

# ILM Quarterly Customer Update

January 2020



# Speakers

**Joseph Ballantine**

**ILM Industry Manager**



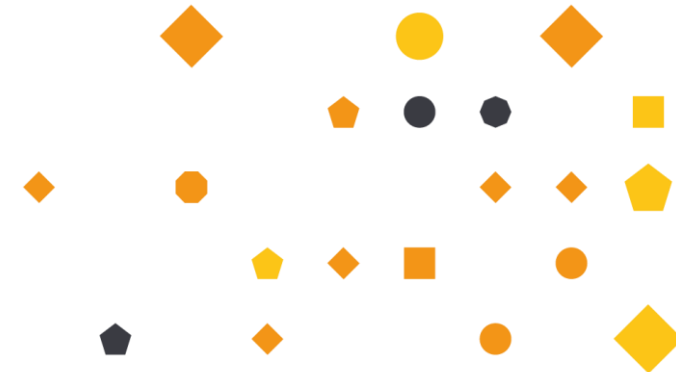
**Karen Egan**

**ILM Technical Advisor**



**Bryony Kingsland**

**Head of Funding and Policy**



Topic	Speaker
<b>Introduction</b> <ul style="list-style-type: none"> <li>Welcome</li> <li>Introduce key speakers</li> <li>Agenda</li> </ul>	Joseph Ballantine
<b>Funding and policy update</b> <ul style="list-style-type: none"> <li>New funding web-page</li> <li>New funding catalogue</li> <li>General funding updates</li> </ul>	Bryony Kingsland
<b>Technical updates</b> <ul style="list-style-type: none"> <li>Rules on simulation in EPA</li> <li>Clarifying how 'Depth' should be implemented.</li> <li>What a Showcase Portfolio should look like.</li> <li>Upcoming TA events</li> </ul>	Karen Egan
<b>General ILM updates</b> <ul style="list-style-type: none"> <li>Preference centre</li> <li>Up-coming events</li> <li>EPA updates</li> <li>General updates</li> </ul>	Joseph Ballantine
<b>Q&amp;A session</b>	ALL
<b>Close</b>	Joseph Ballantine



# Funding and Policy Update

## Bryony Kingsland



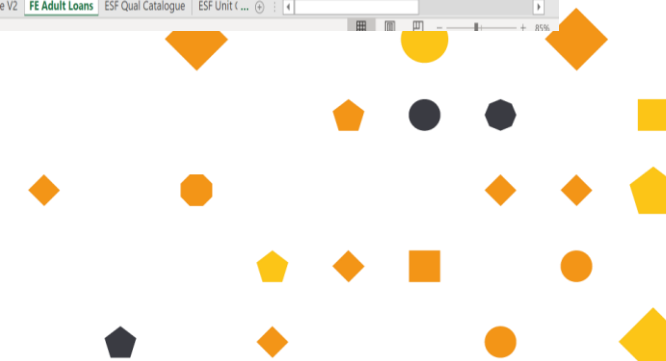
# ILM Funding Web pages

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



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	

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
97 60049674	Diploma in Social Media for Business	Diploma	3	15.3	Business Management	CG	257	420	25
101 6005685X	Certificate in Facilities Management	Certificate	3	15.3	Business Management	CG	72	210	72
102 60057816	Diploma in Coaching and Mentoring	Diploma	5	15.3	Business Management	CG	45	370	45
103 6005931X	Diploma in Leadership and Management	Diploma	4	15.3	Business Management	CG	34	370	34
106 60059643	Diploma in Leadership and Management	Diploma	3	15.3	Business Management	CG	88	370	88
163 60132401	Diploma in Management	Diploma	3	15.3	Business Management	CG	284	550	284
164 60132474	NVQ Diploma in Management	Diploma	4	15.3	Business Management	CG	214	530	214
165 60132541	NVQ Diploma in Management and Leadership	Diploma	5	15.3	Business Management	CG	237	530	237
173 60136984	Certificate in Coaching and Mentoring	Certificate	3	15.3	Business Management	CG	36	160	36
174 60136996	Certificate in Principles of Leadership and Management	Certificate	3	15.3	Business Management	CG	31	150	31
177 60142352	Diploma in Principles of Leadership and Management	Diploma	4	15.3	Business Management	CG	78	370	78
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
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
254 60319975	Diploma for School Business Managers	Diploma	4	15.3	Business Management	CG	135	385	0
255 60319987	Diploma for School Business Leaders	Diploma	5	15.3	Business Management	CG	150	435	0



