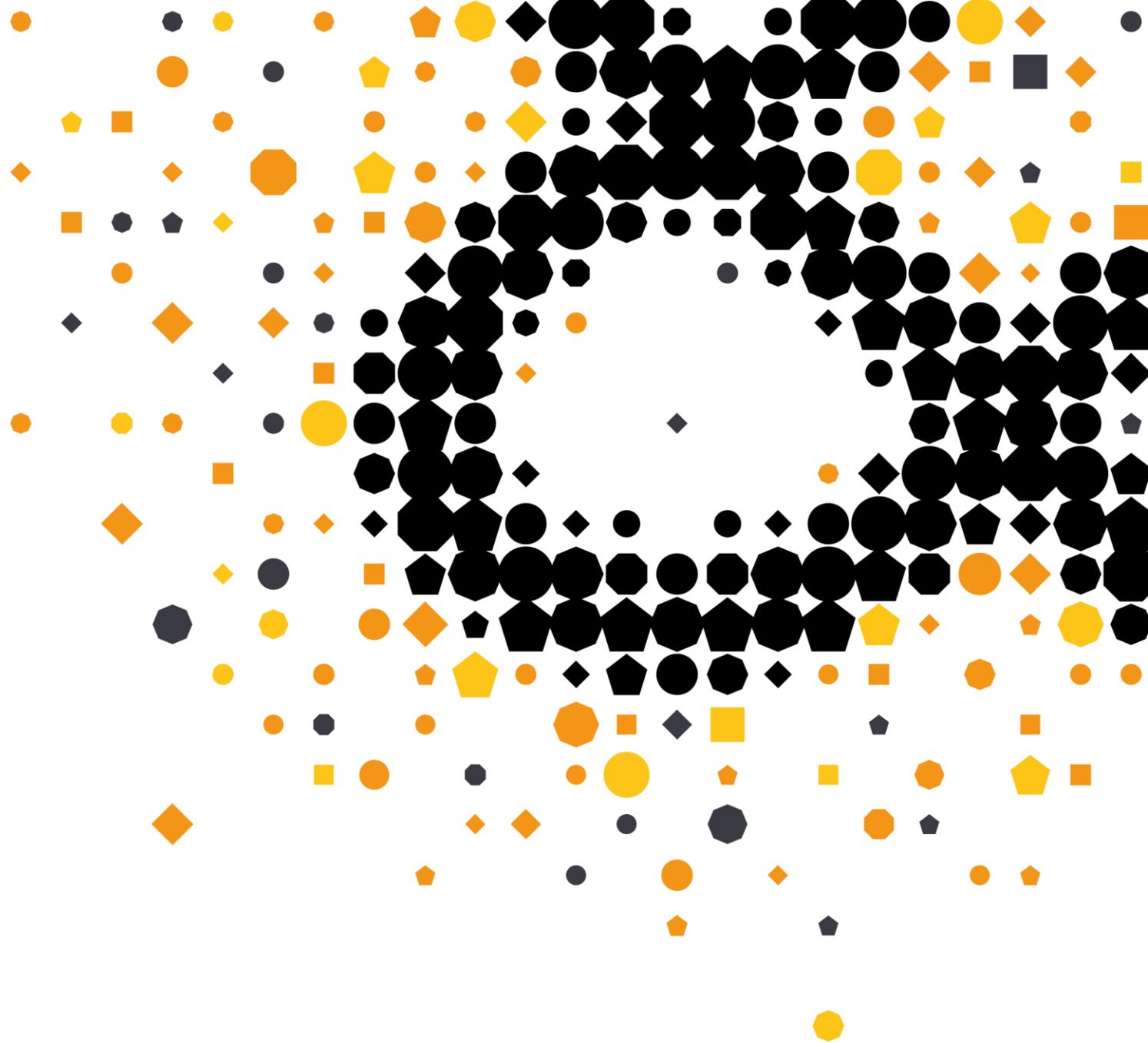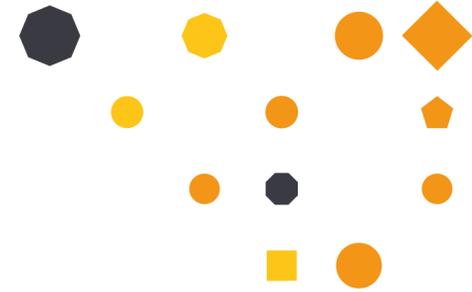# ILM Quarterly Customer Update

July 2021

# Housekeeping

## This session is being recorded

The session is being recorded, which will be sent to all attendees after the webinar.

## Everyone is on mute

Everyone is one mute

## Questions

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.

