ILM Quarterly Customer Update

April 2021
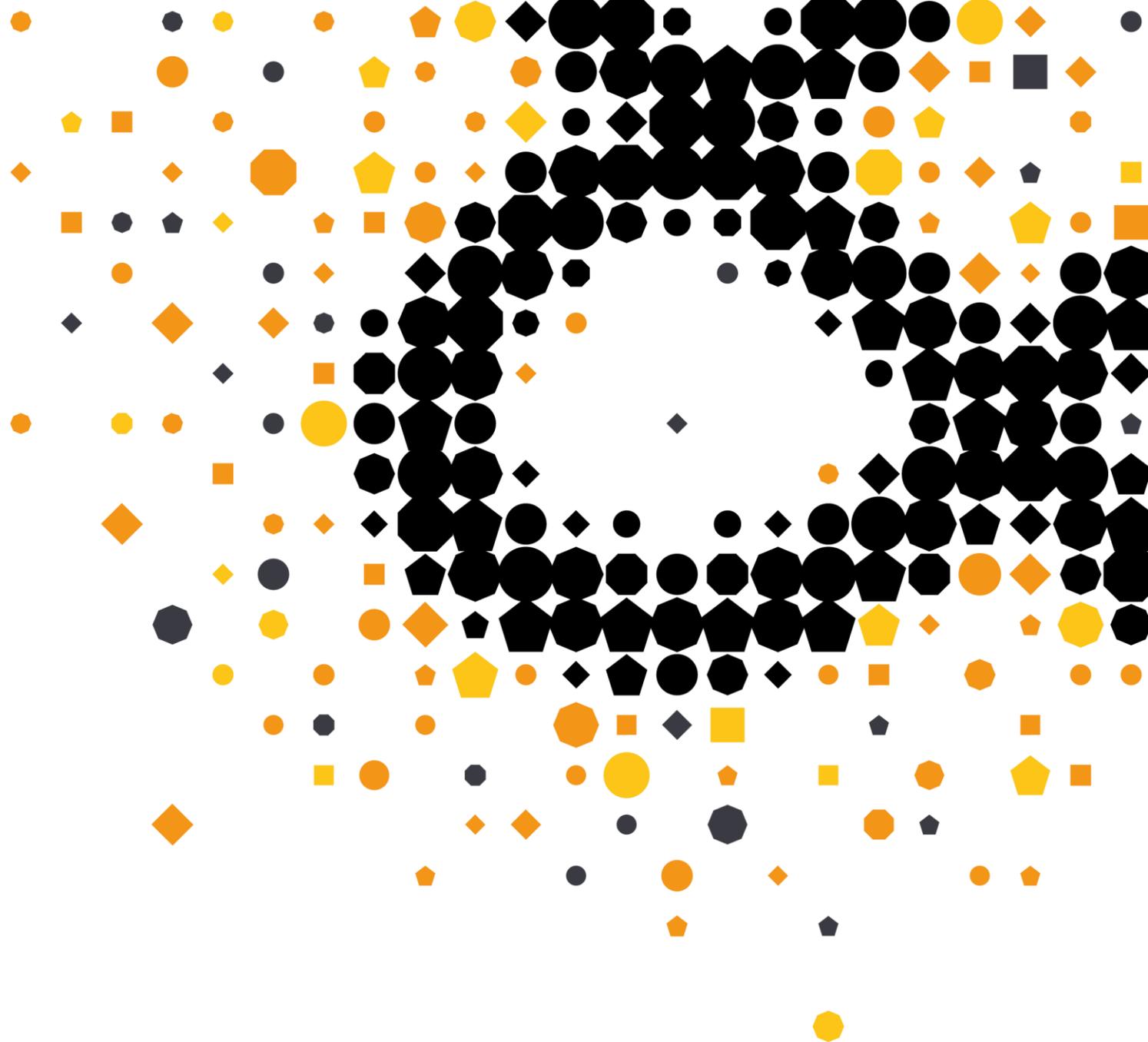
Speakers

Joseph Ballantine
ILM Industry Manager

Jill Hansen
ILM Technical Advisor

Paloma Passos Tattershall-Dodd
Category Manager – Nations

Belinda Pegg
ILM Senior Marketing and Propositions Manager

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

E: Paloma.Tattershall-dodd@cityandguilds.com

E: Belinda.pegg@cityandguilds.com

Topic	Speaker
Welcome	Joseph Ballantine
ILM Recognised	Belinda Pegg
Apprenticeship update	Joseph Ballantine
Coaching and Mentoring update	Jill Hansen
ILM Assessment Service update	Jill Hansen
Spotlight on Wales	Paloma Passos Tattershall-Dodd
Customer feedback	Joseph Ballantine
ILM events	Joseph Ballantine
Q&A session	All