# Apprenticeship Funding Rule Changes

The apprenticeship funding rules now allow an individual learner to attract funding for an apprenticeship and some AEB funded provision concurrently!

There are a few rules attached to this. The individual apprentice must not:

- Be undertaking another apprenticeship
- Undertake any training funded through AEB that replicates vocational or other learning covered by the apprenticeship (inc. English and maths).
- Offer career related training that conflicts with the apprenticeship (e.g. studying an engineering award whilst on an apprenticeship to be a pastry chef).
- Study the additional programme during working hours (where an apprentice has more than one job, working hours refers to the hours of the job the apprenticeship is linked to)
- Be in receipt of any other direct DfE funding such as student loans.



<b>Provision</b>	<b>19- to 23-year-olds</b>	<b>24+ unemployed</b>	<b>24+ other</b>
<b>English and maths, up to and including level 2 (Must be delivered as part of the legal entitlement)</b>	Fully funded*	Fully funded*	Fully funded*
<b>Level 2 (excluding English and maths) (First full level 2 must be delivered as part of the legal entitlement)</b>	Fully funded* (first and full)	Fully Funded	Co-funded+
<b>Learning to progress to level 2</b>	Fully funded^ (up to and including level 1)	Fully funded	Co-funded+
<b>Level 3 (First full level 3 must be delivered as part of the legal entitlement)</b>	Fully funded* (first and full)	Loan-funded	Loan-funded
	Loan-funded** (previously achieved full level 3 or above)		
<b>Traineeship#</b>	Fully funded (including 16- to 24year-olds##)	N/A	N/A
<b>English for speakers of other languages (ESOL) learning up to and including level 2</b>	Co-funded+	Fully funded	Co-funded+
	Fully funded – unemployed		
<b>Learning aims up to and including level 2, where the learner has already achieved a first full level 2, or above</b>	Co-funded+	Fully funded	Co-funded+
	Fully funded – unemployed		
<b>Learning aims up to and including level 2, where the learner has not achieved a first full level 2, or above</b>	N/A	Fully Funded	Co-funded+

\*Must be delivered as one of the English and maths, and/or first full level 2 or first full level 3 qualifications required as part of the legal entitlements.

^Must be delivered as entry or level one provision from local flexibility.

# Excludes flexible element where funding depends on age and level.

## 16- to 18-year-old learners must be eligible under the ESFA's young people's residency requirements.



# What Policy Developments can we expect in 2020

- Level 4/5 Reforms
- L3 and below reforms
- First T-Level delivery
- Review of Levy – use, transparency, flex?
- Removal of legacy qualifications from the ESFA AEB funded offer (Sept 2020)
- Response to Augar Review – later in 2020 – spending review
- Further devolution of AEB (Sheffield and North Tyne)



**We will run webinars on any policy changes or announcements that affect our customers.**



# Technical Updates

## Karen Egan



# EPA - Simulation

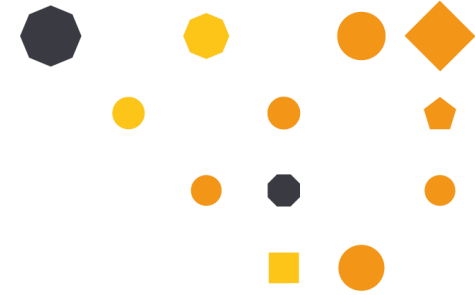
## is allowed – *however*

- only where naturally occurring evidence cannot be generated
- should only form a **small** part of the evidence
- solely in exceptional circumstances – where situations are not naturally or readily occurring
- Must be undertaken in a ‘realistic working environment’
  - replicates the key characteristics in which the skill to be assessed is normally employed
  - must provide conditions the same as the normal day-to-day working environment,
  - similar range of demands, pressures and requirements for cost-effective working

