

# ILM Quarterly Customer Update

April 2020





# Speakers

**Joseph Ballantine**  
ILM Industry Manager



E: [Joseph.Ballantine@i-l-m.com](mailto:Joseph.Ballantine@i-l-m.com)

**Jill Hansen**  
ILM Special Technical Quality  
Manager

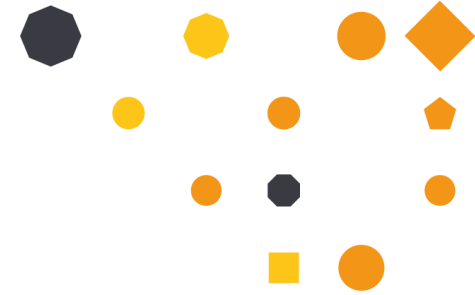


E: [Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com)

**Rebecca Hollamby**  
Partnership Manager



E: [Rebecca.Hollamby@cityandguilds.com](mailto:Rebecca.Hollamby@cityandguilds.com)



# Today's agenda

Topic	Speaker
Introduction	Joseph Ballantine
General updates	Jill Hansen & Joseph Ballantine
Quality Updates	Jill Hansen
EPA Updates	Rebecca Hollamby
Upcoming events	Joseph Ballantine
Q&A session	ALL

# General Updates





# Good News!

- You, our Approved centres and providers are adapting brilliantly
- Lots of positive examples of ability to continue to deliver and assess
- Learners are taking the opportunity to continue
- Working with Ofqual.



**Approved**  
centres and providers  
are adapting  
brilliantly

# What information is available from ILM during Covid-19?

Throughout today's webinar we will be giving information on support available.

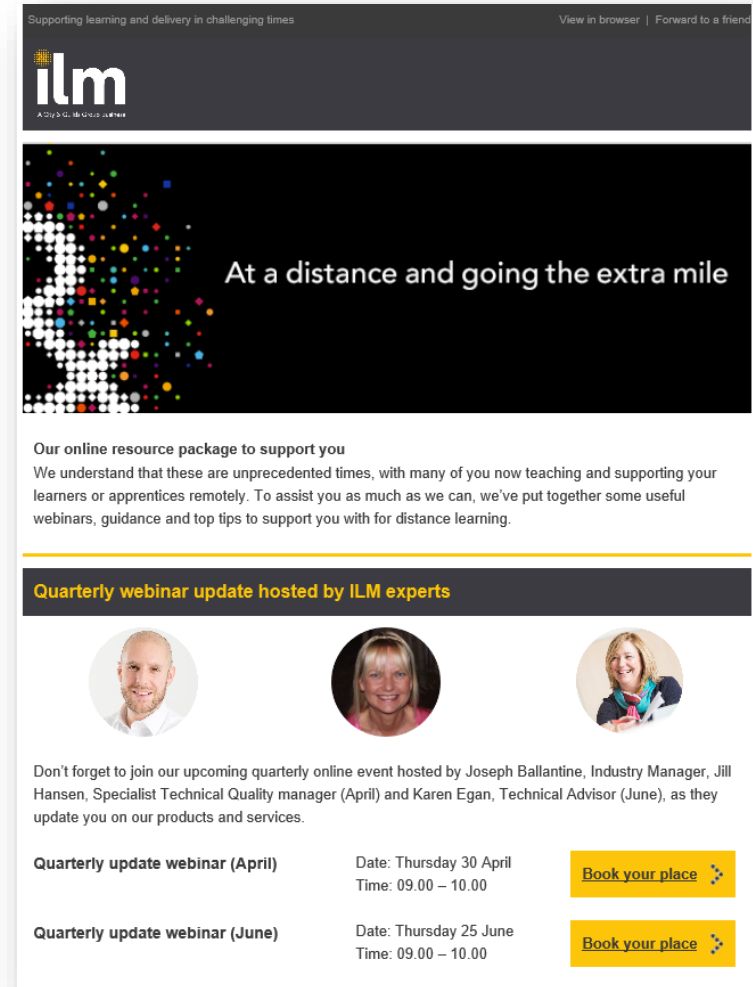
- **Advice and support - useful links**, there's a wealth of advice and information you can access. Please visit [our website](#) for more information.
- **Leadership and management [eWorkbooks](#)**, covering 15 leadership and management topics to support distance learning during Covid-19.