## Slides

The slides will be sent to all attendees alongside the recording after the webinar

## If the session cuts off

Please use the original webinar link to gain access back into the session. To join over the telephone, select "Phone Call" in the Audio pane and the dial-in information will be displayed

# Speakers

**Joseph Ballantine**
**ILM Industry Manager**

**Jill Hansen**
**ILM Technical Advisor**

**Julie Rowlett**
**HE Partnership Manager**

**Sarah Cooksedge**
**Digital Solutions Manager**

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

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

E: Julie.Rowlett@i-l-m.com

E: Sarah.Cooksedge@i-l-m.com

| Topic | Speaker |
|---|---|
| **Welcome** | Joseph Ballantine |
| **Skills Index research** | Joseph Ballantine |
| **Digital solutions development** | Sarah Cooksedge |
| **New qualifications coming** | Joseph Ballantine & Jill Hansen |
| **EPA support** | Julie Rowlett |
| **HEI progression** | Julie Rowlett |
| **ILM communications** | Joseph Ballantine |
| **Question and Answer session** | All |

# Annual Skills index 2021



This index, created in collaboration with labour market economists Emsi and the British Chambers of Commerce explores how the skills and employment landscape is transforming and examines what skills and opportunities are growing now, and in the future.

Our index finds that the pandemic has accelerated change in the UK's labour market, leading to a shift in the type of jobs available and the skills sought after by employers.

It also unveils some growing mismatches between the skills people have, and the ones needed by businesses today and in the future – suggesting that businesses' productivity and ability to succeed is at stake.
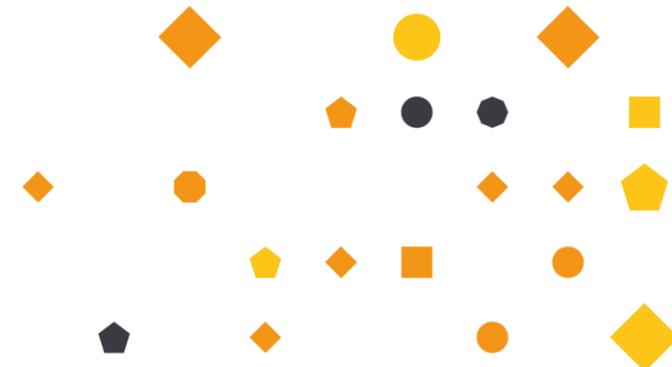
# What does the report say about Leadership and Management

According to the Skills Index some the top 10 in common skills (or pan job / industry) are **leadership, compassion, innovation, research, empathy and mentorship** – all of which have seen a % increase.

Additionally, "Businesses also expect more common (or soft) skills, particularly those that aid business success and growth, such as …, leadership and management, ..." The report lists Leadership and Management as a second top skills that business will need over the next three years.

Finally the report details the mismatch between supply vs demand and states that only 24% of respondents are confident they have leadership and management skills, yet employers are stating 40% want leadership and management skills, which clearly illustrates the L&M skills gap.
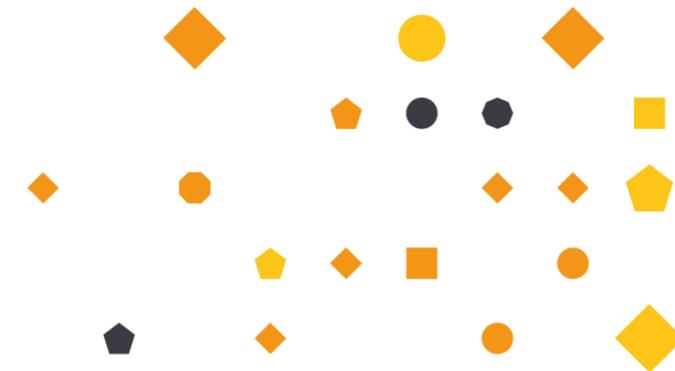
# Digital Solutions
Updates

# Agenda

**The approach to blended learning**

**Portfolio Plus**

**ILM Level 2 eLearning**

What have we learnt in the last 15 months?

The platform with qualification learning resources and an embedded e-portfolio

# The challenges of going digital

The COVID-19 pandemic closed workplaces and college campuses forcing rapid improvisation, innovation, and adoption of online teaching.

**From September 2020, most learning has been delivered online and possibly combined with some face-to-face but socially distanced learning experiences.**

Real time online teaching requires more focus and is more tiring and time-consuming. Tutors and students must work together to achieve the right blend of 'intensive' and 'extensive' learning.

Key to success will be blending real-time 'intensive' online engagement with tutors and 'extensive' online learning experiences supporting self-guided learning.

