



A word from Karen Egan,

**Welcome to the new academic year!**

Thank you to those who joined our quarterly webinar earlier this week. Those who missed it can now [watch the recording](#). In our webinar, we guided customers through our new Quality Assurance Standards Centre handbook, which replaces the ILM customer handbook. We'd strongly encourage all customers to familiarise themselves with this document.

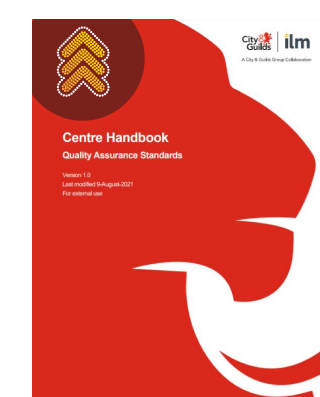
Also in this issue, read how Shrewsbury School is successfully delivering the Young Leaders qualification to help prepare students for life after school.

Finally, we reflect on the importance of Leadership & Management learning at all levels, including senior leaders.


  
ILM Quarterly Customer Update Webinar

[Watch the webinar recording >](#)
[View the webinar slides >](#)

## This Quarter's Highlights

**NEW: City & Guilds and ILM Quality Assurance Standards now available**

We have launched a suite of City & Guilds / ILM centre documents detailing our comprehensive quality assurance model, providing guidance for centres on administration, delivery, and assessment. These Quality Assurance Documents include a new Centre Handbook which replaces the ILM Customer Handbook.

[DOWNLOAD CENTRE HANDBOOK](#)
[WATCH THE WEBINAR UPDATE](#)

For more information, contact your quality team on T: +44 (0) 300 303 5352.  
Lines open: Monday to Friday 08.30 - 17.00 (GMT)


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E: [nations@cityandguilds.com](mailto:nations@cityandguilds.com)**NEW: Guide to fees**

Our guide to fees for 1 September 2021 – 31 August 2022 is now available on our website. We regularly benchmark our fees to ensure they remain highly competitive, and all profits are reinvested to drive innovation in leadership and management learning and development.

[DOWNLOAD IT NOW](#)
**BLOG: Helping to transform the senior leadership landscape**

Recent research revealed a lack of leadership at senior management levels during the COVID-19 pandemic, with a shortfall in soft skills needed to bring projects to life and guide teams toward success. Following the launch of our new Level 7 Diploma for Senior Leaders, senior leadership is relevant now more than ever. Discover what this means for companies in general, and in relation to a global pandemic.

[READ MORE](#)
**CASE STUDY: How Shrewsbury College is preparing future leaders**

What began as an almost knee-jerk response to the COVID-19 pandemic has evolved into something far-reaching with high-impact. Learn about how Shrewsbury College navigated the choppy pandemic waters, to help prepare their pupils for the best start for entering university, and adult life.

[READ MORE](#)
**UPDATE: Transitioning Endorsed & Development to ILM Recognised**

We will be closing all Endorsed & Development programmes worldwide from 1 September 2022. A reminder to all Endorsed & Development customers that the last date for registering learners on to Endorsed & Development programmes will be 31 August 2022. If you have an active E&D programme, we've already contacted you about migrating your programme from E&D to ILM Recognised, free of charge.

ILM Recognised was developed to replace and improve our Endorsed & Development service. If you'd like to discuss transitioning your current programmes to ILM Recognised over the next 12 months, please [contact us](#).

[READ MORE ABOUT ILM RECOGNISED](#)
**FUNDING UPDATE: New Funded Course Directory now available**

To support you with the delivery of our Adult Education Budget funded qualifications, we have developed a funded course directory. The directory lists all the qualifications that are eligible for AEB funding during 2021/2022. AEB can support individual adults to gain new skills to support their career development.

[DOWNLOAD DIRECTORY](#)
**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 >](#)