# At a distance and going the extra mile

- Upcoming webinars
- Support resources
- Institute of Leadership & Management

[Download here](#)



Supporting learning and delivery in challenging times View in browser | Forward to a friend




**ilm**  
A City & Guilds Group Business

## At a distance and going the extra mile

Our online resource package to support you

We understand that these are unprecedented times, with many of you now teaching and supporting your learners or apprentices remotely. To assist you as much as we can, we've put together some useful webinars, guidance and top tips to support you with for distance learning.

### Quarterly webinar update hosted by ILM experts



Don't forget to join our upcoming quarterly online event hosted by Joseph Ballantine, Industry Manager, Jill Hansen, Specialist Technical Quality manager (April) and Karen Egan, Technical Advisor (June), as they update you on our products and services.

<b>Quarterly update webinar (April)</b>	Date: Thursday 30 April Time: 09.00 – 10.00	<a href="#">Book your place</a>
<b>Quarterly update webinar (June)</b>	Date: Thursday 25 June Time: 09.00 – 10.00	<a href="#">Book your place</a>

# How The Institute is supporting?

## Leadership and management support



As the pandemic we face continues to unfold, the priority is to respect the situation, keep safe, and continue to lead in a thoughtful manner.

The opportunity may arise for managers and leaders to assume roles that will build trust down the line. Through our collaboration with *The Institute*, the student membership offers students undertaking an ILM qualification and tutors to access the latest, relevant and concise learning resources curated to their needs.

**There's a wide range of leadership and management content to access ranging from:**



### Free daily webinar series

There is a [series of free daily webinars](#) to enable members to continue development in their leadership capability, wherever they are – and lead their business or team through this unprecedented time. Each webinar is built on one of the 49 components of great leadership that *The Institute* have identified to relate to the way of working we now find ourselves in.

**Every day members will receive advice, insight, tools and techniques on a variety of topics, including:**

- How to manage their time when our home and work boundaries have become blurred
- How to be a great worker in a dispersed team
- Managing remote workers
- and The importance of self-awareness when leading a remote team that you can't see.

Every webinar is FREE to join and lasts only 30 minutes, if you miss a webinar you can watch the recording [here](#).

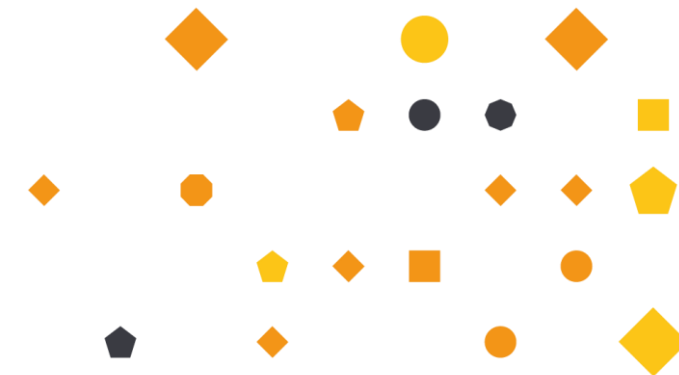


# May series

## The four-week series focuses on:

- **Week 1:** Learn how to coach. In collaboration with the Trusted Coach Directory (from 4 May)
- **Week 2:** Learn how to maintain mental health in collaboration with Mental Health at Work (from 11 May)
- **Week 3:** Learn how to build your employability in collaboration with Hays Recruitment? (from 18 May)
- **Week 4:** Learn how to sustain a small business. In collaboration with WeLead at The University of York (from 26 May)

[Register here](#)





### **Access to the multi award-winning e-learning tool *MyLeadership***

In addition, *The Institute* is making the resources of their e-learning tool *MyLeadership* - usually only available to Institute members - available to everyone, for a period of time.