Endorsed & Development update

- From 31 August 2021, we will not accept any <u>new</u> Endorsed or Development programmes.

- There will be no changes to your existing E&D programmes. There are currently no plans to migrate existing programmes to ILM Recognised.

- If you wish to add new programmes, they will be ILM Recognised. You do not need to be a centre and this will be an annual contract with an annual review.

- Once you move onto ILM Recognised, we can discuss either moving your E&D programmes to ILM Recognised straight away, or we will migrate them to ILM Recognised after 12 months when we conduct your annual quality review. This ensures that all of your non-regulated ILM programmes follow the same review process.

ILM Recognised

Showcase the quality of your training programme with ILM Recognition services.

WHY
is the right recognition important?

ILM Recognised celebrates great leadership, management and coaching programmes delivered by training providers and employers around the world.

- Stand out from the crowd
- Align to global standards
- Give learners the right tools to succeed
- Validate investment in talent
- Future proof talent and skills

When to choose ILM Recognised:

When you have experience and expertise in delivering high quality training within the ILM footprint* but want to increase credibility by validating that your training meets ILM's high quality standards

You have everything ready. You don't need support in mapping your programme against the ILM Recognised quality measures

When you want to add value to your programme and celebrate your learners' achievements.

Key Features:

- Programmes can be assessed or non-assessed
- Quick registration
- Self-serve application process
- Discussion with ILM Recognised consultant
- Option for ILM certificates
- Digital credentials
- Annual contract
- Annual quality review
- Volume discounts on per-learner pricing

*ILM footprint is leadership, management, coaching, mentoring and enterprise

We'll have you up and running within

6-8 weeks

*From submission of application

You don't need to be an ILM Centre to apply!

Training that aligns with the ILM footprint

ILM Recognised Measures of Quality

ILM Recognised programmes share the same rigorous commitment to quality standards that are embedded with everything ILM does. Our robust quality review is repeated annually to ensure the integrity and quality of programmes over the long-term.

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RECOGNISED

HOW do we measure quality?

ILM footprint
- Do the core learning outcomes of your training programme fit within the ILM footprint of leadership, management, coaching or enterprise?
- Does your training programme offer robust and valid learning content and a fit-for-purpose programme structure?

Programme management and resources
Do you have appropriate programme management in place? Specifically:
- skilled & experienced delivery staff?
- delivery resources fit for purpose?
- policies and procedures to support the entire learning experience?

Quality assurance
Does your programme implement:
- sound and fair assessment methodology?
- robust internal quality assurance and data management? (assessed programmes only)
- effective evaluation and self-assessment?

Learner experience
Does your programme offer:
- a robust induction programme for seamless onboarding?
- an effective marketing and communication strategy?

Digital credentials and ILMR logos to promote your programme

Each learner that completes an ILM Recognised programme receives a digital credential that allows them to showcase their achievement on social media. Credentials feature your organisation logo and the programme title*.

You will also receive an organisation credential to identify your programme as ILM Recognised.

Example Learner credential

Example organisation credential

In addition to the digital credentials, you will be able to use the ILM Recognised logo on any of product or marketing materials (website, brochure, exhibition stands etc)

*Maximum 25 characters including spaces.

ILM Recognised certificates

One ILM Recognised programme can be rebranded as many times as you need with customised printed certificates.

Certificates can be customised with:
- 60 characters of text specific to a cohort or client
- Add a client logo*

When registering learners, simply group them by cohort and apply the correct branding and text options for each cohort.

