

A word from Karen Egan

Dear Jean Fisher,

A very warm welcome to all our centres and providers across the globe. I hope you and your family are safe and well.

What a busy few weeks it has been since our last quarterly update in April! We have continued to work tirelessly to support you in every way we can during this pandemic.

In this update we'll provide an overview of that support with links to our website for more detailed guidance. Despite all of these challenges, there are things that we have continued to develop as planned and we have a snapshot of what we have been up to and what we are planning, including:

- An update on our advice and guidance on Covid-19
- General updates
- Quality updates.

Also don't miss [my article](#) below on EPA spotlight on best practice for competency-based interviews and professional discussion .

Kind Regards,

Karen Egan
Technical Advisor



Covid-19: our response to the pandemic

Mitigation

Our overarching aim during this time is to allow as many learners as possible that were due to complete and achieve their assessment/qualifications in summer 2020, to receive results in a timely way. We are committed to developing a process that is as practical and manageable for centres, supports the validity and reliability of learner results and maintains standards. This guidance applies to Ofqual regulated VRQ and NVQ qualifications delivered in England, Scotland and Wales.

There is [full guidance on our website](#), however we have concluded that the only qualification which requires mitigation is **8410 Level 3 Diploma for Managers**. Furthermore, this applies to just one unit within the qualification which is the **Assessment for knowledge and understanding** through an e-evolve test (**units**

317-318) which requires an adaptation.

There is an option for learners to undertake these tests from home with a remote invigilator. All tests must be completed under exam conditions. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.

This is an interim adaptation for the assessments and learners that are eligible.

Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.

[Read the Mitigation guidance](#) 

e-Certificates now available



Temporary suspension of printing and delivery of hard copy City & Guilds and ILM certificates

Over the last few weeks, the impact of Covid-19 has affected the entire market in which we operate, with most of our customers closing their premises and moving to alternative remote working models.

As a result, we have encountered increasing challenges in securely delivering hard copy certificates. Data security is a major priority for us, and we need to ensure your organisation and learner data is protected.

In light of these challenges we have taken the decision to temporarily pause printing of hard copy certificates. You will continue to have access to the results and certificate confirmation via Walled Garden. Furthermore, you will be able to access e-Certificates of ILM qualification certificates online through our myCertis provision. This applies for any certificates issued from 1 March 2020 including: Assured and Endorsed & Development (E&D) programmes.



Results, information and e-Certs

If you need to download certificates for your learners, please refer to our e-Certs service. Our e-Certs are globally accessible, totally secure and completely reliable.

They can be verified by visiting the e-Certification verification web page and manually entering the learner name and certificate authentication code.

For more information please [visit the dedicated website](#).

If you are currently unsure if you have access to myCertis, please contact Customer Services at centresupport@cityandguilds.com or your international branch office. We believe that this is the right thing to do at this moment in time, and we hope you understand our decision to temporarily suspend print and dispatch given the current circumstances at this point in time.

We will be undertaking a monthly review as the situation improves and aim to return to normal procedures at an appropriate time.

Quick reminder about our free eWorkbooks



Our eWorkbooks cover a range of leadership and management topics.

Whether you're looking for leadership training resources to deliver a new programme or you want to make better use of your time, ILM eWorkbooks will help you to quickly get started.

Each eWorkbook is an interactive PDF suitable for desktop editing and tablet viewing.

You can choose from 15 leadership and management topics to support the delivery of great development programmes.

Our eWorkbooks include managing topics such as:

- Managing risk
- Managing change
- Managing inclusively
- Managing projects
- Managing business improvements.

These resources have been available to support you during the period of Covid, and will be free for a limited time.

[Download eWorkbooks](#) 

Apprenticeship Standards

Team Leader

The Assessment Plan for this standard has been under review with the Institute for Apprenticeships and Technical Education (IfATE) for some time. We are awaiting the final sign off and publication, which will be available from IfATE's website, along with guidance on the transition period. We are working hard to bring these amendments to you and will communicate our offer through email and webinars to ensure you are fully equipped to support your apprentices.