Developing leadership capability could help businesses survive this crisis. After each webinar, employers will have access to our expertly curated library of resources to develop your learning further. Access the latest cutting-edge thought leadership on each component and even test your knowledge by taking the relevant component scorecard (a short set of online questions).

If you meet the standard you will receive a digital e-badge to recognise your capability to take with you on your leadership journey, on the other side of Covid-19.

---

## Podcasts

*The Institute* will also make their award-winning weekly podcast available that now includes the latest news, and insight from *The Institute's* head of research, policy and standards, Kate Cooper, on how businesses are adapting to the Covid-19 pandemic. Listen back to [how purposeful firms have reacted to the crisis](#) and the long-term impact the pandemic may have on flexible working.

[Future podcasts](#) will also include answers to some of your questions posed during the daily webinars.

## News and views

In such a rapidly changing time, employers can stay ahead with the latest [news](#), views and thought leadership from *The Institute*. Find out what the business responses of some organisations tell us about the [importance of adaptability](#) or which leadership skills can help firms deal with the impact of coronavirus.

Check in regularly to keep updated on the latest business impacts of the pandemic and what it means for you.

If you have not already set up your tutor membership or student membership please click [here](#) on how to set up your membership.

# The Institute of Leadership and Management

## How can I activate the membership?

Make sure your learners are registered on Walled Garden, including their email address. Each learner will receive an email from The Institute within five working days inviting them to activate their membership.

If you have not registered learners email addresses, they can still register. You'll need to provide them with their ILM enrolment number, and they can register online by giving a few personal details.

[Visit Learning and Development page](#)

## Where can I find out more information?

We hosted a webinar in collaboration with The Institute of Leadership & Management in December.

It provides all the details on the benefits of The Institute membership, including what resources are available to support learning and delivery and steps on how you can activate your tutor or learner membership. You can also visit our webpage for more information.

[Download the webinar slides here](#)



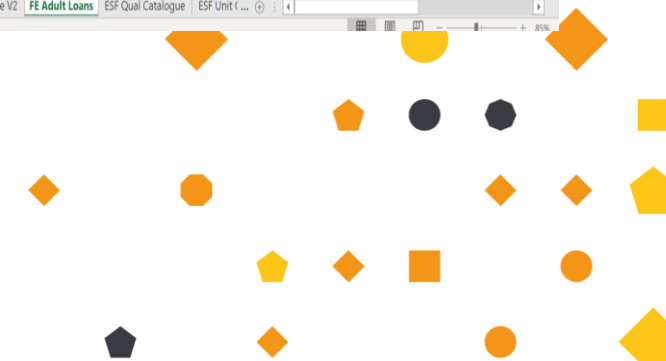
# ILM Funding Web pages

- **New updated funding pages**
  - 19+ funding
  - 16-19 funding
  - 19+ FE Adult Learning Loans
  - Bursaries
  
- **New catalogue/course directory of ILM funded qualifications**



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Learning Aim Reference (QAN)	Learning Aim Title	Qual Type	Qualification Level	Sector	Subject Area	Tier 2	GLH	Total Qualification Time	Min GLH	Max GLH	Funding Category	Weighted Funding Rate	Unweighted Funding Rate	Level
414 60059278	Award in Effective Team Member Skills	Award	Level 2	Business Management			9	30	9	9	Matrix	£150.00	£150.00	
415 6005928X	Award in Leadership and Team Skills	Award	Level 2	Business Management			6	30	6	23	Matrix	£150.00	£150.00	
416 60059308	Certificate in Effective Team Member Skills	Certificate	Level 2	Business Management			45	130	45	45	Matrix	£724.00	£724.00	
419 6005962X	Certificate in Leadership and Team Skills	Certificate	Level 2	Business Management			28	130	28	90	Matrix	£724.00	£724.00	
636 60132164	Diploma in Team Leading	Diploma	Level 2	Business Management			201	400	201	259	Matrix	£1,987.00	£1,987.00	
685 60137812	Certificate in Team Leading	Certificate	Level 2	Business Management			41	150	41	89	Matrix	£724.00	£724.00	
798 60177093	Award for Young Leaders	Award	Level 2	Business Management			15	30	15	20	Matrix	£100.00	£100.00	
799 6017710X	Extended Award for Young Leaders	Award	Level 2	Business Management			25	50	25	45	Matrix	£150.00	£150.00	
863 60336924	Award in Effective Mentoring Skills	Award	Level 2	Business Management			14	50	0	0	Matrix	£100.00	£100.00	