*An ILMR customer can upload an unlimited number of employer logos to Walled Garden but each ILM printed certificate can only display two logos at any time – this is usually your logo and your client's logo.
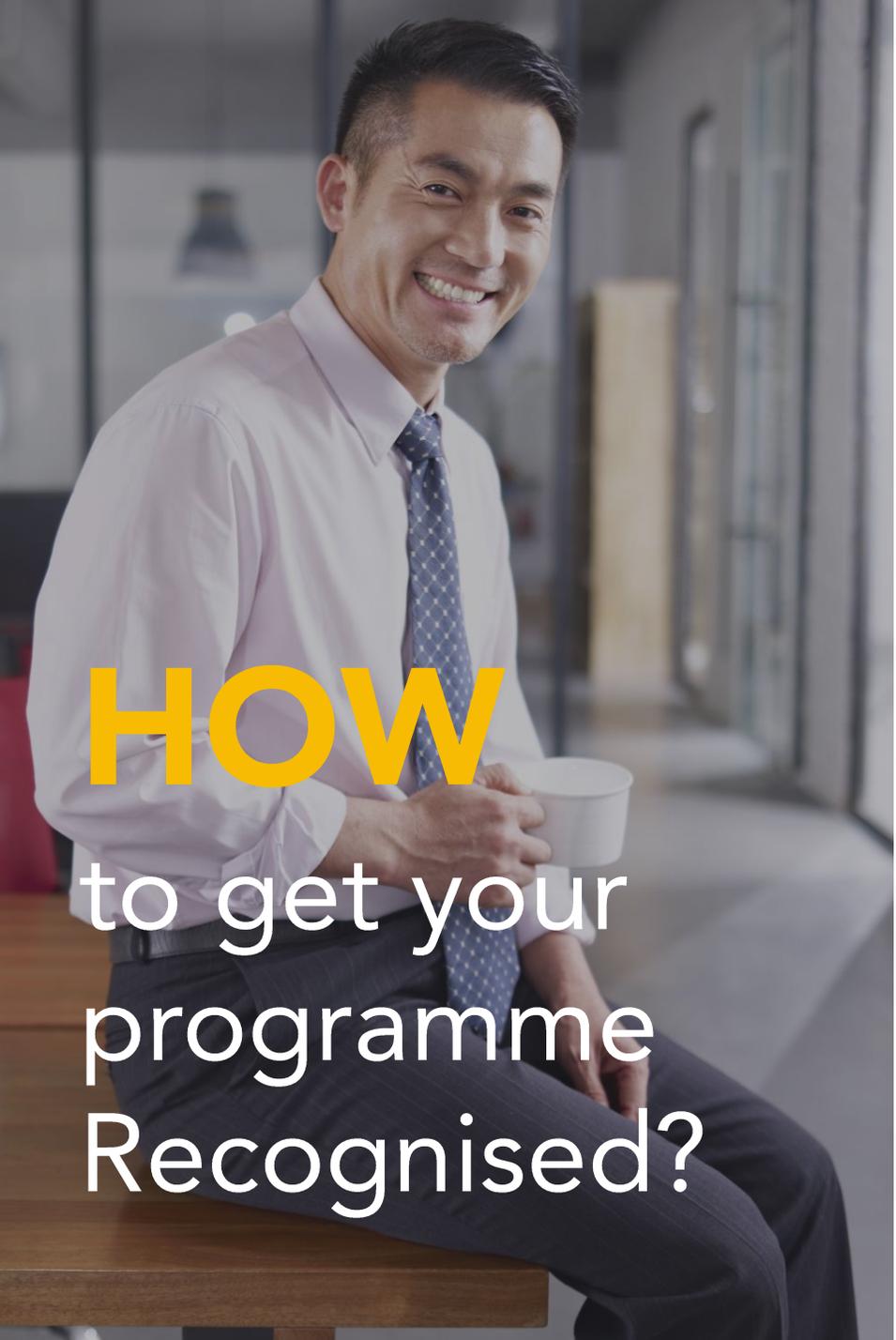
HOW
to get your programme Recognised?

1 **Pre-apply** — Complete a registration form to trigger set-up.

2 **Apply** — Submit your application form with supporting evidence and schedule an online meeting with an ILM Recognised consultant where we get to know more about your programme.

