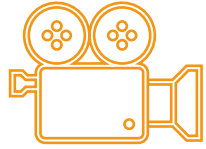




ILM Quarterly Update

2nd December 2024

Housekeeping



This session is being recorded

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

You can also download the slides from the document library on the right side of the screen.



Everyone is on mute

Everyone is on mute



Questions

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions although will follow up with the usual Q&A with the webinar recording.



Transcribe

A transcribe function has been introduced, which you can activate from the banner at the bottom of the screen.



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

Agenda

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Introductions

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6

Digital credentials update

7

Special interest groups

8

Your voice

9

Upcoming events and webinars

10

Questions

1

Your speakers today



Julie Rowlett
ILM Technical
Advisor

Contact email:

Julie.Rowlett@i-l-m.com



Richenda Yates
ILM Industry
Manager

Contact email:

Richenda.Yates@cityandguilds.com



Charlotte Okwera
Service Delivery
Manager
ILM Assessment &
Mapped

Contact email:

charlotte.okwera@cityandguilds.com



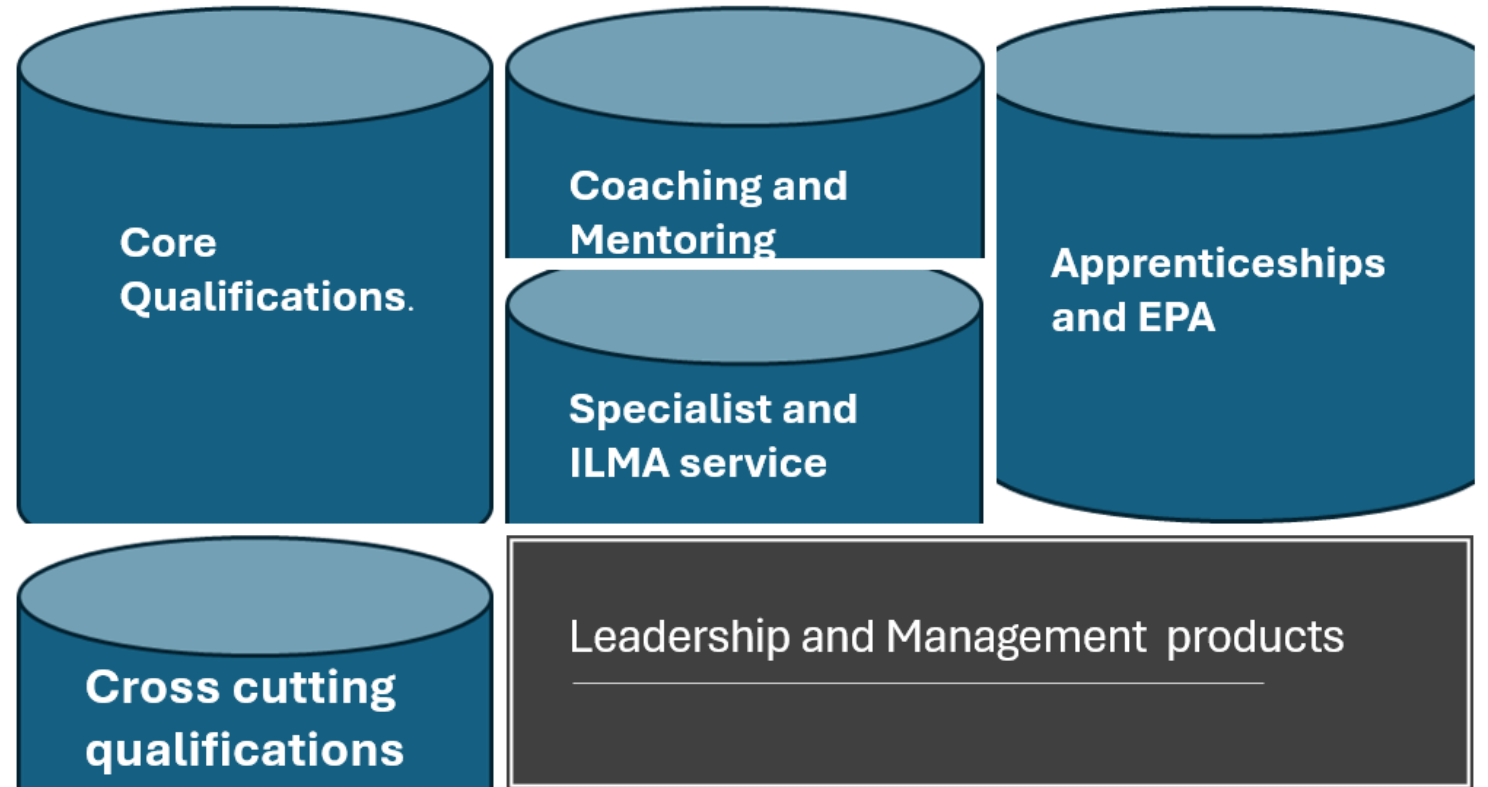
2

Product Updates

Richenda Yates



ILM product portfolio





Portfolio scrutiny

- Good opportunity to refresh content by listening to feedback
- Ensure current topics are included to reflect the changing roles and responsibilities for leaders and managers
- Be more inclusive
- Protect the validity of our qualifications



The Ask....

There will be a series of monthly focus groups starting in January. These will target specific qualifications, and the meeting will last 60 mins. It will be hosted on Teams.

