

List of FAQs that came out of the quarterly update (June 2020) webinar

Question	Response
Covid	
Where can I find information about the free resources?	Please find a link to our website where this information can be located i-l-m.com/covid-19/eworkbooks
We have experienced difficulties with a number of e-volve tests with feedback, even when we have muted sound off each device. Any advice on what we can do to resolve this?	These e-volve tests are recorded so please contact centresupport@cityandguilds.com with the specific details and they will work with you to try to resolve.
Are Functional Skills to be calculated grades are for FS?	Yes that is correct.
If there are learners who are due to complete their ILM Level 3 in September can the 317 & 318 tests be done remotely?	At the moment this is only available until 31 July 2020 and then returns to normal invigilation.
If Covid-19 has caused a delay to apprentices learning can they get an extension on their 3 year registration?	City & Guilds and ILM are happy to consider requests for extensions to qualifications beyond the standard 3 years. Please contact centresupport@cityandguilds.com As a general note the Covid-19 pandemic would be viewed as a reason to allow an extension.
Will hard copy certificates be issued later in the year even if an e-certificate	Yes once we are sure that certificates can be posted and received securely at the training provider address we will return to this service. This applies to all certificates even if the e-cert has been claimed.

has been issued?	
Apprenticeships	
How long can a learner take to complete the Level 3 Diploma for Managers?	Your registration with ILM lasts for 3 years. However this qualification is designed to sit within the level 3 Team Leader Standard which is identified as a duration of 12 - 18 months so it will generally be completed in these timescales.
Is there any movement or consideration for an apprenticeship standard at Level 2 and Level 4? If we have a huge need particularly in health care?	The trailblazer/employer group have put forward to IfATE requests for these levels of management standards. Each attempt has been rejected.
Would it be an idea to have an integrated standard and Diploma instead of two different routes? They could be at the Award, Certificate and Diploma levels.	IfATE set the standard and have not mandated a qualification. ILM developed the Diploma for Managers and Diploma for Leaders and Managers specifically to work alongside the respective standard as an option. It is possible to offer ILMs VRQs in Leadership and Management (where there are no mandatory units) and offer a smaller qualification (Award or Certificate) to reduce the assessment.
For EPA can we give access to an electronic portfolio for the EPA rather than have to submit evidence by scanning and uploading separately to the portal?	As an End Point Assessment Organisation (EPAO) we are required to hold the content of assessments for 7 years. As we are responsible for this we need to be able to hold this information securely ourselves. This is why we need to ask you to upload the evidence from your own e-portfolio.
New Team Leader Assessment Plan	
What is the cut off for new 'old' EPA, to the new?	The Assessment Plan for the Level 3 Team Leader will be published imminently by IfATE. Our normal practice is to offer an option for either the old or the new for a period of six months from when we go live with the new.
When do they candidates find out the presentation topics?	For the new Assessment Plan for Team Leader the presentation topics are within the Assessment Plan and will be set post gateway once the IEPA has viewed the portfolio (which is submitted at Gateway).

Can you give an overview of changes to the Assessment Plans for Team Leader?	The Assessment Methods will change to a presentation with Q&A and Professional Discussion underpinned by a portfolio of evidence. The portfolio will not be assessed and there will no longer be an online test.
When will we be able to go forward with the new EPA for team leader?	The new Assessment Plan for Team Leader will be available to new apprentices and existing apprentices provided they have not commenced the current assessment plan. We will aim to get this introduced at the earliest opportunity, but cannot move forwards until IfATE have published the new Assessment Plan. We will communicate this to you widely and be running webinars to advise on timelines and requirements
Where can we find information on changes?	You can find this information via the IfATE website: instituteforapprenticeships.org/apprenticeship-standards/?keywords=team%20leader&includeApprovedForDelivery=true and ILM will widely communicate through emails, webinars and webpages with details once we have them.
The Institute of Leadership and Management	
How long does membership last with the Institute of Leadership and Management?	The standard length of time is 12 months however if the qualification is for longer than this period them contact customer@i-l-m.com and we will liaise with the Institute to extend this.