500 unique learning resources and growing
- 176 Spotlights, delving deeper into specific areas of leadership
- 176 practical worksheets
- 179 video resources
- 189 webinars



● STUDYING MEMBERSHIP

● OTHER BENEFITS

- 2 diagnostic assessment tools
 - MyLeadership Opportunities identifying where you practice leadership
 - MyLeadership Profile, indicating areas of strength and highlighting areas of focus for development
- Digital access to EDGE, a premium quarterly journal, offering the latest management thinking and insightful interviews
- Weekly podcasts, News & Views and 'What's Trending' email updates



The value of sustainability

12 NOVEMBER 2019



Could a plea for shorter trading hours smash City stereotypes?

11 NOVEMBER 2019



Five components that values-based organisations need to attract Millennials

08 NOVEMBER 2019



What does WeWork strife tell leaders about governance?

07 NOVEMBER 2019



The value of being a resilient contrarian.

06 NOVEMBER 2019



What does Facebook/Twitter ad-policy clash tell us about critical thinking?

UPGRADE TO PROFESSIONAL MEMBERSHIP

Preferential rate for learners

- Once the complimentary membership has expired learners are offered 1 year preferential membership for £100 (normally £150)
- Benefits to professional membership are:
 - Professional recognition with the use of a prestigious postnominal designation
 - Unlock more MyLeadership features, including 5 'in conversation' certifications to assess your capabilities
 - Printed edition of EDGE journal delivered each quarter
 - Digital credentials to share with your network
 - Automatically obtain the appropriate membership grade according to your qualification level
- A series of emails will be sent to learners to encourage them to upgrade, one year after their activation date

Be recognised. Get your professional membership.

Congratulations for completing your study programme. Now gain further reward and recognition for your hard work...

Join now for the special price of just **£100** — That's full access to support and development for less than **£2** per week.



Why Join?

Becoming a professional member of The Institute of Leadership & Management means you're recognised as someone who takes leadership seriously. Stay current by accessing the wealth of support outlined below, plus much more.

MyLeadership — our flagship learning tool
With carefully built and curated expert resources


Prestigious post-nominal letters
Confirming your commitment to continuous development

Join a community of over 30,000 leaders
Network with like-minded people at our events

Our exclusive quarterly journal 'Edge'
Keeping you informed of current research and best practice


Join now by emailing
membership@institutelm.com
or by calling **01543 266886**.
Quote **STUDENT100** to
receive membership for the
special price of just **£100**.
(Usual price £150 and £175 for Fellows)


How to become an ILM provider

 Enquiry/discussion with ILM Business Development Manager

 Meeting with BDM to identify the ILM solution for you

 Complete Quality Assurance application forms

 Quality Assurance review by our ILM Quality Specialists

 Application outcome (Approved or Action Plan agreed to meet requirements)

 Welcome to ILM





We are here to help

- Email us at customer@i-l-m.com should you wish to discuss our ILM offer further
- Access previous quarterly updates from our webpage: i-l-m.com/customer-updates
- Register to receive the latest email updates: i-l-m.com/email-updates
- Join the conversation [#leadershipwithoutlimits](https://twitter.com/ilmuk1) and follow us on our social channels:



[@ILM_UK](https://www.linkedin.com/company/ilmuk1)



[@ilm_uk](https://twitter.com/ilm_uk)



[@ilmuk1](https://www.facebook.com/ilmuk1)



Specialist advice at our **ILM** events

Once approved as an ILM centre you can access a range of events hosted by our technical advisors, **Karen Egan and Jill Hansen**

These events equip you with the tools and knowledge needed to support delivery and ensure that you are aware of important updates relating to ILM qualifications.



Take a look at our upcoming and previous events here:

i-l-m.com/news-and-events/events

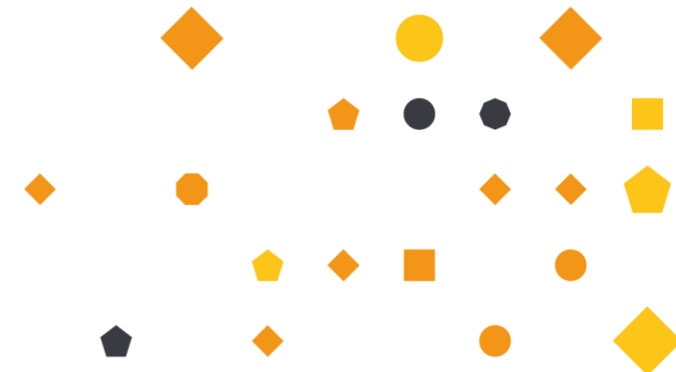
Questions answers



Before you go.....



Our new research, surveyed over 3,500 UK professionals on their experiences of management and leadership during the COVID-19 pandemic; Click [here](#) our report.



Leading the discussion



6
OCTOBER
2020



Purpose driven leadership

Identifying impactful leaders during Covid-19

[Register now](#)



RESET
LEADERSHIP



10:00 - 10:40
BST



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Thank you