Please note the standard itself will not change (the Knowledge Skills and Behaviours remain the same), this is about the Assessment Methods within the EPA so learners' on-programme learning need not change and current learners will be eligible to undertake the new Assessment Method. We may have more news for you by the time of our quarterly update webinar next week, so do join us if you can make it, [you can reserve your place here](#).

Operations Departmental Manager

The assessment plan for this standard is also under review but is at a much earlier stage than the Team

Leader Standard. Progress has been hampered by the Covid-19 pandemic however as soon as we have timescales, we will share them with you.

Chartered Manager (Level 6)

This is under review, but has been paused for the time being and the focus is on the Senior Leader.

Senior Leader (Level 7)

The review of this standard and assessment plan includes the removal of the MBA. There has been some delay due to the pandemic and also due to the strength of feeling attached to the changes. However, it is likely that this will go ahead in the autumn and will be published late this year, or very early next year.

Professional Coach

The Level 5 Professional Coach Standard has now been signed off and is available to view on the [IFATE website](#).

ILM (City & Guilds Group) is the market leader in the field of Coaching and Mentoring and as such our representatives have been involved in the Employer and Trailblazer group meetings and supported the development of this standard. Apprentice starts are not permitted until the ESFA has approved an EPAO. However, the decision has been taken not to enter the market as an EPAO at this point.

We are currently looking at mapping our Level 5 Certificate in Effective Coaching and Mentoring Qualification to the standard for use by our customers as the on-programme training element so please look out for more information on this soon.

Don't miss our quarterly update webinar next week

The agenda for next week's webinar will be:

- An update on our advice and guidance on the Covid-19
- Version 2 Team Leader/Supervisor Assessment Plan
- Getting the most out of your Tutor/Studying Membership with the Institute of Leadership & Management
- Understanding your needs and getting your feedback.



Date: Thursday 25 June 2020

Time: 09.00 - 10.00 (BST)

[**Book your place now**](#) >>>

You can register for all our webinars via our events page: i-l-m.com/news-and-events/events

How you can access our May webinars



Due to the Covid-19 pandemic we have been unable to deliver our network events face-to-face. So we put together a series of webinars which proved very popular last month, with over 150 attendees on some, coupled with lots of great interest and questions.

If you didn't manage to attend one of our live events, don't worry you haven't missed out. The recordings are available to view from our [events page](#).

There is a quick recap over the recent webinars, each webinar lasts an hour:

- Best Practice for developing an EPA Portfolio
- Best Practice for EPA Professional Discussion and Interviews
- EPA Requirements for Team Leader & Operations/Departmental Manager
- EPA – ILM's End to End offer
- ILM Coaching and Mentoring Network Webinar.

Update on Leadership and Management Qualifications

Updated to include current Coaching and Mentoring units

As you are probably aware, we revised our Coaching and Mentoring suite of qualifications recently and we have now replaced the expired Coaching and Mentoring knowledge units within our Leadership and Management qualifications, with the current versions.

Learners now have the option to include the current Coaching and Mentoring knowledge unit, as an optional unit in their programme of learning.

The expired units will still be available to claim on Walled Garden for those that wish to Accredite Prior Learning (APL) these units where they have been previously achieved.

EPA Spotlight on Best Practice

An article by Karen Egan Technical Advisor

EPA Competency Based Interviews and Professional Discussion

In our previous quarterly update, I shared some thoughts and insights around best practice for EPA portfolios, so this time I want to focus on interviews and professional discussion.

As you will be aware both Assessment Methods are within the Management Standards' EPA and we have seen some great practice and experienced some challenges too. So, I will share those with you along with some guidance to help your apprentices pass first time.



[Download the article](#)

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A quick reminder about our partnerships



THE INSTITUTE OF
LEADERSHIP
& MANAGEMENT

The Institute of Leadership & Management

Don't forget all centres registered with ILM have access to membership with The Institute of Leadership & Management. Feel free to attend our [quarterly update webinar](#) next week, where Julie Rowlett will be giving a live demonstration of some of the resources available.



EMCC UK
European Mentoring &
Coaching Council

European Mentoring and Coaching Council - UK

Don't forget to stay up to date with the latest blogs from the European Mentoring and Coaching Council.

[Read the latest EMCC blog](#)