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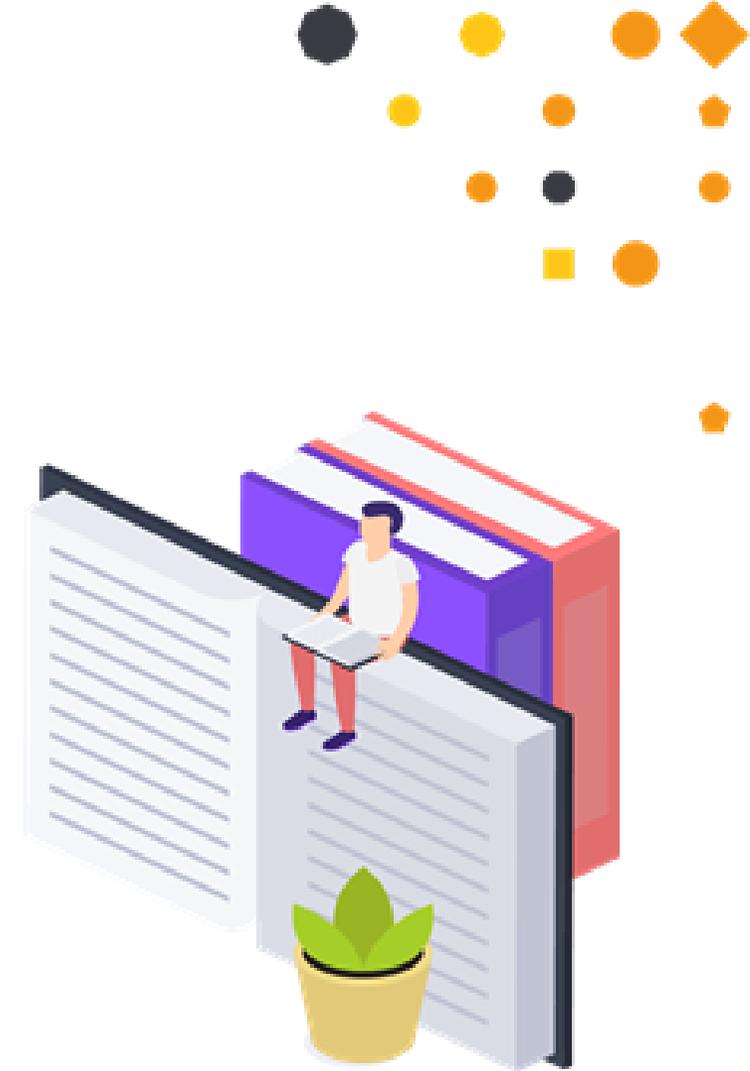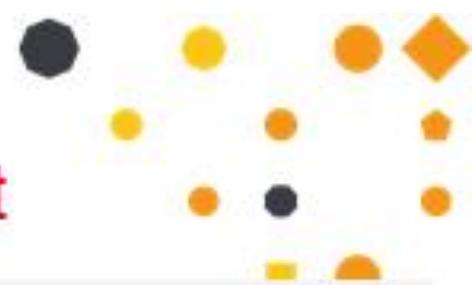
# Portfolio Plus: NEW

- Meets our customer's need for increased digital provision as a new generation of adult learners develop, and current or future employers look to meet upskill and reskill challenges within the current labour market

- Pre-packaged learning resources allow customers to spend less time and money creating course content so they can concentrate on delivery and learner support

- A complete digital offer allows practitioners to maintain social distancing, while also complimenting face-to-face delivery, this helps providers offer longer courses that are easier to administer (overall)
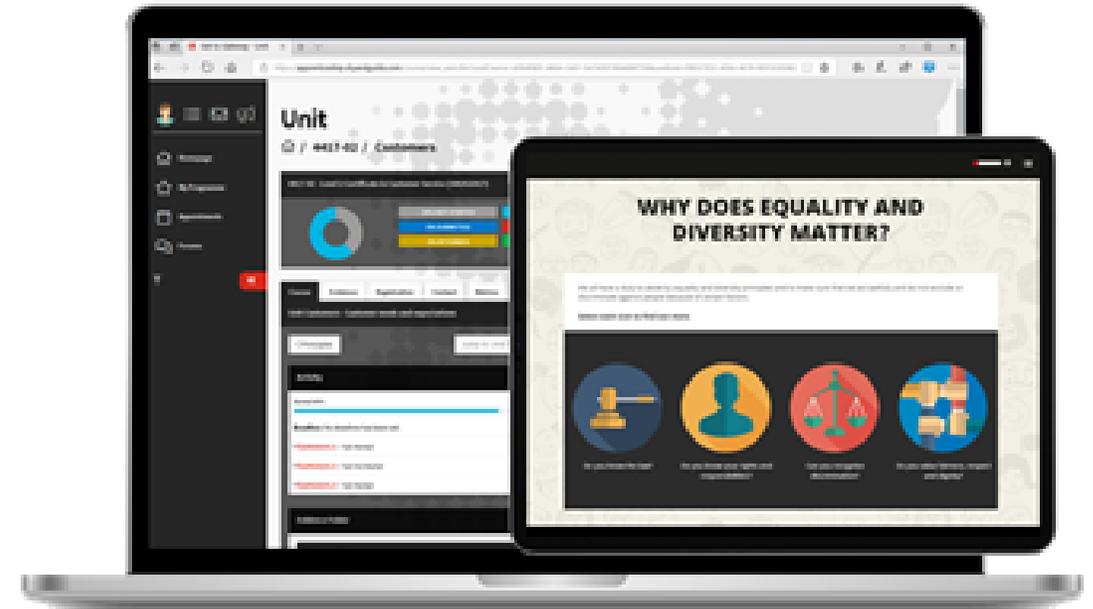
# Portfolio Plus – Benefits

- Portfolio Plus is preloaded with all the learning resources you need, mapped to the learning outcomes of the qualification* and underpinned by our e-portfolio

- Content includes a rich mix of text, images, e-books, videos and e-learning. You could be delivering a new qualification digitally quicker than you think.