## Suggested ways forward would be

- a case study based on their business
- Shadowing relevant parts of the business to see and experience first hand





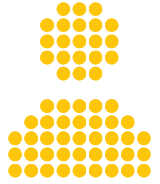
# Portfolio of evidence – Evidence types



- Work products
- Reports
- Presentations
- Performance reviews between employer and apprentice
- Observations (recorded by the training provider)
- Ongoing professional discussions between apprentice and training provider relating to projects and assignments (recorded by the training provider)
- Reflective statements
- Feedback from line manager, direct reports and peers including 180/360 degree feedback approaches

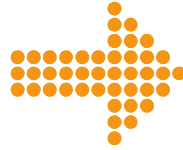


# Portfolio of evidence – Product evidence



## Products

Electronic documents such as minutes from meetings, feedback on performance, appraisals, spreadsheets etc



## Reflective Account

an account from the apprentice providing evidence of their thinking eg what, why, when, where, how (their considerations of processes used; reasons for decisions made; evaluations and suggested improvements to future practice). This should be supported by relevant product evidence.



## Observation Evidence

a statement from a suitably qualified person (eg tutor) **describing** the apprentice's performance in the workplace while carrying out naturally occurring activities

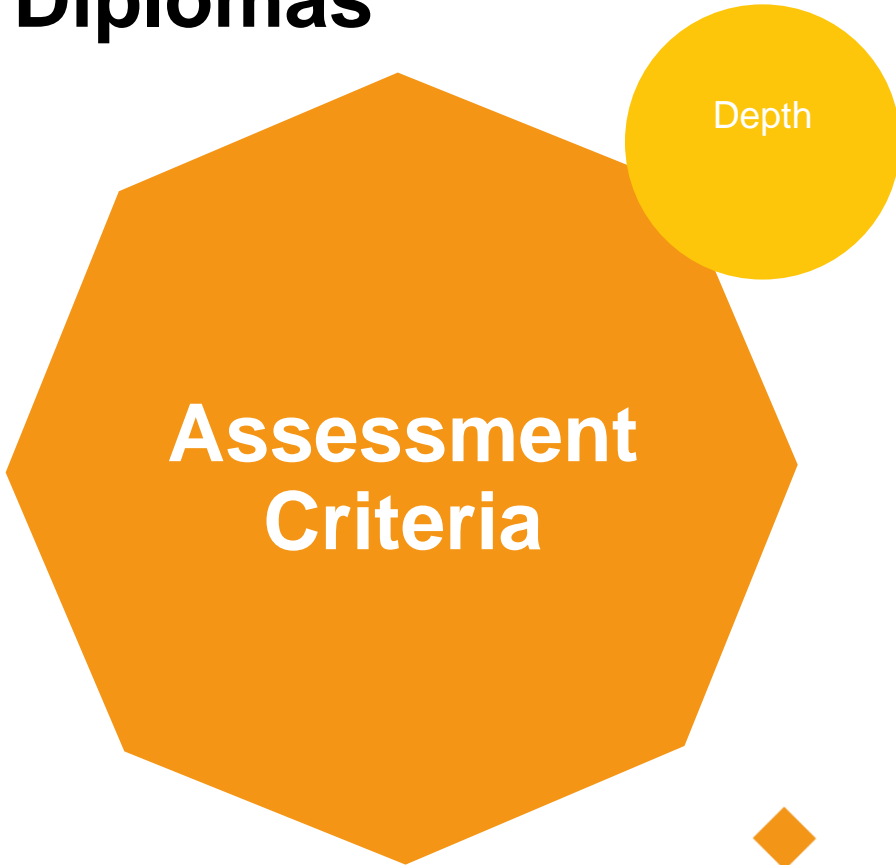
# On-Programme – Assessing the Diplomas

## Assessment Criteria

Is what you need to work to – its sacrosanct and is used to ensure consistency

## Depth

Is a guide to help the assessor to understand the expectation of what should be included in the response to the assessment criteria and to make a judgement – it is not assessed separately and does not need to be fully included in the learner's response