A	B	C	D	E	F	G	H	I	J	K
Learning Aim Reference/QAN	Learning Aim Title	Learning Aim Type	Qualification Level	SSA Tier 2 code	SSA Tier 2	Awarding Org Code	Guided Learning Hours (gh)	Total Qualification Time (TQT)	Min	Max
97 60049674	Diploma in Social Media for Business	Diploma	3	15.3	Business Management	CG	257	420	257	420
101 6005685X	Certificate in Facilities Management	Certificate	3	15.3	Business Management	CG	72	210	72	210
102 60057816	Diploma in Coaching and Mentoring	Diploma	5	15.3	Business Management	CG	45	370	45	370
103 6005931X	Diploma in Leadership and Management	Diploma	4	15.3	Business Management	CG	34	370	34	370
106 60059643	Diploma in Leadership and Management	Diploma	3	15.3	Business Management	CG	88	370	88	370
163 60132401	Diploma in Management	Diploma	3	15.3	Business Management	CG	284	550	284	550
164 60132474	NVQ Diploma in Management	Diploma	4	15.3	Business Management	CG	214	530	214	530
165 60132541	NVQ Diploma in Management and Leadership	Diploma	5	15.3	Business Management	CG	237	530	237	530
173 60136984	Certificate in Coaching and Mentoring	Certificate	3	15.3	Business Management	CG	36	160	36	160
174 60136996	Certificate in Principles of Leadership and Management	Certificate	3	15.3	Business Management	CG	31	150	31	150
177 60142352	Diploma in Principles of Leadership and Management	Diploma	4	15.3	Business Management	CG	78	370	78	370
190 6015584X	Certificate in Leadership and Management Practice for the Construction and Built Environment Sector	Certificate	3	15.3	Business Management	CG	57	150	57	150
191 60155899	Diploma in Leadership and Management Practice for the Construction and Built Environment Sector	Diploma	3	15.3	Business Management	CG	115	370	115	370
254 60319975	Diploma for School Business Managers	Diploma	4	15.3	Business Management	CG	135	385	0	385
255 60319987	Diploma for School Business Leaders	Diploma	5	15.3	Business Management	CG	150	435	0	435





# Register your email preferences

With our new preference centre, you get to choose what you'd like to hear about, by selecting your email preferences.

Here are four key benefits of registering your email preferences:

- be in control of the specific updates you want to receive
- manage your interests by updating your preferences at any time
- increase the number of relevant emails you receive
- stay informed of the latest updates, upcoming events and important alerts.

Get the latest updates straight to your inbox

Visit [i-l-m.com/emailupdates](https://i-l-m.com/emailupdates)





# Quality Updates

## Jill Hansen



# Quality changes

- Add-ons still available
- Suspended new centre approvals
- Centre Change of Address Updates suspended
- Suspended certification
- Suspended Face to Face EQA visits – remote visits still available
- Contact details