- Portfolio Plus courses are professional and modern looking, with a visually appealing interface that compliments your brand and a simple pricing model that allows you to scale-up your delivery to meet demand.

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

- The content can be accessed by learners outside of class time, and complements face-to-face course delivery.

PortfolioPlus

# Award in Leadership and Team Skills Level 2 - Example Content

# Content available currently on Portfolio Plus

| Qualification number | Qualification |
|---|---|
| 4417-02 | Level 2 certificate in customer service |
| 8000-11 | Level 2 award in leadership and team skills |
| 8000-21 | Level 2 certificate in leadership and team skills |
| 5546-02 | Level 1 award in employability skills |
| 3002-23 | Level 2 certificate in hair |
| 8004-10 | Level 2 award for young leaders |
| 4475-02 | Level 2 certificate in principles of business and administration |

**NB:** Centres need to register learners for any qualification they plan on taking, and make sure they meet criteria.

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PortfolioPlus
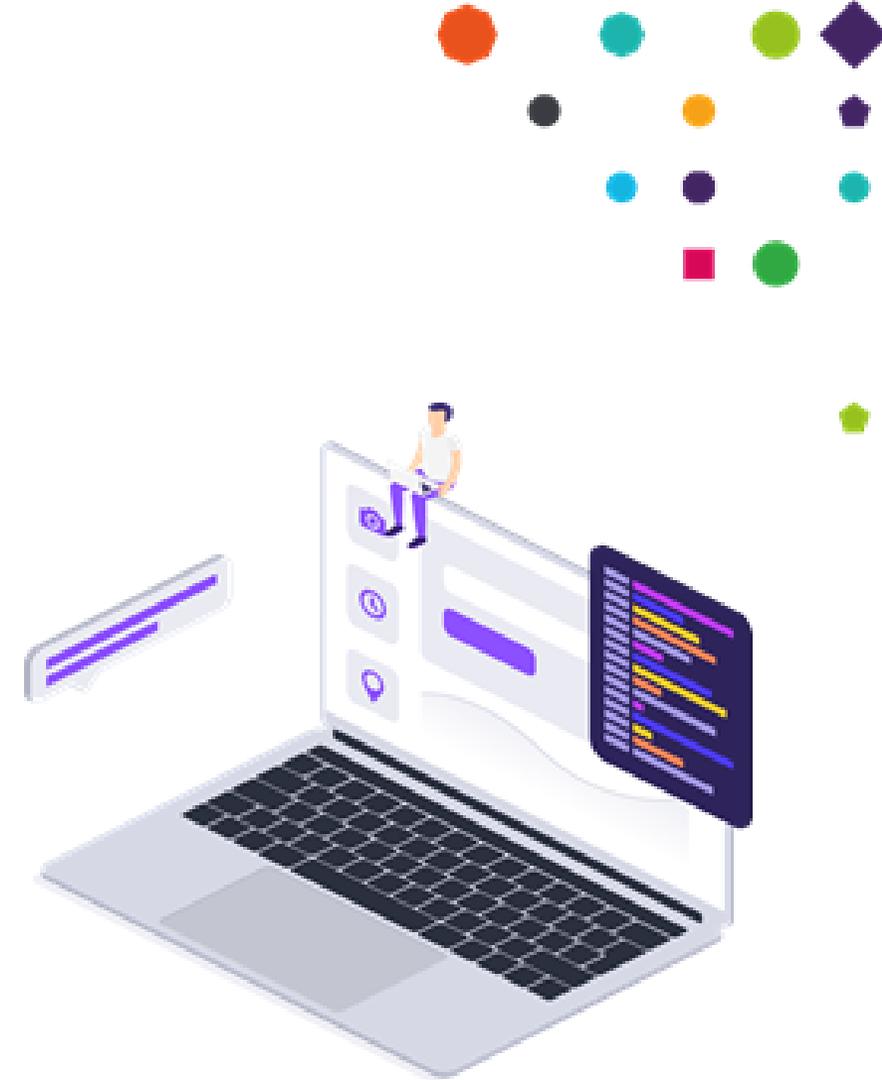
# ILM

# Level 2 Award in Leadership & Team Skills

High-quality digital learning resources to support a blended approach to ILM delivery

City & Guilds | ILM
A City & Guilds Group Collaboration

# Total flexibility

## Why spend time developing digital learning?

*Preloaded with all the digital learning resources learners need (videos, activities and tasks), structured into topics accessible in any order to create personalised learning paths, delivered within an easy-to-use platform that's 100% mobile friendly and requires minimum setup and support.*

# The best of both worlds

## Improve the learning experience while supporting the essential work of tutors

*Use as pre-work within a blended approach, activities provide immediate feedback, saving time marking work and motivating learners, while also driving consistency and building confidence. Leaves tutors free to concentrate on delivering 1-2-1 reflective sessions.*

# Adds value to an offer

## 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 with simple pricing that allows customers to scale-up delivery and meet demand.*

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# Level 2 Leadership & Team Skills: example content

# An overview of the product

This new offer from ILM provides high-quality digital learning resources, designed to support the delivery of the L2 Award in Leadership & Team Skills. There are five units of interactive content within a simple mobile-friendly LMS.