3 **Approve** — If your programme meets our measures of quality, you will receive your approval letter, customer contract and digital credential.

4 **Operate** — Gain access to ILM's Walled Garden, where you can register learners.

5 **Showcase** — Promote your programmes and learner accomplishments on all platforms with our digital credentials and use of the ILM Recognised logo.

6 **Review** — Conduct an annual review with an ILM Recognised Consultant to renew your programme for another year.

Get involved

Find out more how your business can get recognised.

Complete our registration form or speak to an account manager.

Email: **ilmrecognised@i-l-m.com**

Download the registration form at:
www.i-l-m.com/ilmrecognised
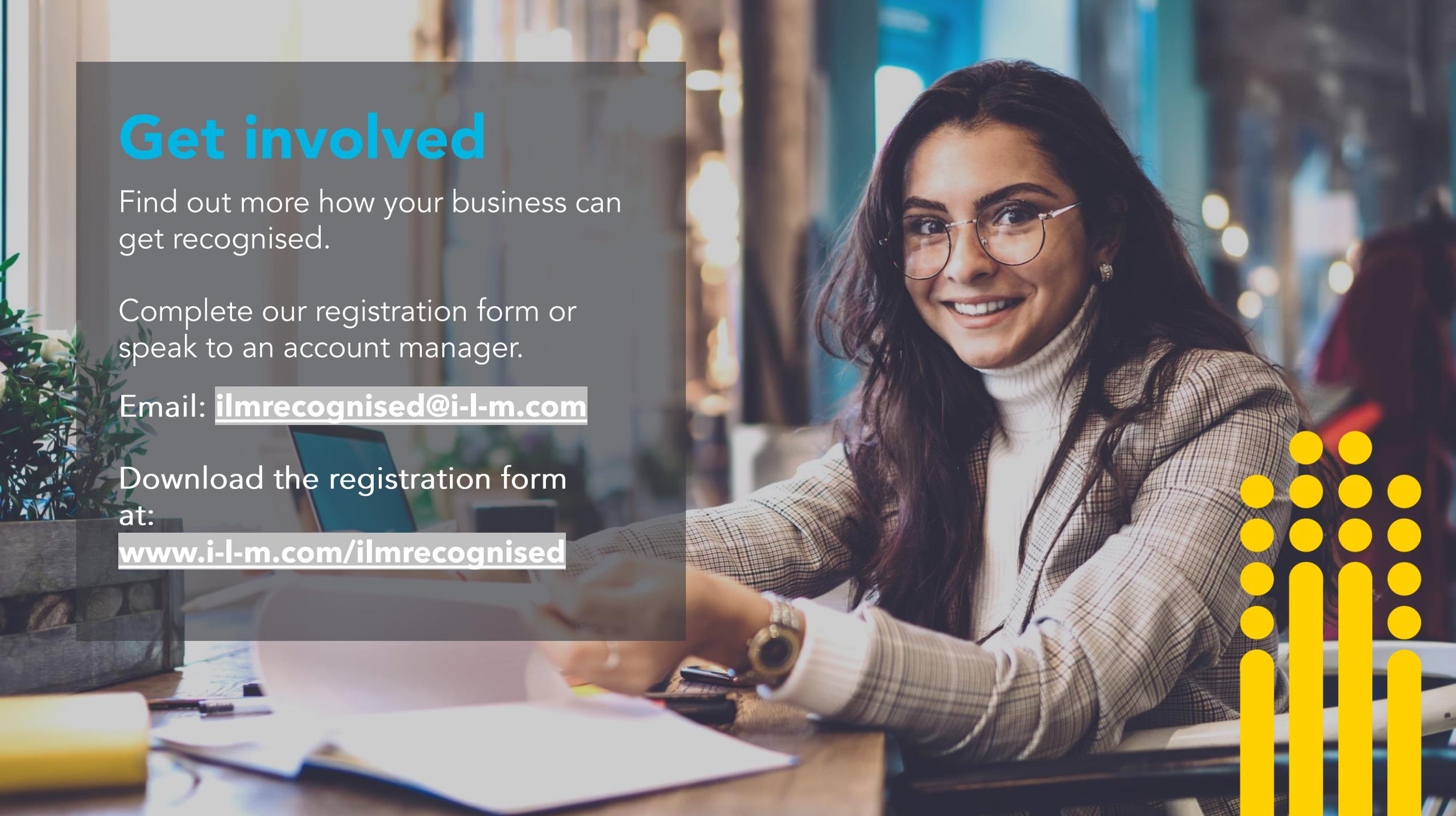
Apprenticeship update

Apprenticeship/EPA Update (England only)

Team Leader/ Supervisor (level 3)

Operations/ Department al Manager (level 5)

Chartered Manager (Level 6)

Senior Leader (level 7)

Example for Team Leader.

Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE
1.2	End-point assessment plan revised	25/06/2020

Apprenticeship dates (England only)

Apprenticeship	New assessment plan – earliest start date	ILM EPA registration code
Team Leader / Supervisor	25/06/2020	9308-22
Operations or Departmental Manager	21/10/2020	9309-22
Senior Leader	29/03/2021	9311-22

Any apprentice registered onto their ILR who start from the above dates must be working towards the new assessment plan.
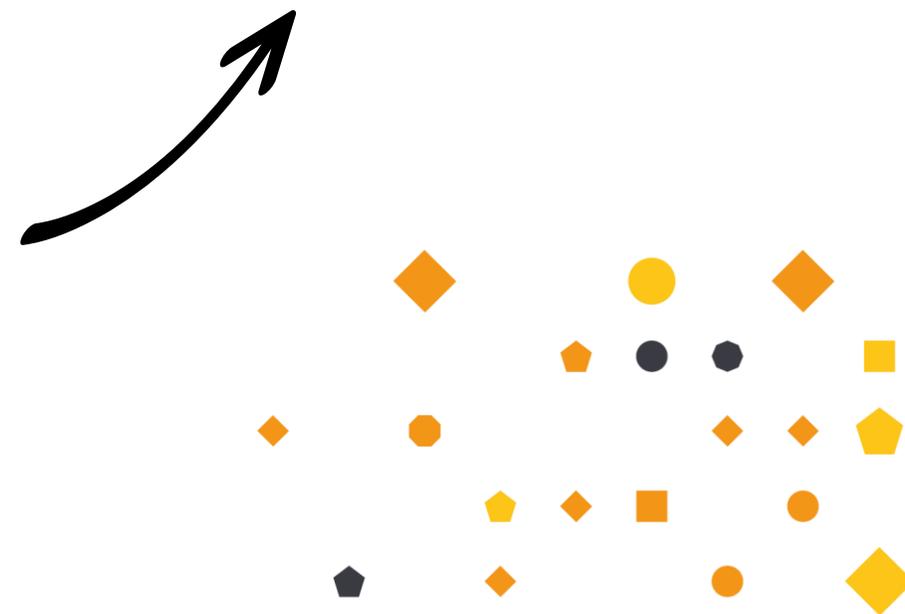
Coaching and mentoring
Updates

Breaking News….

Exceptional circumstances decisions now devolved to centre staff

Handbooks refreshed

Level 5 Certificate and Diploma in Effective Coaching and Mentoring

8588

May 21 Version 1.1

Qualification Handbook

ILM Assessment Service
Updates

What's new for the ILM Assessment Service?

We have a new service delivery owner, Charlotte Okwera who will be leading the operational delivery of service and making changes to improve the customer experience.

The website pages have been updated and centres can contact the ILM customer service team for first line support.
The team can help with advice about the service and ILMA portal queries.

Charlotte Okwera
Service Delivery Manager

Meet the ILM Assessment Service Team >

Stay in touch with us:
Call **+44 (0)1543 266 867** or by email **customer@l-l-m.com**

You can also visit our ILM Assessment Service page: **i-l-m.com/assessment-and-resources/ilm-assessed**

New Qualification added:

## Level 3 Diploma in Leadership & Management (with 13 – 16 assessments) 8600-35

For approval - Please contact our Customer Service Team customer@i-l-m.com

Learner Fees
ILM Assessment Service

ILM Assessment Service is a cost-effective and quality-assured way to support you with a major part of your workload. Because the assessment team is at the heart of ILM, they know our qualifications inside out. Marking assessments through the ILM Assessment Service is available for several of our most popular qualifications, including Leadership and Management and Coaching and Mentoring.