If you are interested, then please contact:

- Richenda.yates@cityandguilds.com
- Brett.keegan@cityandguilds.com
- Joseph.ballantine@cityandguilds.com



Apprenticeships update



- Level 3: **Team Leader** standard ST0384: V1.4 September 25th : now live for registration in EPA Pro
- Level 5: **Operations manager** ST0385: V1.4 September 25th : live for registration in EPA Pro Spring 25
- Level 6: **Chartered Managers** degree apprenticeship ST0272– is now with the Product Manager at IfATE and is due to route panel in December with notification for January 2025: has been agreed by the trailblazer group that this should be an integrated degree apprenticeship
- Level 7: **Senior Leader** ST0480. Business as usual but please note the dispensation regards redundancy still states that there is an end date of 30th May 2025 for V1.2

3

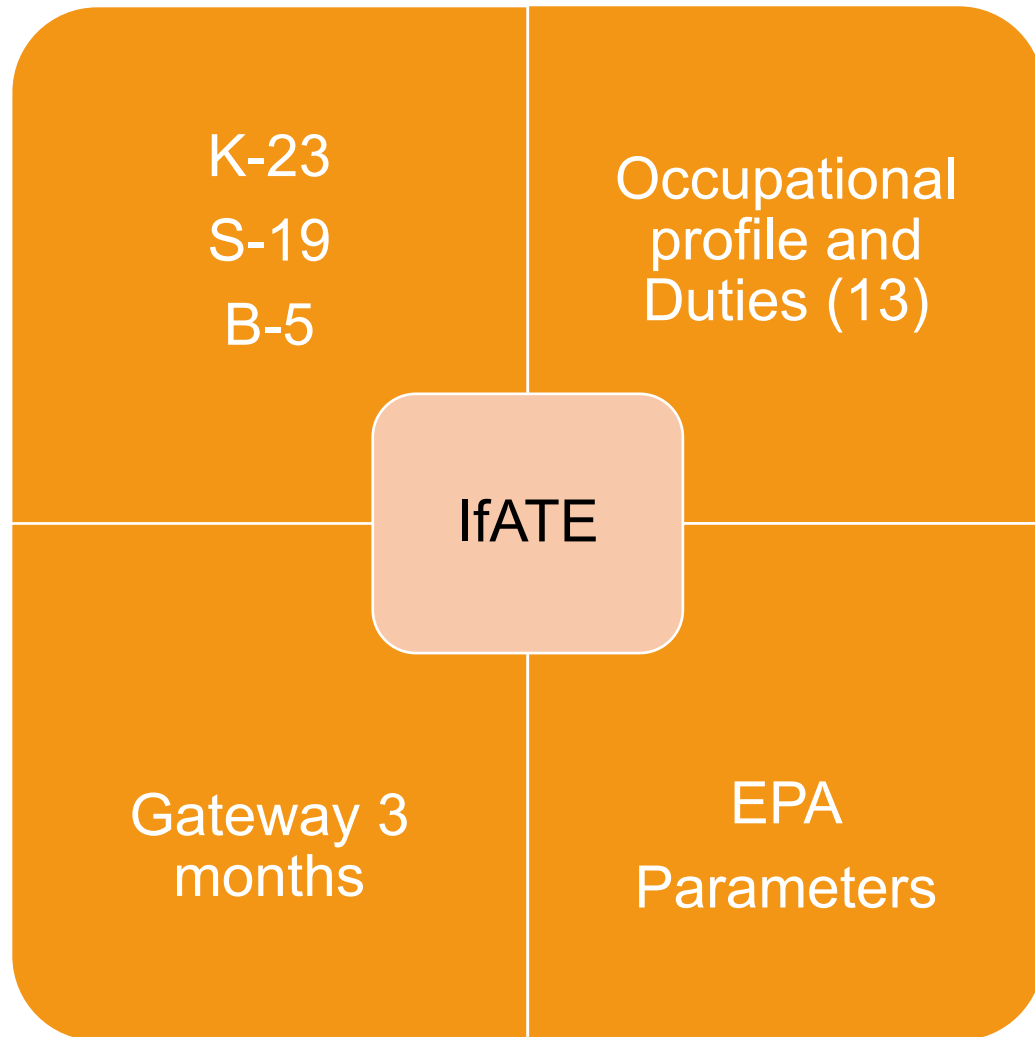
Level 3 Team Leader

Launch and approval process

Julie Rowlett



Background to the changes Level 3 Team Leader STO384



Outputs from revision:

- Title change – Team Leader
- V1.4 live 25th September
- Funding band – now £5,000 for new starts only
- Typical practical period extended to 15 months
- All KSB's have changed
- Webinars to support transition
- Resources available in EPA Pro

Approval Process

Existing Customers

- ✓ **Complete EPA application form in Walled Garden**
- ✓ **Select ILM EPA application**
- ✓ **Product Code 9308-33**

Quality section > forms > ILM EPA application form

New Customers

- ✓ **Complete EPA enquiry form on website**

[Link to form: EPA Only Centre Enquiry Form | City & Guilds \(cityandguilds.com\)](#)

- ✓ **Complete EPA application form on Walled Garden**

Quality section > forms > EPA application form

Please right click to access links or open in presentation mode.

Version Control



Qualifications search

Apprenticeship search

About

Occupational maps

Ensuring quality

Qualifications

Apprenticeships

Have your say

Home > Search the Apprenticeships > Team leader



Team leader

Key information

Status: Approved for delivery (available for starts)

Reference: ST0384

Version: 1.4

Level: 3

Typical duration to gateway: 15 months

Typical EPA period: 3 months

Maximum funding: £5000

Route: Business and administration

Integration: None

Date updated: 25/09/2024

Approved for delivery: 1 June 2016

Lars code: 105

EQA provider: [Ofqual](#)

Review: this apprenticeship will be reviewed in accordance with our change request policy.