The content covers all the learning outcomes and assessment criteria,but does not cover all the GLH required for each unit. It is intended as part of a blended delivery, so additional tutor/trainer time is required.

Units covered:

(8000-250) Level 2 Developing Yourself as a Team Leader

(8000-265) Level 2 Workplace Communication

(8000-251) Level 2 Improving Performance of the Work Team

(8000-253) Level 2 Developing the Work Team

(8000-261) Level 2 Diversity in the Workplace
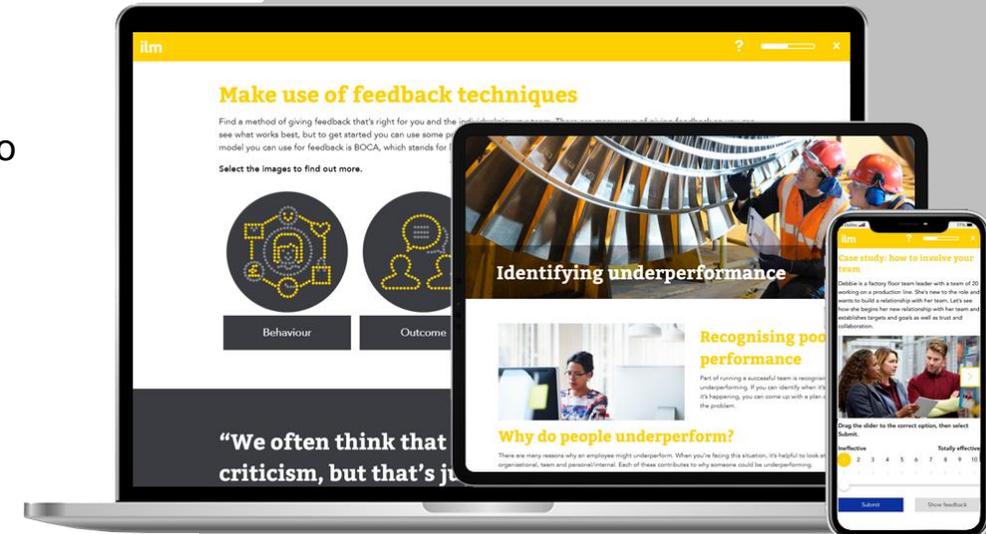
Learning automatically responds to the screen size of the learner's device (desktop / tablet / phone) - Important for team leaders and managers, who may not always have access to a computer in their work environment.

# Links on our website
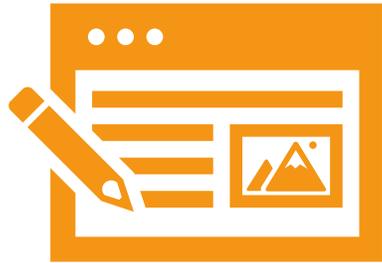
**REQUEST 14 DAYS TRIAL ACCESS**

https://ilm.kineoportal.co.uk/
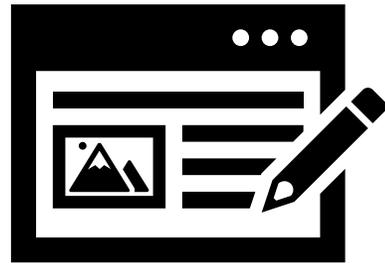
**ORDER FULL PRODUCT**

i-l-m.com/-/media/ilm-website/documents/ilm-lts-level-2-online-order-form-pdf

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# Apprenticeship & qualifications
Updates

# Website updates

The apprenticeships section on the ILM website has been updated! The new navigation makes is easier for you to find key information about our end-to-end apprenticeship offer.

Have a look here:

i-l-m.com/management-apprenticeships

# Breaking News….

You said – we did

# Our suite of Qualifications

Level 3 Diploma
for Team Leaders

Level 5 Diploma
for Managers

Level 7 Diploma
for Senior Leaders

✓ Flexible unit structure
✓ Flexible assessment methods
✓ Seamless alignment with EPA
✓ Detailed breadth and depth to deliver the apprenticeship KSBs

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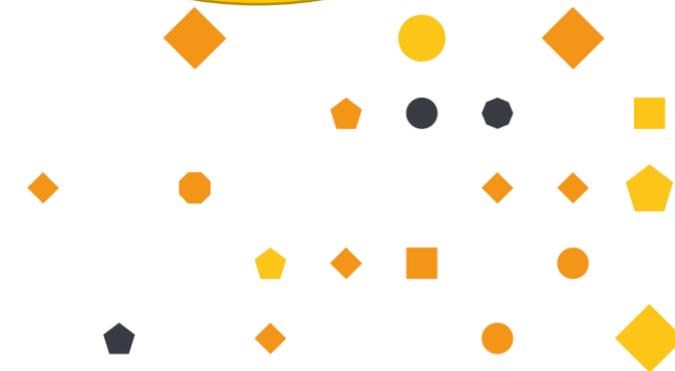
# EPA support
Updates