The fees listed include fees for learner registration, assessment for the qualification and final certification.

Qualification title	Full	
	Fee code	Fee
Leadership and Management		
Level 2 Award in Leadership and Team Skills (with 2–3 assessments)	8000-14	£182.60
Level 2 Certificate in Leadership and Team Skills (with 9–12 assessments)	8000-25	£476
Level 2 Certificate in Team Leading (with 9–12 assessments)	8002-25	£504.56
Level 3 Award in Leadership and Management (with 2–3 assessments)	8600-14	£168
Level 3 Award in Leadership and Management (with 4–6 assessments)	8600-15	£275
Level 3 Certificate in Leadership and Management (TPR with up to 8 assessments)	8600-27	£334.40
Level 3 Certificate in Leadership and Management (with 4–8 assessments)	8600-24	£335
Level 3 Certificate in Leadership and Management (with 9–12 assessments)	8600-25	£536.80
Level 3 Certificate in Principles of Leadership and Management (with 9–12 assessments)	8606-25	£430.36
Level 3 Diploma in Leadership & Management (with 13 – 16 assessments)	8600-35	£763.00
Level 5 Award in Leadership and Management (with 2–4 assessments)	8607-14	£204
Level 5 Certificate in Leadership and Management (with 2–6 assessments)	8607-24	£360.80

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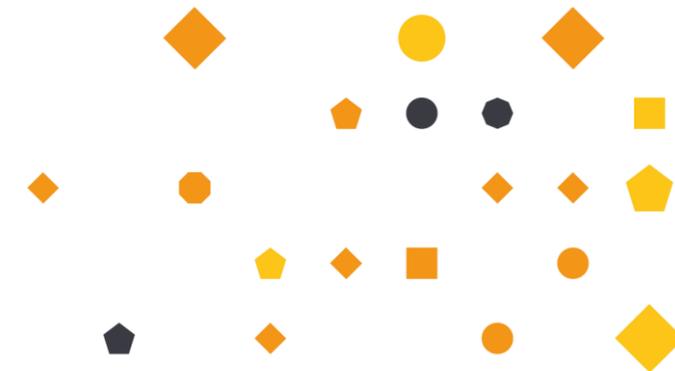
Updated documents

ILMA Policy & 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 - refresh and layout change to ensure all the required information is captured on one page.

ILM Assessment Verbs with examples

- **Verb definitions**
- **Examples of each verb in use.**

Part A document on supporting notes for ILM VRQs

- **Structure of VRQ's,**
- **Assessment/marking**
- **Occupational Competency of the delivery staff etc.**
- **Current terminology**
- **Example Learner Journey**
- **Example Lesson plans**

Definition of ILM's Assessment Verbs

The following terms are working definitions of the more common verbs used in ILM assessments. They are illustrated with an example of how they can be applied. The examples are for guidance as some verbs can be used in different, but equally valid, contexts. For example, you can 'establish' (set up) a company or you can 'establish' (verify) the truth of a situation.
At the end of this document there are two unit's with additional supporting notes to further support understanding of the assessment criteria.

Verb	Definition	Example
Analyse What makes this work the way it does?	To examine something in detail, to discover, or determine the meaning or essential features and draw conclusions. To break something down into components or essential features; to identify possible causation and/or draw conclusions. Analysis is not solely confined to data, but will often involve some manipulation of data to identify patterns etc. The more complex the topic being analysed, the higher the level, but analysis will rarely be a low-level activity.	A review of staff data confirms that 80% of the workforce is male. It is important to analyse the reasons for this gender imbalance and prepare a report for senior management. The analysis could consist of collecting both qualitative and quantitative data and include each stage of the recruitment process. Where and how does the company advertise? What is the gender breakdown of applicants? Is it greater or less that 3:1? What selection methods are used? Are these appropriate and relevant? Is there any unconscious bias? Talk to current employees about their experience as another source for analysis. Data on retention of staff – is there any significant gender difference? Is the male/ female retention the same at all levels? Gather the data, identify any patterns e.g. are females applying or not? Are they not getting through the selection process? Analyse both the statistical data and the 'soft' information and draw valid conclusions.