# ILM Events – coming soon

## Coaching Network events

Explore best practice with the new coaching and mentoring qualifications

Dates.

## Apprenticeship networking events

Whether you are just starting your Apprenticeship Standards journey or well on your way come and understand our offer, hints and tips for success and share best practice for on programme and EPA success

Dates

## What else?

### My thoughts....

Alternatives when the apprenticeship isn't a good fit:

Due to

- Prior learning makes the learner ineligible for Apprenticeship Funding
- Level 2 learners (once the Framework is switched off) that can't make the leap to the new level 3 standard



# General ILM updates

## Joseph Ballantine





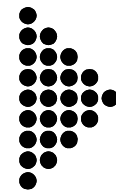
# ILM Quarterly Update Webinars

We want your feedback!

2nd

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

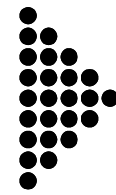
**0900-1000**



3rd

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

**0900-1000**



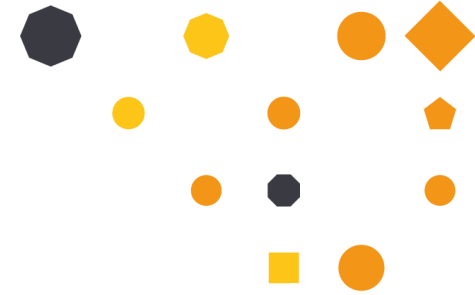
4th

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

**0900-1000**

[Reserve you place now!](#)





# ILM in Scotland

Updates to SCQF  
Qualification titles

Apprenticeship	Level	Link to Skills Development Scotland	Qual code	QAN
Modern Apprenticeship in Management - £92	SCQF 7	<a href="#">Link</a>	8385-03	GN1E 47
SVQ in Management at SCQF Level 7				
Technical Apprenticeship in Management - £108	SCQF 9	<a href="#">Link</a>	8386-04 8386-94	GN1F 49
SVQ in Management at SCQF Level 9				
Professional Apprenticeship in Management - £160	SCQF 11	<a href="#">Link</a>	8387-05 8387-95	GN1G 51
SVQ in Management at SCQF Level 11				

# Autumn webinar series

Last year we launched our autumn webinar series, so far, we've hosted:

[Funding and Policy Update](#), hosted on 26 September

[Level 3 Team Leader / Supervisor EPA Update](#), hosted 1 October

[Level 7 Senior Leader EPA Update](#), hosted 15 October

[Customer Update](#), hosted 1 November

[Explore the benefits on The Institute of Leadership and Management's studying membership](#), hosted 5 December

[Level 6 Chartered Manager EPA Update](#), hosted 7 January.



# Coaching and Mentoring Network events

We're delighted to announce that we will be hosting some 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.

Our first two events will be held in:

## Burntwood

**Date: Tuesday 3 March 2020**

**Time: 10:00 - 13:00**

[Register for Burntwood here](#)

## Glasgow

**Date: Tuesday 17 March 2020**

**Time: 10:00 - 13:00**

[Register for Glasgow here](#)



# 'Get to Gateway' webinar

Another date for your diary: 10th March 9.30am – 10.30am Live 'Get to Gateway' webinar0

Our next planned event is a live webinar to show you the 'Get to Gateway' platform which can help support management apprentices through their on- programme journey. With great content written by experts for the Team Leader supervisor and Operations departmental manager standards, we will walk you through the platform and show how your learners and delivery staff are supported towards EPA.