# Evolution of supporting resources for EPA

- Supporting resources across all levels of management apprenticeships

- Version 2 of standards opportunity to review

- Feedback from customer queries, concerns about preparation for EPA

- Increase in student facing employer facing guidance
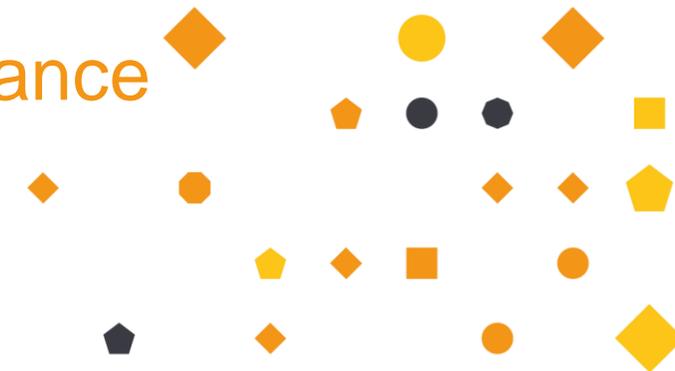
# Level 3 Team Leader/Supervisor End-point assessment support materials

| 9308-12 Level 3 Team Leader/ Supervisor | |
|---|---|
| Skill scan | |
| Competency-based interview | • Transcript<br>• Audio recording<br>• Example recording form |
| Professional discussion | • Transcript<br>• Audio recording<br>• Example recording form |

| 9308-22 Level 3 Team Leader/ Supervisor | |
|---|---|
| IEPA checklist extract | • Pass grade<br>• Distinction grade |
| Presentation example | • Pass grade<br>• Distinction grade |
| Presentation notes | • Pass grade<br>• Distinction grade |
| Professional discussion notes | • Pass grade<br>• Distinction grade |
| Q&A guidance - Distinction grade | • Pass grade<br>• Distinction grade |
| Q Skill scan guidance (apprentice) | • Apprenticeship Guidance |

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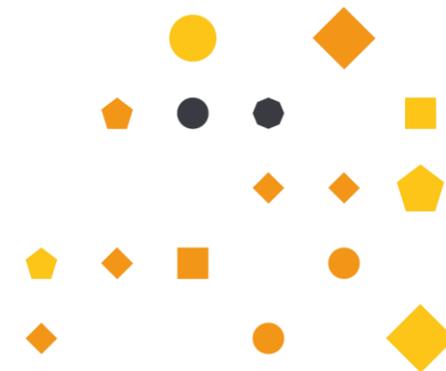
# Level 5 Team Leader/Supervisor End-point assessment support materials

| 9309-12 Level 5 Operations/ Departmental Manager | |
|---|---|
| **Skill scan** | |
| **Competency-based interview** | • Transcript<br>• Audio recording |
| **Professional discussion** | • Transcript<br>• Audio recording<br>• Example recording form |
| **Portfolio guidance** | • Guidance document |
| **Project presentation** | • Guidance document |

| 9309-22 Level 5 Operations/ Departmental Manager | |
|---|---|
| **Professional discussion guidance (apprentice)** | • Apprenticeship guidance<br>• Tutor guidance |
| **Professional discussion** | • Transcript |
| **Portfolio** | • Guidance document |
| **Project presentation** | • Guidance document |
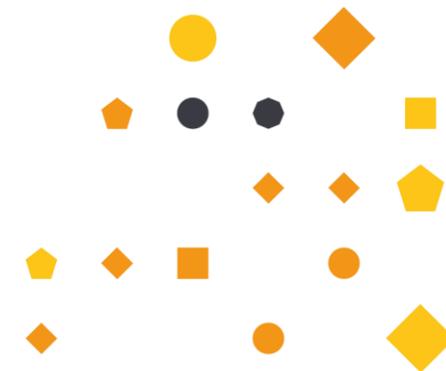
# CMDA / SLMDA / SLA
# End-point assessment support materials

| Resource | Standard | Purpose | Target audience |
|---|---|---|---|
| **Initial Assessment / Recognition of Prior Learning** | CMDA<br><br>SLA V2 | PowerPoint detailing:<br>• the importance undertaking RPL<br>• the fundamental steps on how to approach the process | Tutors / Providers |
| **Understanding the Apprenticeship Journey** | CMDA<br><br>SLMDA<br><br>SLA V2 | PowerPoint suite detailing:<br>• a summary of the value of apprenticeships<br>• the overall apprenticeship journey<br>• the role of providers/apprentices/employers in the process<br>• the value of EPA. | Apprentices and tutors |
| **Portfolio Building / Mapping to KSBs** | CMDA<br><br>SLA V2 | Document providing:<br>• a detailed breakdown on how best to develop the portfolio of evidence<br>• how to ensure the evidence maps to the KSBs sufficiently with examples | Tutors |