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Spotlight on Wales
New process

QiW success: a new automated process to request qualifications

We are 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.

Problems we are looking to solve:

✓ **Remove the multiple touch points** for customers requesting qualifications;
✓ **Eliminate the bottle neck** of requests going through the Sales teams – your Account Manager becomes your escalation point only;
✓ **Streamline customer's input** – by providing the required letter of demand template and helping customers to get it right first time;
✓ **Avoid unsuccessful submissions** – by obtaining the right evidence from the 'get-go';
✓ **Stop lengthy back and forth comms** – by delivering timely feedback as set out in our SLAs.

This process can be used by any centre wishing to deliver publicly funded qualifications in Wales and is to be used to add qualifications which are NOT already available in QiW.
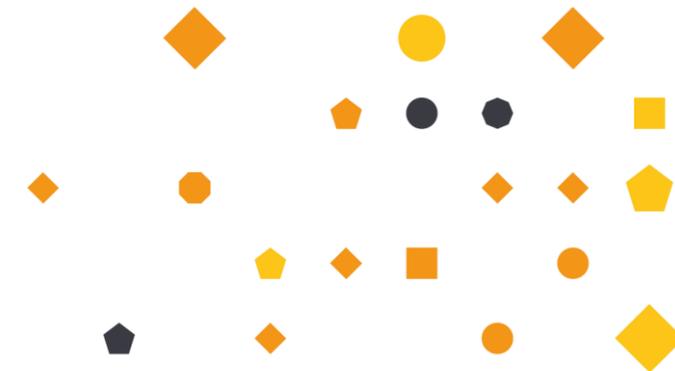
QiW success: a new automated process (how it works)

1. Log on to the **ILM** website via our Wales **page**
2. Click on the widget

Adding our qualifications to QiW

Submit your request for the addition of City & Guilds / ILM qualifications to the QiW database of qualifications.

💬 Submit my request now ›

3. Fill out the form with all required details
4. Check and submit
5. You will receive an automated response outlining next steps.

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Request to add a qualifications(s) to QiW database of qualifications

As you may know all City & Guilds qualifications, currently funded in Wales, are displayed in the QiW database of qualifications. We advise you to search the database first for the qualification accreditation number (QAN) you are looking for first, before sending us a request to add qualification(s) to QiW.

If you cannot find the qualification(s) you are looking for please complete the form below.

Please note we can only accept requests from Wales based centres and only from those whose job roles are responsible for curriculum planning i.e. head of departments, curriculum managers, curriculum VPs, exam managers.

Contact and Organisation details

First Name*

Last Name*

Job Role*

Your work email*

Organisation Name*

Organisation Type*

Country/Territory*

Qualification information

The details of the qualifications you require to be added to QiW including the forecast of registrations number (demand) for this qualification in your centre over the next 3 years.
Please ensure you list all the City & Guilds qualification numbers, QANs and the City & Guilds qualification titles you may require i.e. where a QAN has multiple qualifications please list all the qualifications numbers and titles you may need which is linked to the QAN. If you require more than 5 to be added to the QiW database then please submit as many forms as required.

Qualification Number*	Qualification Code (QAN)*	Qualification Title (pathway)*	Volume of learners (estimate)*
Qualification Number	Qualification Code (QAN)	Qualification Title (pathway)	Volume of learners (estimate)
Qualification Number	Qualification Code (QAN)	Qualification Title (pathway)	Volume of learners (estimate)
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Qualification Number	Qualification Code (QAN)	Qualification Title (pathway)	Volume of learners (estimate)

Please provide a statement below confirming who is providing the support for the qualification(s) and why they are relevant in Wales. This can relate to a specific skills gaps or industry requirements and demand from local employers. *

QiW success: a new automated process (what happens next)

Next, you will receive a confirmation **within 10 working days of your request** informing you if your request has been accepted by City & Guilds.

If your request is rejected, we will tell you why. i.e. the qualification is about to close.

If your request is accepted, we will confirm next steps. There will be one further stage of communication:

You will receive confirmation when the qualification(s) you requested have been submitted and accepted by QW **within 25-30 working days of your request**.