Version log

Version	Change detail	Earliest start date	Latest start date
1.4	End-point assessment plan revised	25/09/2024	Not set
1.3	Occupational standard, end-point assessment and funding band revised	19/09/2024	24/09/2024
1.2	End-point assessment plan revised	25/06/2020	18/09/2024
1.1	The funding band for this standard has been reviewed as part of the apprenticeship funding band review. The new funding band is £4500	04/03/2019	24/06/2020
1.0	Retired	01/06/2016	03/03/2019

Important

Please register your learners against version 1.4 in your ILR

On-programme diplomas

- Diplomas not mandated
- We have mapped existing to revised standards – assessment methodology not an exact match
- Business case for new multi-purpose qualifications to meet apprenticeship and on-programme





4

EPA Pro updates

Julie Rowlett

EPA Pro update

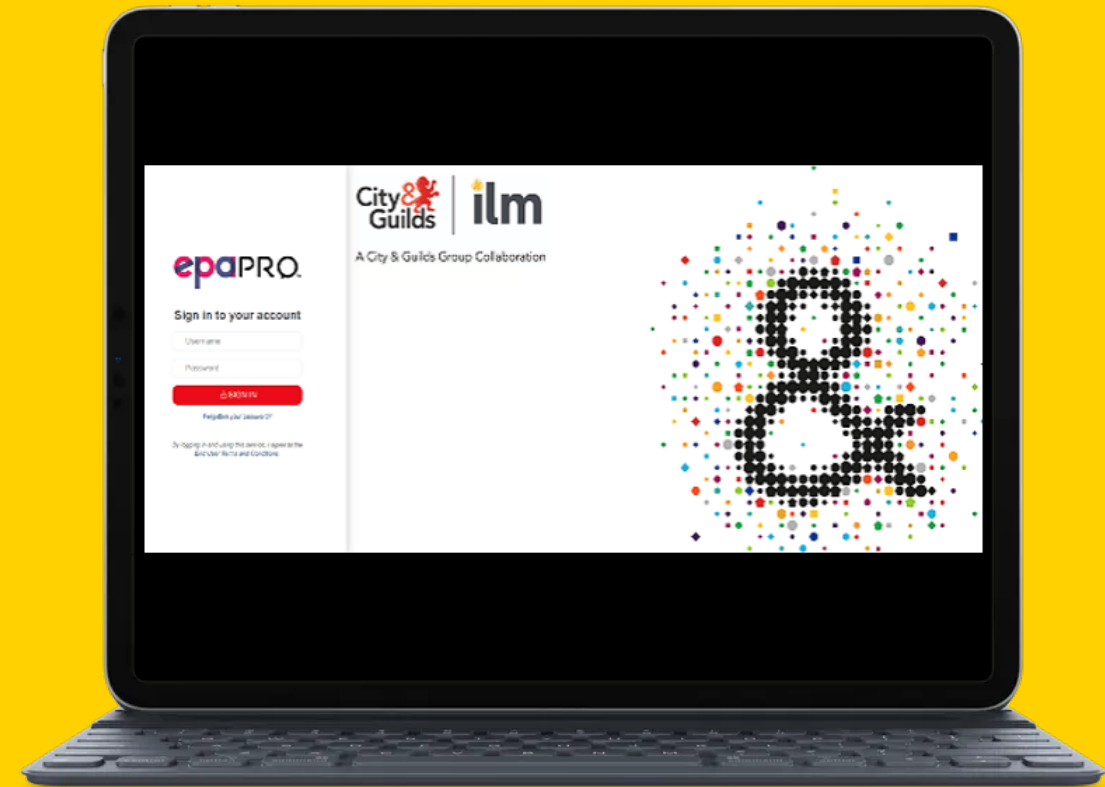
Reasonable adjustment applications

EPA Pro is our one stop shop for all our EPA documents and support materials

Selection of Materials on EPA pro:

- Gateway support
- Maths & English guidance
- EPA guidance packs
- EPA resources
- Recording forms
- Sample questions
- LIEPA reports
- Top EPA tips for apprentices and tutors
- Webinar recordings

Further EPA Pro updates coming 2025



Early 2025 Reasonable adjustments approval will be directly through EPA Pro. **Webinar** to demo

Wed, Dec 4, 2024 10:30 AM - 11:30 AM

<https://register.gotowebinar.com/register/310203458898894942>

Please right click to access links or open in presentation mode.