# EPA updates

## Rebecca Hollamby

# Keeping up to date with Covid-19 Dispensations

EPA's Level 3 Team Leader

Level 5 Operational Department Manager

Level 6 Chartered Manager

Level 7 Senior Leader

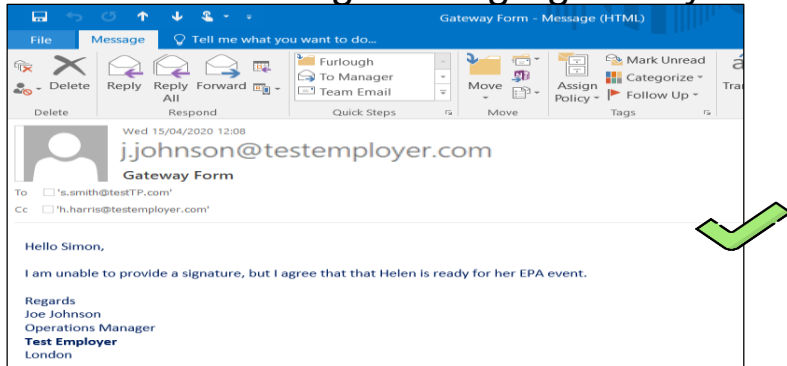
The screenshot shows the ILM website's 'Covid-19' support page. At the top, there is a navigation menu with 'Home', 'Covid-19', 'Working with ILM', 'Qualifications & Apprenticeships', 'Trainers and Centres', 'Supporting Employers', 'Assessment & Resources', and 'New Events'. Below the navigation, the page title is 'Supporting customers during the Covid-19 pandemic', updated on 07 April. The main content area contains a message of support, stating that ILM is committed to providing resources and advice during the pandemic. A yellow box highlights contact information: 'We're here to help' with email 'customer@i-l-m.com' and phone number '0844 543 0000 (option 5)'. At the bottom, there are two sections: 'City & Guilds Group statement' and 'Online events to support you'.



For more information visit [i-l-m.com/covid-19](https://www.i-l-m.com/covid-19)

# Gateway and the use of digital signatures

- Digital Signatures allowed on declaration / authenticity documentation. This is not the same as ‘typing’ in the learners name and date.
- If it is not possible to get a digital signature we will accept a letter from the Apprentices’ employer stating the learner is able to go through gateway. This must be stated in the email and include the Employers email signature.



## Email exemption

We are currently accepting a separate email uploaded directly to the EPA Portal. This should be from the employer, clearly stating the learner is ready for their EPA event.

- We will also accept a photograph of a signature and this uploaded as an attachment to the gateway documentation form all parties.
- For further [guidance](#) please click the link.

# Delivering Evolve tests remotely

## Things to consider:

- Only to be used for EPA knowledge tests, not Diploma Evolve examinations
- Exams are invigilated on a 1-2-1 basis.
- 5 day booking window still required
- Invigilators must be fully trained
- Delivery platforms must allow the Invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test
- Test must be taken under exam conditions
- Remotely Invigilated e-evolve tests will be delivered through a web-delivery application requiring no installation to the candidate computer

Apply online  
via a contact form  
on this [link](#)

Technical guidance  
and 'how-to' [guide](#)

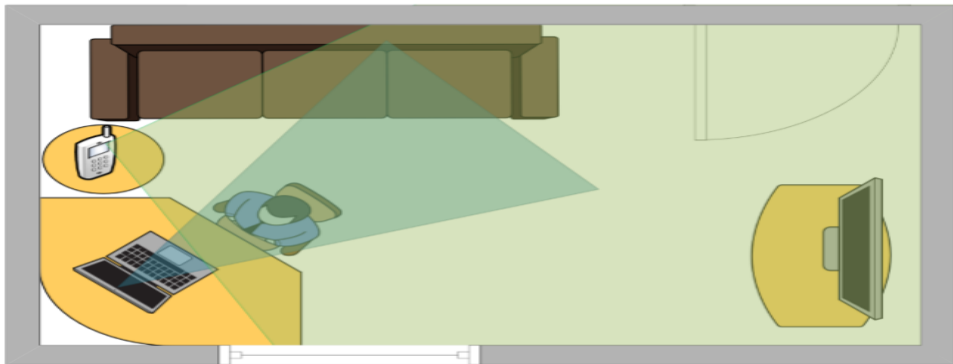
# Equipment required for delivery

## Centre

The template checklist which will need to be completed by the invigilator during the event. This must be stored for 6 months after the event.

