



A word from Karen Egan

Hello Jen!

Welcome to our July newsletter! This month we're excited to showcase our City & Guilds Foundation. With ILM being a part of City & Guilds, we want to share the work that we do within the Foundation and our mission to remove barriers to getting a job, celebrating best practice on the job and advocating for jobs for the future.

There's lots more too – including:

- New support materials for assessments
- Apprenticeship workbooks launched
- Backdated ILM e-certificates
- And much more...

Don't forget, if you missed Bryony Kingsland's funding webinar you can [access the recording here](#).

I hope you enjoy this latest update. As always, please do [get in touch](#) if you have any questions or feedback.

The ILM Team.

ILM Quarterly Customer Update Webinar



[Watch the webinar recording >](#)

[Access the webinar slides >](#)

This Quarter's Highlights



Social Impact

The past two years of disrupted employment, reliance on essential services and escalating skills shortages have exacerbated the need for us to understand the role of training and skills development in helping people to secure sustained employment; to strengthen organisations, and create a skilled and productive society.

It's through monitoring, measuring, and increasing impact that we can support our economies and populations on the road to recovery and progression. At ILM and within our City & Guilds Foundation, we're committed to working with training providers, FE colleges, employers, industry bodies, government and learners to tackle our skills and workforce challenges, so that together, we will have greater impact than ever before.

By using evidence gathered from across City & Guilds, our 2022 [Social Impact Report](#) demonstrates the progress and impact we're making against delivering our purpose of 'helping people, organisations and economies develop their skills for growth'.

[READ THE REPORT](#)

We'd love to hear about the impact your ILM programmes have on learners and businesses. To share your success with the ILM community, please fill in the short form below and we'll be in touch about developing a case study.

[SHARE YOUR IMPACT](#)

New Assessment Support Materials

Whether you mark your learners' assessments in-house, or use the ILM Assessment Service, we're aware there are some units where learners miss opportunities to demonstrate their best evidence.

To improve the pass rate on some of these units, our ILMA assessor team have created new assistance documents to provide additional advice and guidance for you to support your learners. Assessment support documents are available for the following popular units that are part of our Leadership & Management qualifications:

- [8600-341 Leading and motivating a team effectively](#)
- [8607-520 Assessing your own leadership capability and performance](#)
- [8607-521 Managing own continuing professional development](#)
- [8607-409 Managing personal development](#)
- [8607-519 Developing and leading a team to achieve organisational goals and objectives](#)

Note: Documents are all available on the website [here](#).

ILMA turnaround times: ILMA commits to marking ILM assessments within 25 working days. Currently we are completing 97% of assessments within 15 working days or less. For more information about our ILMA service please contact charlotte.okwera@cityandguilds.com or your Account Manager.



Management Apprenticeship Workbooks: custom-built and ready to go!

Our new suite of Diplomas are now open for registration and specifically designed to allow seamless delivery of the on-programme leadership and management content for apprenticeships at Levels 3, 5, and 7. We're keen to ensure you are supported and have the relevant resources and key benefits at your fingertips for a successful delivery.

Explore our new supporting eWorkbooks today.

[eWORKBOOKS](#)

[LEVEL 3 DIPLOMA](#)

[LEVEL 5 DIPLOMA](#)

[LEVEL 7 DIPLOMA](#)



New EDGE Journal from The Institute of Leadership and Management

We're delighted to share the summer edition of EDGE Journal from The Institute of Leadership & Management. This edition explores the importance of community and features an interview with bestselling author, Daniel Pink.

ILM centres have historically received a printed copy of the EDGE Journal, but in order to help our planet and become more sustainable, The Institute of Leadership and Management are looking to reduce their paper consumption. As a result, they will no longer be sending you a printed copy of EDGE Journal. You'll still be able to access EDGE Online via your tutor membership.

[ACCESS TUTOR MEMBERSHIP](#)

[DOWNLOAD YOUR COPY](#)



Important update about backdated ILM e-Certs

You may remember during the pandemic we made e-Certifications (e-Certs) available for ILM qualifications and programmes for registrations made from 1 May 2020. We are delighted to inform you that availability of e-Certs for ILM qualifications and programmes has been extended and will now include registrations from 1 January 2016. This includes Assured and Endorsed and Development (E&D) programmes. Please note that we are not able to add the additional Provider logos as we currently do for E&D hard copy certificates.

How to access e-Certs

You can access your e-Certs from your Walled Garden account. To request access please contact our Customer Services Team at centresupport@cityandguilds.com.

Users will need to have a Walled Garden account with primary or secondary status.



Annual price increase confirmation for 2022/23

City & Guilds and ILM prices for the next academic year will be increasing. Please visit the latest news item on the link below for confirmation of the price increases that will be effective from September 2022. The ILM Guide to Fees document will be published in September and separate communications on that will follow.

[READ THE LATEST UPDATE HERE](#)



Don't miss our latest podcast with IBM

Continuing our podcast series, we were honoured to interview Kate Ross, Learning Leader and Development Coach at IBM UK Early Professionals Programmes.

Kate shares how IBM drives its values – and instils dedication in its people – using technology and AI, reward and recognition, a from-the-top-down embodiment of values and behaviours, and a culture of mentorship coaching.

[LISTEN TO THE FULL CONVERSATION](#)



Webinar – how to build leadership capability across your organisation

Join us on Monday 18 July as we host global brands JD Group and Sainsbury's to find out how they are using our Assured service to drive growth and develop the leaders of the future.

Sign up to the session to learn how you can drive greater value for your internal training programmes.

Hayley Murray, People Development Manager, JD Group and Ruth Jennings, Skills Development Programme Manager from Sainsbury's, will share their experience of using Assured to demonstrate that investing in high quality training is one of the best investments that any organisation can make.

[SIGN UP HERE FOR THE WEBINAR](#)



Did you attend our progressing skills with digital credentials webinar?

If you missed the session you can catch up with the webinar summary and [recording](#) on the website [here](#).

The webinar, led by Head of Skills Solutions Matt Lardi, addressed the growing traction digital credentials are getting with learners and organisations alike, and shined a light on how these verifiable data rich digital badges are the future of skills development.

[FIND OUT MORE](#)

Have you updated your email preferences?

Register your email preferences today and we'll send you the latest updates aligned to your industry area of interest.

[Register now >](#)

Missed anything?

Don't worry. We've archived our quarterly update newsletters and webinars, so that you can stay up to date with the latest information. [Get the latest updates >](#)