5

ILM Assessment Service

Charlotte Okwera

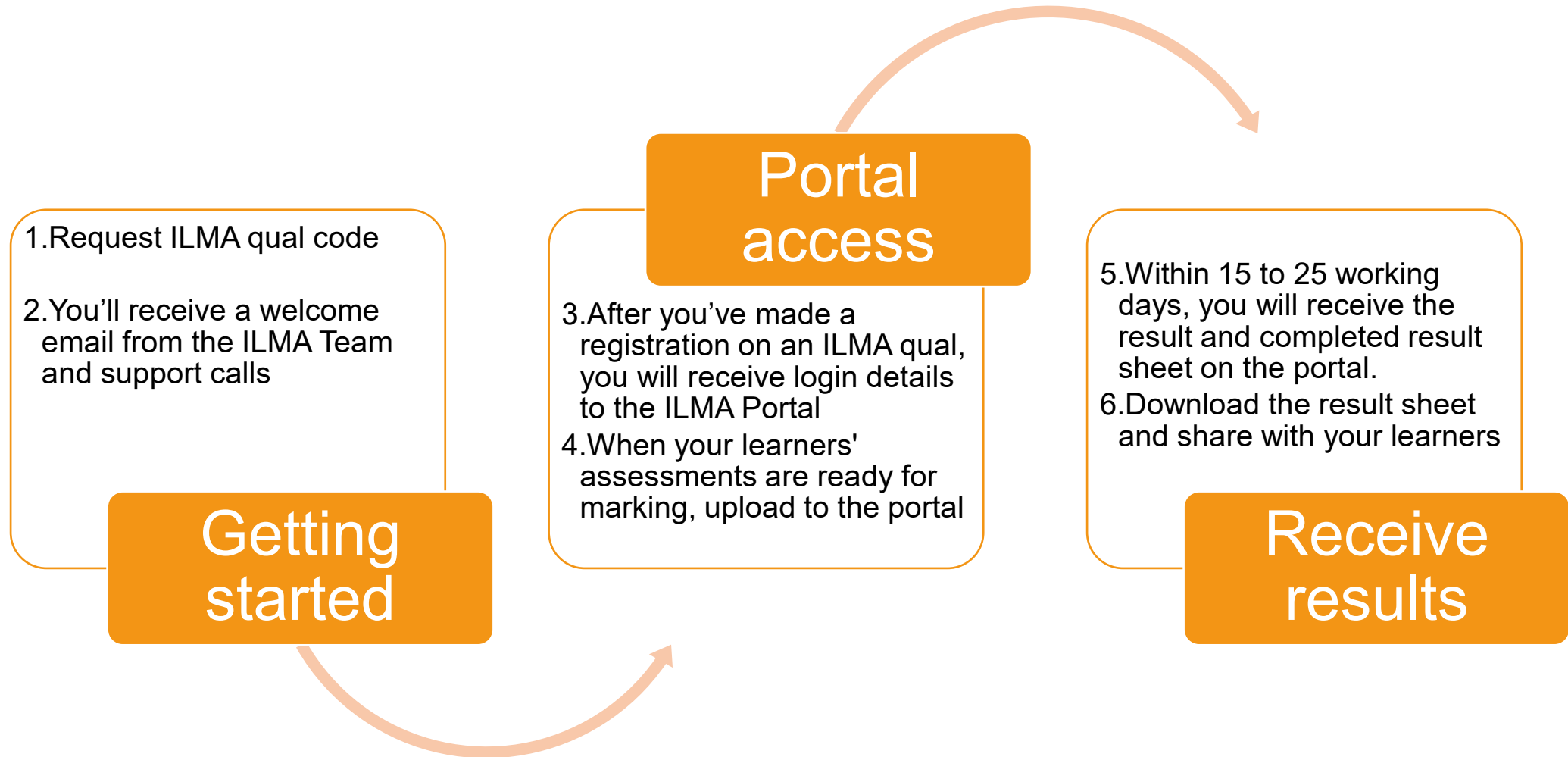


The ILM Assessment Service (ILMA)

- Also known as ILMA, it offers an independent, quality assured, marking service to ILM approved centres for a range of ILM Levels 2-5 Leadership & Management and Coaching & Mentoring qualifications
- Easy to use online Portal to submit completed learner assessments
- Assessments are allocated to trained Assessors who carry out marking and provide feedback on each Assessment Criteria
- Assessments are sampled and quality assured by Lead Assessors
- Results are available on the ILMA portal dashboard
- We enter successful results on to Walled Garden for you, to generate the certificates
- The SLA from assessment submission is 25 working days however, 85% are completed within 15 working days



The ILMA Process



Our lead assessors

My name is Kath Oakes, I am one of the Level 5 Lead Assessors and have worked with the team for four years. I believe in fair assessment processes and work closely with all our team of Assessors and Technical Advisors to ensure that we provide a consistent and professional level of service.



I'm Ray Knox, I have been part of the assessment since 2003 and a Lead Assessor since 2012. I am Lead Assessor for Leadership and Management with a focus on Levels 2 and 3 with some responsibilities for Level 5 and the Lead Assessor for Coaching at levels 3 and 5. I believe in strong relationships with our customers and aim to foster a strong partnership with them. I am also a passionate believer in coaching having been a coach since the early 1990's and hold various coaching qualifications covering both the business and sporting worlds.



I'm Sandra Robson, ILMA Lead Assessor across Levels 2 to 5 although currently mainly focussing on Level 2 and 3. I've been part of the ILMA team now for several years having previously been an EQA for ILM and a centre manager working with several different awarding organisations across varying business-related work based qualifications.



My name is Abby Oates. I am one of the Lead Assessors for Coaching and Mentoring, and have worked with the ILM Assessment Service since 2017 assessing both coaching & mentoring and leadership & management qualifications. I have been a qualified coach since 2011 and am passionate about the difference coaching and mentoring can make in the workplace. I have a broad range of experience of managing ILM centres, as well as delivering and assessing ILM qualifications at a range of levels. Building effective relationships with clients to enable high quality service delivery is my priority.



THE ILMA Portal

The ILMA Portal is an easy-to-use portal to upload your learners' assessments and submit them to ILM for marking.

Learner registrations made on Walled Garden for ILMA qualifications will automatically appear in the Portal. You can then select the required learner and unit and upload your assessments.

ILMA Portal features:

- Upload learner assessments
- Record and track assessments/learners in cohorts
- Track progress on your dashboard
- Export reports in Excel
- Receive completed results sheets to be passed on to your learners
- Re-submit reassessments

Learner fees

ILM Assessment Service

Qualification title	Full Fee code
Leadership and Management	
Level 2 Award in Leadership and Team Skills (with 2–3 assessments)	8000-14
Level 2 Certificate in Leadership and Team Skills (with 9–12 assessments)	8000-25
Level 2 Certificate in Team Leading (with 9–12 assessments)	8002-25
Level 3 Award in Leadership and Management (with 2–3 assessments)	8600-14
Level 3 Award in Leadership and Management (with 4–6 assessments)	8600-15
Level 3 Certificate in Leadership and Management (TPR with up to 8 assessments)	8600-27
Level 3 Certificate in Leadership and Management (with 4–8 assessments)	8600-24
Level 3 Certificate in Leadership and Management (with 9–12 assessments)	8600-25
Level 3 Certificate in Principles of Leadership and Management (with 9–12 assessments)	8606-25
Level 3 Diploma in Leadership and Management (with 13 – 16 assessments)	8600-35