OR

You will receive confirmation if your request have not been submitted or have been submitted but have not been accepted by QW and the reason(s) why i.e. lack of industry support for requested qualification(s) in Wales.
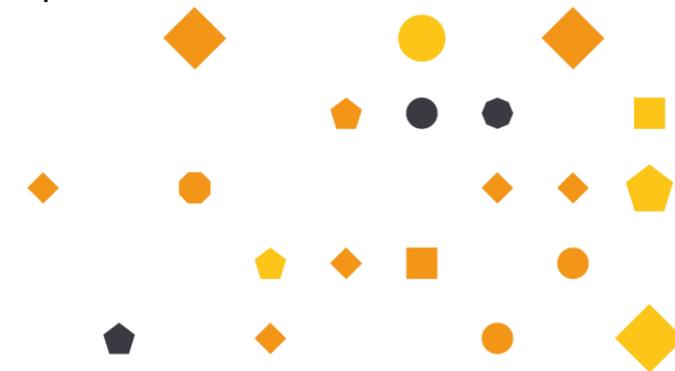
Customer feedback
Communications

We want your feedback!

- During lockdown we have all been very reliant on **remote communications** whether by email or video such as webinars and podcasts.

- As we come out of lockdown we want to take the opportunity to hear from you on **what changes you'd like ILM to take to our communications**.

- **What type of communications have worked well?** Have you enjoyed webinar updates such as these and other webinars we've held throughout the pandemic?

- **What type of communications have not worked well** for you and what alternatives would you like ILM to adopt?

- Has the **frequently and timing of our communications** been the right mix? Would you like less or more and what methods of communications would you like to see more of less of?

- **What topics have worked well and been well received?** What topics should we do more of? Have any topics not worked?

Guide to fees
Mid-year update

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Updated Guide to Fees – version 2.0

The complete guide to ILM fees and services for the UK
1 September 2020 - 31 August 2021
v.2.0 April 2021

Download here

ILM events
Dates to add to your diary

ILM Quarterly Update Webinars in 2021

1st

January 14th

09.00-10.00

2nd

April 22nd

09.00-10.00

3rd

July 8th

09.00-10.00

Reserve your place now!

More events…

Senior Leader Apprenticeship changes (3 of 3)

May 4th

09.00-10.00

T Level Provider update

May 25th

09.30-10.30

T Level Provider update

July 6th

09.30-10.30

Reserve your place now!

Past webinars

26th January

ILM Funding and Policy Webinar

27th January

What is impactful leadership in a virtual world
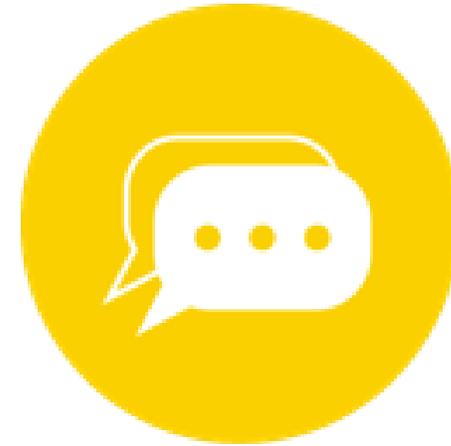
16th February & 30th March
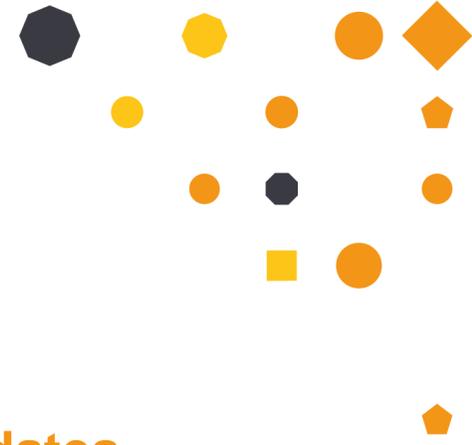**Senior Leader Standard and Assessment Plan changes – what's new and timescales**

Access the recordings here!

Questions
answers

We're here to help

- Customer Service team: customer@i-l-m.com

- EPA Support: epasupport@cityandguilds.com

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

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

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

Keep in touch

- **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, follow us on our social channels**:

@ILM_UK   @ilm_uk   @ilmuk1

Thank you

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