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# 5 steps to become an approved centre

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**Introduction** 03

**Five-step journey to become an ILM approved centre** 04

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## Introduction

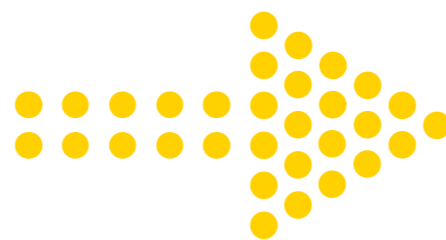
ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. We offer specialist qualifications in leadership and management from Level 2 to Level 7, learning resources, assessment and accreditation of high quality training in the fields of leadership, management and coaching.

Almost 70,000 people improve their skills with ILM each year, with ILM Approved Centres developing more leaders than anyone else. Working with ILM gives you the chance to help businesses and employees gain the best leadership skills possible through trusted, quality assured training.

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**Follow the  
five-step journey to  
become an ILM  
approved centre**



**#1**



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**Make an enquiry and  
find out more**

Register your interest by completing our [enquiry form](#) or contact our customer services team (+44 (0) 1543 266867, [customer@i-l-m.com](mailto:customer@i-l-m.com)). Within two days, our Business Development Executive will be in touch to talk through the options available, before passing on your details to your assigned Business Development Manager.



# #2



## Discuss your requirements

Your local Business Development Manager will then contact you to discuss next steps, including the plans for your organization and full details of ILM's qualification portfolio and/or recognition scheme. They will run through what you need to deliver and assess ILM qualifications and programmes, and share details of the support available from ILM.

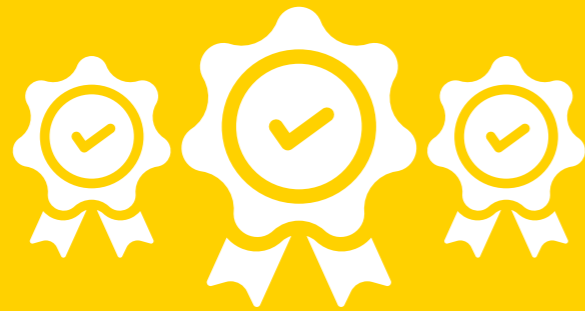
# #3



## Pay the approval fee and submit your application

You will need to complete and submit your details, along with payment for the appropriate approval fee. You will then be required to complete the relevant approval application documents and send these back to ILM with the supporting information listed in the forms.

# #4



## Quality check

Once payment has been received and all the relevant documentation has been submitted, you will be allocated a Quality and Compliance Manager. They will set up an appointment with you either via an on-site visit or telephone call/video link for international centres to review your application.

# #5



## Application outcome

Following the quality check, you will receive an update either; a) confirming that your organisation meets our requirements and that your details will be handed to the Approvals Team to get you fully set up, or b) letting you know that your submission does not quite yet meet the ILM criteria, along with clear details of the steps you need to take to gain approval.

And that's it! Once you've received written confirmation, you will be given access to our online support guides and resources, and a member of our Customer Service team and your External Verifier will be in touch to settle you in to working with ILM.

Remember - your Business Development Manager will be available to support you throughout your application process, so do not hesitate to get in touch with them should you have any questions whatsoever.

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For more information contact  
ILM customer services

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**E [customer@i-l-m.com](mailto:customer@i-l-m.com)**

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#### **About ILM**

ILM is the leading specialist provider of leadership qualifications in the UK. Last year, over 70,000 people enhanced their skills and performance with ILM, including 14,000 management apprentices.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

ILM is a City & Guilds Group Business. All ILM qualifications are awarded by The City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter.

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[www.i-l-m.com](http://www.i-l-m.com)

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