The ILMA Portal steps



TRACKER

PENDING SUBMISSION

UNIT ASSESSMENT

INTEGRATED ASSESSMENT

ILMCENTRE

Track Submitted Items

Export to Excel Clear Filter Download Result Sheets

ID	Batch	Submitted	SLA Target	ENR	Learner	Unit(s)	Type	Category	Status	Result	Mark	Action	
31214	cohort 1	27/09/2022	01/11/2022	EFB1239	TEST LEARNER	8000-252	Unit	New	Submitted				
32480	cohort 1	27/09/2022	01/11/2022	EFB1192	ILMA LEARNER	8000-252	Unit	New	Submitted				
31215	cohort 1 2022	13/09/2022	18/10/2022	EFB1239	TEST LEARNER	8000-253	Unit	New	Submitted				
32370	cohort 1 2022	13/09/2022	18/10/2022	EFB1180	A N OTHER	8000-252	Unit	New	Submitted				
26261		09/11/2020	09/11/2020	VCD9536	ILM Test	8000-251	Unit	New	Completed	Pass	60		<input type="checkbox"/>
26262		27/10/2020		VFT3501	Roc Test	8000-251	Unit	New	Rejected				<input type="checkbox"/>
25599		14/07/2020	14/07/2020	VCD9536	ILM Test	8000-250	Unit	New	Completed	Pass	65		<input type="checkbox"/>
25587		13/07/2020	13/07/2020	VFT3501	Roc Test	8000-250	Unit	New	Completed	Pass	75		<input type="checkbox"/>
7854	ILM COHORT 1	09/02/2018	02/03/2018	XSG6151	ILMA 1A	8607-522	Unit	New	Referred	Referral	66	 	<input type="checkbox"/>

Page 1 of 4 10 items per page 1 - 10 of 37 items

The ILMA Portal steps



TRACKER

PENDING SUBMISSION

UNIT ASSESSMENT

INTEGRATED ASSESSMENT

ILMCENTRE

Select Learners for Unit Assessment

Clear Filter Upload Files

ENR	Learner	Qual	Qual. Name	Registration Expiry	Unit	Unit Name	<input type="checkbox"/>
SRV5572	test test	8000-14	ILMA Level 2 Award i...	04/07/2025	8000-252	Level 2 Planning and...	<input type="checkbox"/>
EFB1180	A N OTHER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-253	Level 2 Developing t...	<input type="checkbox"/>
EFB1192	ILMA LEARNER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-253	Level 2 Developing t...	<input type="checkbox"/>
SRV5572	test test	8000-14	ILMA Level 2 Award i...	04/07/2025	8000-253	Level 2 Developing t...	<input type="checkbox"/>
EFB1180	A N OTHER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-254	Level 2 Induction an...	<input type="checkbox"/>
EFB1192	ILMA LEARNER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-254	Level 2 Induction an...	<input type="checkbox"/>
EFB1239	TEST LEARNER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-254	Level 2 Induction an...	<input type="checkbox"/>
SRV5572	test test	8000-14	ILMA Level 2 Award i...	04/07/2025	8000-254	Level 2 Induction an...	<input type="checkbox"/>
EFB1180	A N OTHER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-255	Level 2 Meeting Cust...	<input type="checkbox"/>
EFB1192	ILMA LEARNER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-255	Level 2 Meeting Cust...	<input type="checkbox"/>

◀ ▶ 1 2 3 4 5 ... Page 1 of 28 ▶ ▶ 10 items per page 1 - 10 of 278 items

The ILMA Portal steps

The screenshot displays the ILMA Portal interface. At the top left is the 'ilm' logo. The navigation bar includes 'TRACKER', 'PENDING SUBMISSION', 'UNIT ASSESSMENT' (highlighted in a dark grey box), 'INTEGRATED ASSESSMENT', and 'ILMCENTRE'. Below the navigation bar, the page title is 'Select Learners for Unit Assessment'. The main content area is titled 'Upload Files for Unit Assessment'. It shows a learner's details: 'Learner Name : test test, Qualification : 8000-14 - ILMA Level 2 Award in Leadership and Team Skills, Unit : 8000-252 - Level 2 Planning and Monitoring Work (2 credits)'. There is a 'Remove' link below the details. Two file upload sections are present: 'Evidence Files' and 'Result Sheet', each with a 'Select files...' button. At the bottom of the upload area are 'Upload' and 'Cancel' buttons.

ilm

TRACKER PENDING SUBMISSION **UNIT ASSESSMENT** INTEGRATED ASSESSMENT ILMCENTRE

Select Learners for Unit Assessment

Upload Files for Unit Assessment

Learner Name : test test, Qualification : 8000-14 - ILMA Level 2 Award in Leadership and Team Skills, Unit : 8000-252 - Level 2 Planning and Monitoring Work (2 credits)

[Remove](#)

Evidence Files Result Sheet

Select files... Select files...

Upload Cancel

Individual or batch registration

Submit individually
or as a batch

The screenshot shows the ILM system interface. At the top left is the ILM logo. Navigation links include TRACKER, PENDING SUBMISSION (highlighted in a dark box), UNIT ASSESSMENT, INTEGRATED ASSESSMENT, and ILMCENTRE. Below the navigation is the heading "View Items Pending Submission to ILM".

At the top right of the table area are four buttons: "Clear Filter", "Submit as a Batch", "Submit", and "Delete".

ID	ENR	Learner	Qual	Qual. Name	Registration Expiry	Unit(s)	Type	Action
31213	EFB1239	TEST LEARNER	8000-14	ILMA Level 2 Award i...	16/09/2024	8000-250	Unit	<input checked="" type="checkbox"/>

At the bottom left of the table area is a pagination control showing "Page 1 of 1" and "10 items per page". At the bottom right is a status indicator "1 - 1 of 1 items".

Unique portal ID

Select
assessment or
multiple
assessments

Tracker view

The screenshot displays the ILM Tracker view interface. At the top left is the ILM logo. To its right is a navigation bar with a home icon and the word "TRACKER" in yellow. Further right are four menu items: "PENDING SUBMISSION", "UNIT ASSESSMENT", "INTEGRATED ASSESSMENT", and "ILMCENTRE" with a user profile icon. Below the navigation bar is the section title "Track Submitted Items". Underneath this title are two buttons: "Export to Excel" and "Clear Filter". To the right of these buttons is a "Download Result Sheets" button. The main content is a table with the following columns: ID, Batch, Submitted, SLA Target, ENR, Learner, Unit(s), Type, Category, Status, Result, Mark, and Action. The table contains four rows of data, all with a "Submitted" status. The "Submitted" column is highlighted in blue for each row.