| Resource | Standard | Purpose | Target audience |
|---|---|---|---|
| **Professional Discussion Top Tips** | CMDA<br><br>SLMDA<br><br>SLA V2 | Document explaining:<br>• what a professional discussion is<br>• who is involved in a professional discussion<br>• top tips and things to do / avoid during the EPA | Apprentices |
| **Presentation Top Tips** | CMDA<br><br>SLA V2 | Document signposting:<br>• the assessment criteria for the presentation to best enable students to demonstrate their learning<br>• tip for presenting as part of the EPA | Apprentices |
| **The role of the Apprenticeship Tutor / Coach** | CMDA<br><br>SLA V2 | Document describing:<br>• the role of the apprenticeship tutor / coach to employers including real-life examples | Employers |
| **Exemplar: Strategic Business Proposal** | SLA V2 | Supporting guidance for employers providing information about:<br>• Strategic Business Proposal 500-word Summary<br>• The full Strategic Business Proposal<br>• Strategic Business Proposal: Presentation & Questioning<br>• Re-sits & re-takes<br>• Knowledge, skills and behaviours<br>• Grading descriptors | Tutors / Employers / Apprentices |

# HEI Progression
## RPL to academic pathways

# Recognition / Accreditation of Prior Learning

- RPL / APL is a general term, widely used amongst universities relating to the formal recognition of learning gained before a student begins an academic pathway.

- Enables applicants to be exempt from parts of their course as, based on evidence they provide, their prior learning had been judged by academics to be equivalent.

- Based on existing knowledge and skills, credits can be awarded enabling students to progress through their course faster and pay less in tuition fees.

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# Benefits to students, employers & ILM Providers

## For students...

Existing knowledge and experience can count reducing the amount of study time required

Opportunity to gain UK university qualification without having to take a career break

UK Bachelor's or Master's degree from UK or elsewhere in the world depending on HE

Less physical attendance at university, saving on accommodation and travel costs

Learning leads to professional and career enhancement with strong-work based focus of pathways.

## For employers...

- Development of commercial and strategic awareness, which directly applied in job role
- Potential to undertake commercially valuable work projects as part of learning
- Organisation gains knowledge of best practice and the latest technologies from work-based projects
- Students can share knowledge and advice from University tutors, and can pass on to others in organisation

## For ILM Providers...

- Enhances the ILM qualifications offer
- Opportunity for you to promote progression routes as part of your offer
- Clear lines into HE with direct contact detail from our HE Partners
- Increasing international interest
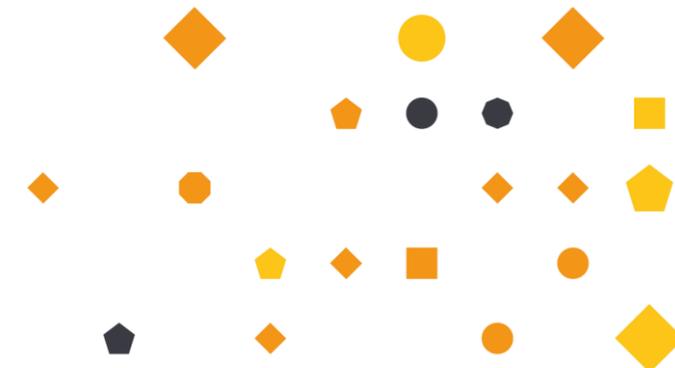
# HE Partner progression routes

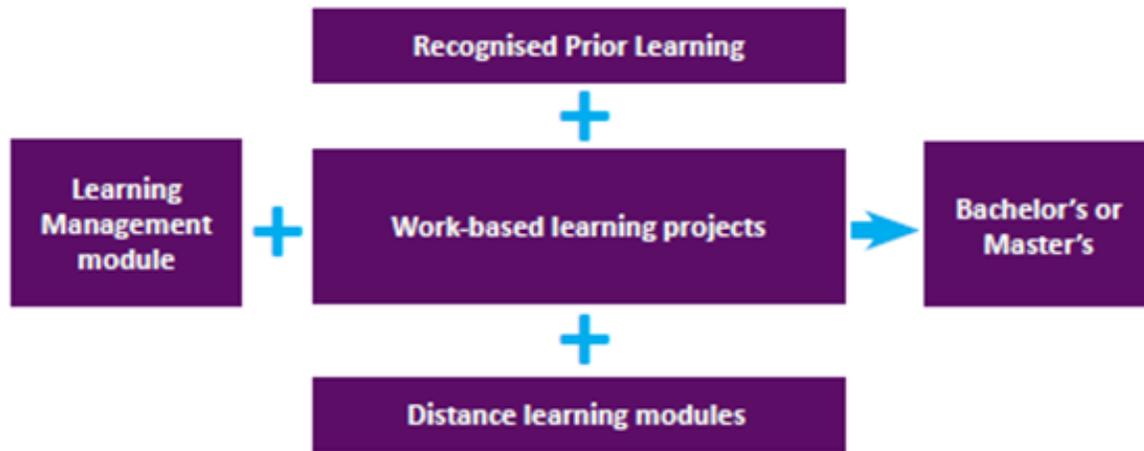**Recognised Prior Learning**

$+$

**Learning Management module** $+$ **Work-based learning projects** $\rightarrow$ **Bachelor's or Master's**

$+$

**Distance learning modules**

**Certificate in Higher Education**
- Professional Studies

**BA (Hons)**
- Business
- Business and Computer Studies
- Professional Studies*

**BSc (Hons)**
- Applied Computing
- Applied Science
- Professional Studies*
- Creative Technologies and Enterprise
- Engineering Studies
- Engineering and Management Studies
- Engineering Project Management
- Maritime Studies