Get-to-Gateway keeps an audited record of all contact between the apprentice and assessor and allows tutors to track progress and offer personalised support. It includes an instance of our e-portfolio tool to support assessors and make sure that each apprentice stays on track.

Registration link is coming soon. Please visit the ILM events page regularly for new events.



# 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](#)



# Partnerships



Join EMCC UK and save 25%

£82.50 per year

The infographic consists of two interlocking, stylized shapes. The left shape is dark grey and contains the text 'Join EMCC UK and save 25%'. The right shape is yellow and contains the text '£82.50 per year'. The shapes are connected at their inner curves, creating a central white space.

[Learn more](#)



**ACTIVATE YOUR MEMBERSHIP.**

**Why activate?**

As part of your learning programme we've joined forces with ILM to provide you with a range of award-winning resources to support your leadership journey.

- Identify your leadership strengths and areas of development with our award winning e-learning tool, MyLeadership.
- Get access to a range of online resources.
- Network with 30,000 like-minded professionals.
- Keep informed of latest thought leadership issues and trends with EDGE online journal and cutting-edge research.
- Get recognised for your achievements on completing your studies, with professional membership and certification.

**Activate now**

Please check your mailbox, as we have sent you an automatic activation link.

If you haven't received an email, please go to the Students and Learners page on our website.

If you're having trouble, please give us a call on 01543 266886.

**Find out more about membership here:**

**THE INSTITUTE OF LEADERSHIP & MANAGEMENT**

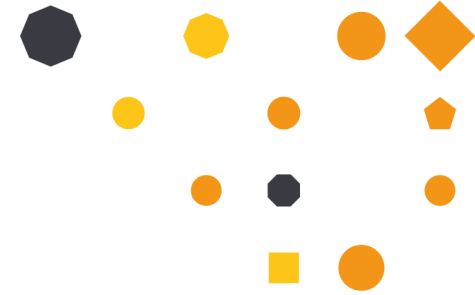
**ilm**  
A City & Guilds Group Business

The promotional banner features a woman in a white shirt and blue jeans standing with her arms crossed. The background is a light blue-grey color with a vertical striped pattern on the left. The text is arranged in a clean, modern layout with various font weights and colors (yellow, white, black) to highlight key information. A QR code is located in the bottom right corner of the banner.

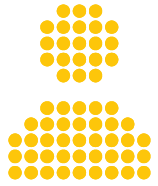
# Digital credentials **evolution of the certificate**

- Custom, branded graphic image
- Backed by extensive metadata
- Verified by the issuing organization
- Compliant with the Open Badge 2.0 standard
- Secured with enterprise-class data security
- Easily shared on professional and social networks





# End-Point Assessment updates and reminders



**EPA Centre Manual is now on version 4**



**Update on submitting gateway evidence:**

There is a new 'submit' button for centres to let the EPA team know that your gateway evidence has been uploaded for an apprentice.



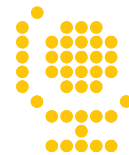
**Recent updates to Guidance documents for Management standards.**



**Depth criteria**

**Any questions please contact:**

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



**Support materials:**

- Exemplar materials
- EPA Prep Tool
- Learning Resources



**Any questions on End-Point Assessment please contact the EPA support team:**

**[epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)**



# ILM Preference centre

**Coming soon:** register your preferences and we'll keep you posted

We're committed to keeping you informed with relevant information that matters to you. That's why we're developing our new preference centre.

## How it works

Tell us what you would like to receive information about and we'll send updates straight to your inbox. You'll simply need to register your preferences via our online form. We'll let you know once this is ready.



# Questions answers

# Key contacts

Customer Support: [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)

Bryony Kingsland : [Bryony.Kingsland@cityandguilds.com](mailto:Bryony.Kingsland@cityandguilds.com)

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

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



# Thank you