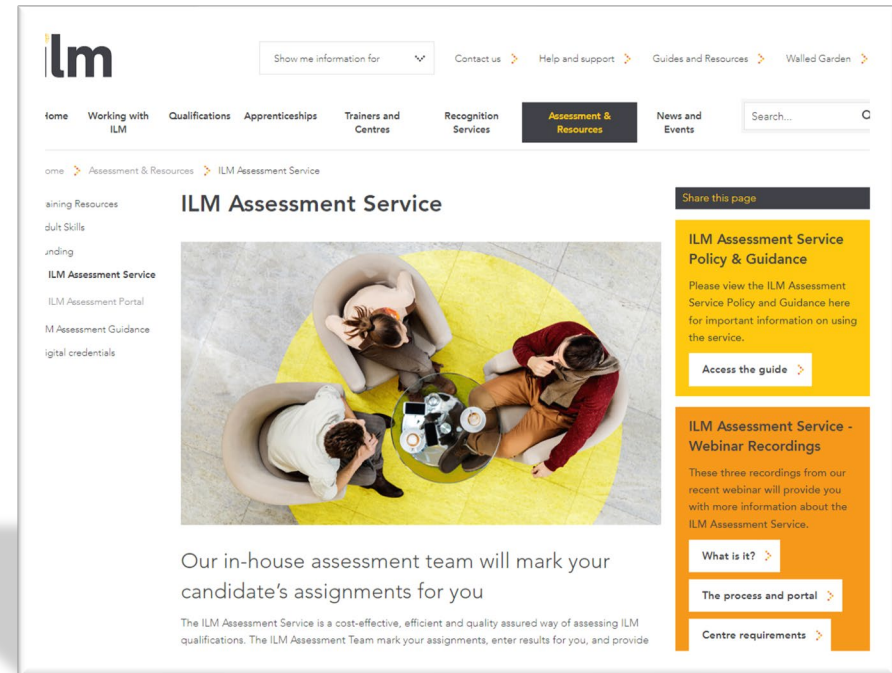
ID	Batch	Submitted	SLA Target	ENR	Learner	Unit(s)	Type	Category	Status	Result	Mark	Action
31214	cohort 1	27/09/2022	01/11/2022	EFB1239	TEST LEARNER	8000-252	Unit	New	Submitted			
32480	cohort 1	27/09/2022	01/11/2022	EFB1192	ILMA LEARNER	8000-252	Unit	New	Submitted			
31215	cohort 1 2022	13/09/2022	18/10/2022	EFB1239	TEST LEARNER	8000-253	Unit	New	Submitted			
32370	cohort 1 2022	13/09/2022	18/10/2022	EFB1180	A N OTHER	8000-252	Unit	New	Submitted			

ILM Assessment Service Information

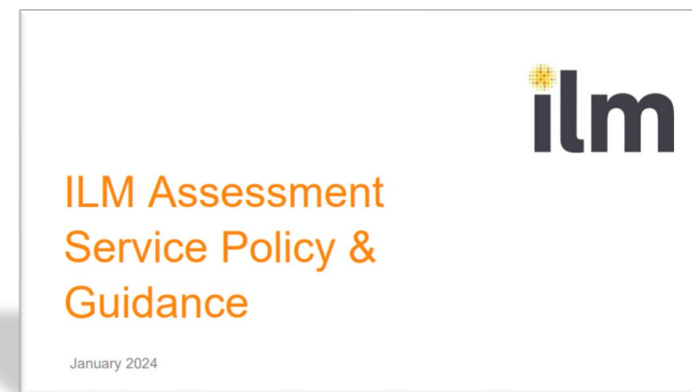
ILM Assessment Service – ILM

ILM Assessment service policies

Please right click to access links or open in presentation mode.



The screenshot shows the ILM Assessment Service webpage. The header includes the ILM logo, a search bar, and navigation links: Contact us, Help and support, Guides and Resources, and Walled Garden. The main navigation menu lists: Home, Working with ILM, Qualifications, Apprenticeships, Trainers and Centres, Recognition Services, Assessment & Resources (highlighted), and News and Events. The breadcrumb trail is: Home > Assessment & Resources > ILM Assessment Service. The page title is "ILM Assessment Service". Below the title is a photograph of four people sitting around a table in a meeting. The main text reads: "Our in-house assessment team will mark your candidate's assignments for you". Below this is a sub-headline: "The ILM Assessment Service is a cost-effective, efficient and quality assured way of assessing ILM qualifications. The ILM Assessment Team mark your assignments, enter results for you, and provide". On the right side, there are two call-to-action boxes: "ILM Assessment Service Policy & Guidance" with a link "Access the guide" and "ILM Assessment Service - Webinar Recordings" with links "What is it?", "The process and portal", and "Centre requirements".



The cover of the "ILM Assessment Service Policy & Guidance" document features the ILM logo in the top right corner. The title "ILM Assessment Service Policy & Guidance" is prominently displayed in the center in orange and black text. At the bottom, it indicates the date "January 2024".

Qualification and assessment guidance documents

There is lots of support and guidance available for ILM qualifications:

[ILM guides and resources \(i-l-m.com\)](http://i-l-m.com)

- Technical specifications
- Q cards
- Unit specifications
- Assignments
- Mark sheets
- Structured Answer Questions
- Handbooks

The screenshot shows the ILM website's 'Guides and resources' page. The top navigation bar includes the ILM logo, a dropdown menu for 'Show me information for', and links for 'Contact us', 'Guides and Resources', and 'Walled Garden'. Below this is a secondary navigation bar with links for 'Home', 'Working with ILM', 'Qualifications', 'Apprenticeships', 'Trainers and Centres' (highlighted), 'Recognition Services', 'Assessment & Resources', and 'News and Events'. A search bar is located on the right side of this bar.

The main content area is titled 'Guides and resources' and has two tabs: 'Qualifications' (selected) and 'Centre support'. The 'Qualifications' section provides instructions on how to search for qualification specifications, including examples of codes and unit titles. It features a search form with a text input field for 'Enter four digit qualification code or full unit title' and a dropdown menu for 'Choose your document type' (currently set to 'Specification Part A: qualification supporting notes'). A yellow 'Search' button is positioned below the form.