**MA**
- Business Management
- Business and Computer Studies
- Professional Studies*

**MSc**
- Applied Computing
- Applied Science
- Professional Studies*
- Engineering
- Engineering and Management
- Engineering Project Management
- Maritime Studies
- Occupational Health and Safety Management (IOSH accredited)
- Occupational Health, Safety and Environmental Management (IOSH/IEMA accredited)

**UNIVERSITY OF PORTSMOUTH**

- Open to UK & International students
- Remote delivery

University Campus St Albans
A Joint Venture between the University of Hertfordshire and Oaklands College

# Employer Focused Degrees



Accelerated Part Time BA (Hons) Business Management And Innovation

24th September 2021



BA (Hons) in Leadership and Professional Development

24th September 2021

- Opportunity to gain a degree from University of Hertfordshire
- Blended programme with on-line support
- Applicants complete an **Accreditation of Prior Learning** (APL) Short Course which accelerates studies, therefore reducing the duration of the programme.

# UWE Bristol

## Chartered Manager degree apprenticeship

**Fast-track and advanced-entry options available for more experienced learners through blended delivery**

**On-programme qualification**

BA(Hons) Leadership and Management Practice

**Indicative content**

- Developing leadership and management practice
- Business finance
- Managing people
- Decision making
- Marketing and sales
- Digital technologies in business
- Managing operations
- Managing projects
- Managing innovation
- Work-based learning project(s)
- Personal development portfolio
- Synoptic project

# Contact...

**University of Portsmouth**
mike.punt@port.ac.uk

**University Campus St Albans**
**(University of Hertfordshire & Oaklands College)**
Celeste.Jones@oaklands.ac.uk

**UWE Bristol**
Laura.Castles@uwe.ac.uk

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# Customer feedback
Events and 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?

**Your feedback is important to us!**
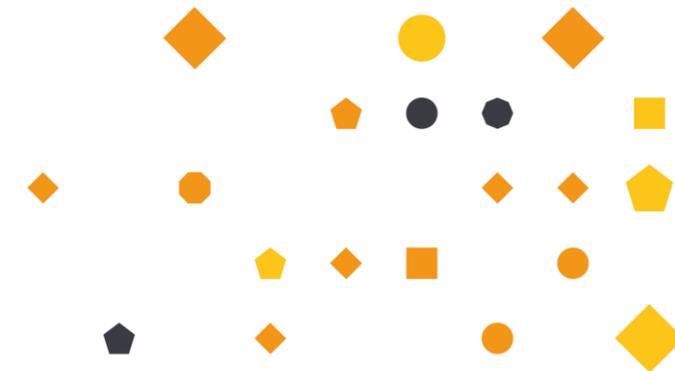
# ILM customer updates
Dates to add to your diary

# ILM Customer Update Webinars in 21-22

1st

**Tuesday 12th October**

**0900-1000**

2nd

**Tuesday 8th February**

**0900-1000**

3rd

**Tuesday 7th June**

**0900-1000**
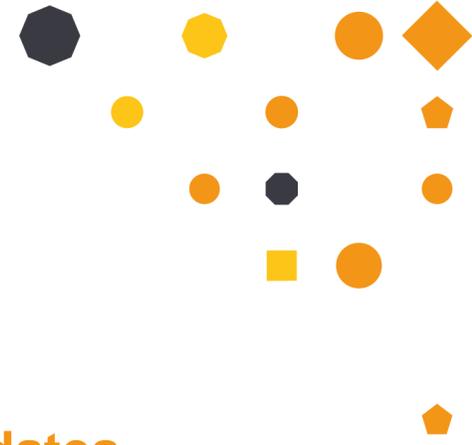
Coming soon!

Share and Learn

# Questions answers

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# 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
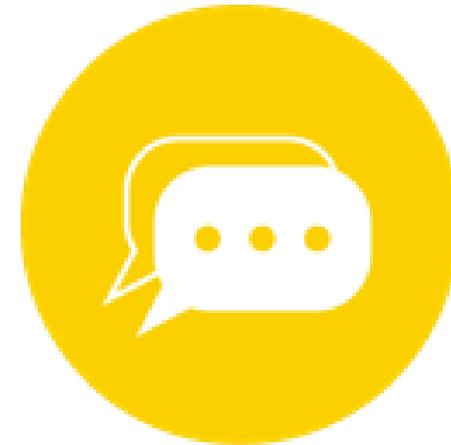
# Keep in touch

- **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