The Evolve exam will be booked on Walled Garden and an ULN link will be created to send to the learner to sit the live exam

Access to web based delivery platform – either **LogMeIn – Go To Meeting** or **Cisco WebEx**



## Learner

The candidate will need a laptop/computer with the following features:

- Screen resolution at least 1024x768;
- OS Windows 7, 8, 8.1 and 10 (Mac/Tablet/Chromebooks are not compatible);
- A supported web browser with ActiveX Flash enabled;
- Operational web camera that can face them
- Access to the preferred virtual meeting technology.

## Also

The candidate will also need

- A smart phone or tablet with an operational web camera
- An email account
- Photographic ID.

# Wider EPA Covid updates

ESFA/DfE have released a new Apprenticeship Service specific page for providers, learners, employers etc. to support them with info during the virus. The link is [HERE](#)

The page covers info such as:

- [Furloughed apprentices](#)
- [Record coronavirus \(COVID-19\) related breaks in learning in the ILR](#)
- [Pause or stop an apprenticeship because of coronavirus \(COVID-19\)](#)
- [Coronavirus \(COVID-19\): how the apprenticeship service will support you](#)
- [Changes to apprenticeship assessments](#)

**Furloughed apprentices can:**

- continue with their apprenticeship training and end-point assessments
- continue with off-the-job training from home
- use digital and distance learning
- take a break in learning
- take part in volunteer work.





# Assessment Plan Update

# Upcoming events

## Dates to add to your diary







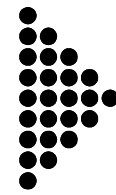
# ILM Quarterly Update Webinars

## We want your feedback!

2nd

**April 30<sup>th</sup>**

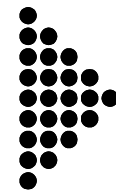
**09.00-10.00**



3rd

**June 25<sup>th</sup>**

**09.00-10.00**



4th

**October 15<sup>th</sup>**

**09.00-10.00**

[Reserve your place now!](#)

# Coaching and Mentoring Special Interest events

We're delighted to continue with our Coaching and Mentoring networking meetings.

These events will allow you to meet with our Coaching and Mentoring Technical Experts and network with other Coaching and Mentoring professionals.

Moving forward we will transition these events into Special Interest Groups across England and the Nations.

## Webinar

**Date: Thursday 18 June 2020**

**Time: 10.00 – 11.00**

[Register here](#)



# Upcoming apprenticeship webinars

Webinar	When	Where to book
Best Practice for Developing a Portfolio	Date: Wednesday 6 May Time: 12.00 - 13.00	<a href="#">Book here</a>
Best Practice for Professional Discussions and Interviews	Date: Tuesday 12 May Time: 09.30 - 10.30	<a href="#">Book here</a>
EPA Requirements for Team Leader & Operations/Departmental Manager	Date: Tuesday 19 May Time: 12.00 - 13.00	<a href="#">Book here</a>
Management Standards: our end to end offer	Date: Wednesday 20 May Time: 9.30 - 10.30	<a href="#">Book here</a>



# Questions answers

# We're here to help

Customer Service team: [customer@i-l-m.com](mailto:customer@i-l-m.com)

EPA Support: [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)

Quality team: [qualityILM@i-l-m.com](mailto:qualityILM@i-l-m.com)

Joseph Ballantine: [Joseph.Ballantine@i-l-m.com](mailto:Joseph.Ballantine@i-l-m.com)

Jill Hansen: [Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com)

Rebecca Hollamby: [Rebecca.Hollamby@cityandguilds.com](mailto:Rebecca.Hollamby@cityandguilds.com)

Karen Egan: [Karen.Egan@i-l-m.com](mailto:Karen.Egan@i-l-m.com)



Thank  
you