At the bottom of the page, there is a 'Filter your results:' section with three dropdown menus: 'Qualification type', 'Qualification level', and 'Area'.

On the right side of the page, there is a yellow sidebar with a 'Share this page' button and a section titled 'Looking for a retired qualification?' which contains text about retired qualifications and a 'Go to retired qualifications' button.

Assessment Guidance

- [ILM Guide to Assessing VRQ's](#)
- [ILM Assessment Verbs](#)
- [Assistance Documents](#)

Short videos on verbs and assessment criteria.
Share these with your learners!

- [Assessment Verbs – with a focus on Describe, Explain and Outline.](#)
- [Understanding Leadership - Assessment Criteria – review of Assessment Criteria for the unit and what is required.](#)
- [How to Understand Assessment Criteria – what are Assessment Criteria and how they are met.](#)

Please right click to access links or open in presentation mode.



6

Digital Credentials update

Julie Rowlett

The benefits of digital credentials

1. An easy and verifiable way to celebrate achievements

Learners can share their credentials on LinkedIn, other social media platforms or websites to share with connections what they've achieved.

2. No more lost certificates

Digital credentials will never go missing! It's like a digital passport that stores achievements safely and securely so they can proudly display them anywhere, anytime.

3. A CV for life

Digital credentials are a great way for individuals to show who they are, their abilities and the skills they acquire up as they go through life.

4 Accredible ease of use

Accredible is a European based platform and earners can directly access the platform without having to set-up an account

<https://digitalcredentials.i-l-m.com/issuer/112913/group-collections>

4



 Accredible

Accredible issues more than 1M digital certificates and badges a month for professional certifications, online courses, and association memberships

Please right click to access links or open in presentation mode.



Level 5 Certificate in Leadership & Management (8607-21)

This Award is designed for project managers, department heads, and other practising middle managers. The qualification helps people to develop a range of leadership skills and experience, improve personal performance and prepare for senior management responsibilities. (Ofqual Qualification Number: 600/5854/7 and ILM Qualification Number 8607-21)

Skills / Knowledge

Benchmark Performance

Day-to-day Management

Develop People

Drive Results

Influence Culture

Inspire Teams

Lead Others

Motivate Others

Project Management

Strategic Leadership

Earning Criteria

REQUIRED

Exam

This person has focused on several work-related areas which may include managing improvements, making a financial case, developing critical thinking, leading innovation, developing individuals, managing stress, managing conflict, organisational culture and ethics, customer relations, and implementing workplace projects.

Exam

This person has developed additional knowledge and skills which may include resource management, recruitment, information management, work analysis, using statistics, facilities management, leading teams, giving presentations, lean methodologies, environmental performance, managing remote workers, partnership working, organisational governance, information management, coaching, mentoring, and managing mental health.

Exam

This person has developed additional knowledge and skills which may include leading a complex activity, equality and diversity, managing risk, delegating authority, developing people, developing leadership styles, financial management, health and safety, marketing, team motivation, problem solving, change management, organisational culture, financial statements, budget planning, marketplace economics, mental toughness and operations research.

Issuer



Website

@ILM_UK | LinkedIn

Facebook

Credentials (1443)

Collections (12)

Learner email address needed for access link

How to bulk upload emails for multiple candidates

The bulk upload tool in Walled Garden enables you to add multiple candidate email addresses after registration.

Preparing the data

Required fields and validation

The template you need for the upload can be found [here](#).

Alternatively, you can create your own file to provide the email address of your learners.

The column titles are not case sensitive but must be in the following order.

All columns need to be in the file even if you have no data to upload. Those in bold are the preferred fields. Your centre number must be

Column Title	Description	Mandatory	Notes
Centre	Your centre number	Y	
ERN	Learner's enrolment number	N	Ideally include the ENR number
First Name	Learner's first name	Y	
Last Name	Learner's last (family) name	Y	
DOB	Learner's data of birth	Y	
ULN	Learner's unique learner number	N	If inputted, cannot exceed 10 characters
Email	Learner's email address	Y	Maximum characters 241
Your Ref	Your reference e.g. PO number	N	If inputted, cannot exceed 20 characters
Scot Num	Scottish Number - the equivalent of the ULN for Scottish learners	N	If inputted, cannot exceed 9 characters
NROSO Num	National Register of Sprayer Operators	N	If inputted, cannot exceed 8 characters



Tip

7

Special interest groups

Julie Rowlett



Coaching and mentoring SIG

- Runs approximately every 8 weeks
- Informal coming together of ILM C&M customers
- No structured agenda
- An opportunity to share best practice, challenges etc
- Learn from others in the group
- Exploring option to host a network bi-annually.

Contact julie.rowlett@cityandguilds.com to be added to the invitation list.

C&M SIG 2025 dates for your diary

Monday 12.00 – 13.00

- 10th February
- 7th April
- 2nd June
- 21st July
- 22nd September
- 17th November

Leadership and Management Special Interest Group

- Introducing a Leadership & Management SIG from February 2025
- May cluster depending on level of interest and product focus
- Please complete form from link on slide to express your interest
- Exploring options for F:F network bi-annually for both C&M and LM&. Could you potentially host a network?

Leadership & Management SIG proposed dates

Monday 12.00 – 13.00

- 27th January
- 24th March
- 12th May
- 7th July
- 15th September
- 3rd November

<https://forms.office.com/e/6dH2nNG0na>



<https://forms.office.com/e/zgwwNTCJ8U>





8

Your Voice

City & Guilds insight
community



Your Voice

Join the City & Guilds insight community

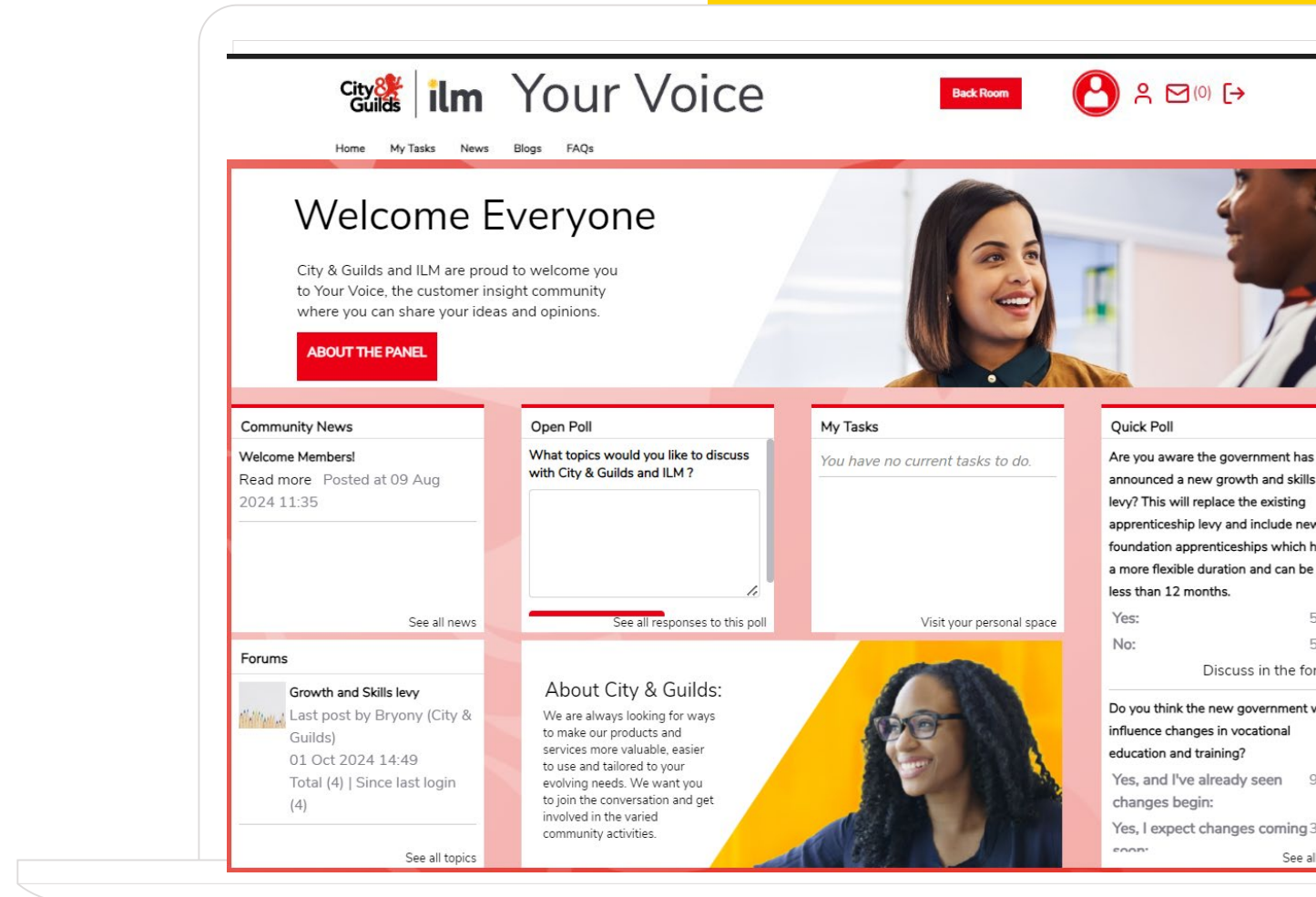
Your Voice is our customer panel that helps us put you at the centre of business decisions

We're building a community of customers who want to engage with us – and each other – to help improve our products and services.

We want you to help us make it easy to work with City & Guilds

This community is for:

- UK-based City & Guilds and ILM customers – regardless of your role.
- Assured and recognition services customers



Can you help shape the future of City & Guilds and ILM?

Join our friendly community of customers today and you can:

- Engage with us directly and with sector colleagues in a genuine two-way conversation
- Help shape the products and services we offer
- Suggest ideas and solutions on topics that matter to you
- Take part in varied engaging activities on an easy-to-use digital platform
- Interact with City & Guilds senior managers directly



Rewards for taking part

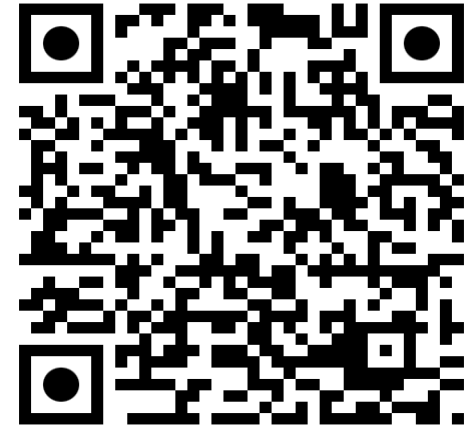


Easy to use online platform



Get feedback on the actions we're taking

[Sign up or scan below](#)



By joining the **Your Voice** community your input will help us to help you and your learners in so many ways.

[City & Guilds Your Voice](#)

9

Upcoming Webinars and Events

Julie Rowlett



9: Webinars and events

*

Reasonable Adjustments Webinar - EPA Pro

[Registration](#)

*

Funding update

- *Adult Skills Funding*
- *Apprenticeship Funding*
- *16-19 Funding*

4th December 12:00 – 13:15

[Registration](#)

Recordings of all past webinars, customer updates and slides can be found on the website

[ILM Event Recordings](#)

[Keeping you informed with our customer webinars and updates | ILM Events](#)

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2024/2025 ILM Customer Updates

February 11th 2025

[LM customer update February 2025](#)

May 14th 2025

[ILM customer update May 2025](#)

July 22nd 2025

[ILM customer update July 2025](#)

October 15th 2025

[ILM customer update October 2025](#)

10 Questions



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Thank you