



A City & Guilds Group Collaboration

ILM Assured

Benchmark standards



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1. Planning and management

A programme rationale exists and is supported by the organisation to ensure its sustainability and the safety of its participants.

1.1 There is an organisational rationale for delivering the programme (which includes the target audience and how they will be recruited; how the programme will be delivered; assessed, if relevant; quality assured and evaluated).

1.2 There is a commitment to the ensuring the quality of the programme.

1.3 The programme reflects ethical values (such as fairness, honesty, openness and integrity).

1.4 Resources have been allocated to support the development, delivery and administration of the training programme i.e:

- Marketing activities
- Delivery logistics
- Responding to interest
- Recording participants progress
- Registration
- Awarding certificates/ credentials

1.5 Policies and procedures that demonstrate best practice in learning & development design and delivery are in place i.e:

- Equal opportunities
- Engaging new staff to the programme
- Safeguarding
- Accessibility
- Data protection
- Replacement of lost certificates
- Health, safety and welfare
- Mitigating the loss of key personnel
- Complaints, grievance, appeals
- Informing ILM/City & Guilds of any significant changes

1.6 Those involved in the management, development and delivery of the programme have the relevant experience and have developed or are developing relevant learning and development skills.

At annual renewal there is evidence of the application of the policies and procedure described above.

2. Design and delivery

The programme has been developed in such a way to deliver against objectives which have been set; and optimise the learners experience.

2.1 There is a clear overall aim for the programme and objectives have been set for each component.

2.2 The organisation has the right, as the creator of the materials, to their use and distribution and/or where materials from other sources are used, appropriate permissions have been obtained.

2.3 The materials developed are fit for purpose and meet the needs of those delivering and participating in the programme taking account of any cultural differences

2.4 The length of the programme, the time allocated to the delivery and support available to participants is sufficient to enable them to meet the objectives.

2.5 Delivery methods take into account learning styles and accessibility. There is a consistency of design across all components.

2.6 Delivery locations are:

- Fit for purpose
- Assessed for risks
- Where there are multiple locations there is a standardised approach to the set up.

2.7 The programme title accurately reflects its content and context and cannot be confused with a nationally recognised qualification.

2.8 Where links to industry standards and/or local frameworks are claimed, evidence is available that appropriate checks have been made by the organisation.

3. Learner support

The organisation ensures that all those involved in the programme are appropriately briefed and supported.

3.1 There is a process for clearly communicating the training programme availability and programme information to prospective participants.

3.2 All those involved with the programme are regularly briefed about the programme and kept up to date with any changes.

3.3 Participants are briefed about the:

- aims and objectives of the programme
- the expected learning hours
- the delivery method
- support available

At annual renewal the AEQA will be able to carry out an audit trail on a number candidates.

4. Quality assurance

There are effective internal quality assurance procedures in place.

4.1 There is a named individual with responsibility for monitoring the quality of the programme and a written commitment to the implementation of quality assurance.

4.2 Procedures and supporting documentation exist for checking and maintaining the consistency of development & delivery i.e:

- approval of content and materials
- version control of documents
- selection of delivery locations
- selection and development of those delivering training
- observation of training delivery
- standardisation activities

4.3 There is a robust process in place to record participants:

- Registrations
- Progress
- Attendance
- Completion

4.4 There is a process in place to ensure that certificates/credentials are only issued when all described delivery has taken place.

At annual renewal there is documentation showing effective quality assurance has taken place

At annual renewal the AEQA will be able to carry out an audit trail on a number candidates

5. Evaluation and continuous development

The training programme is evaluated regularly and action is taken following evaluation.

5.1 The training programme is reviewed from different perspectives:

- Participants are provided with the opportunity to give feedback on the learning experience.
- Trainers are required to reflect and report on “what worked well” and areas for improvement.
- Key stakeholders are involved and/or receive information from the review

5.2 The learning and development team regularly review and report on the effectiveness of the programme.

5.3 Action is taken as result of the evaluation

At annual review there is evidence of evaluation, review and continuous development of the programme.

6. Assessment

There is a robust assessment methodology and this is supported by effective quality assurance procedures

The programme meets all the criteria of the core components plus:

6.1 Criteria exist to check that assessments are fit for purpose, designed to assess individual performance and assess the aims and objectives of training programme.

6.2 The assessment criteria are measurable, achievable, are communicated to learners and reliably test achievement of the training objectives, the transfer of knowledge and/or and the skills learners have acquired.

6.3 Those with the responsibility for assessment have relevant subject experience and have developed or are developing, assessment and feedback skills.

6.4 Quality assurance activities have been planned and designed to ensure consistency in assessment practice.

6.5 Learners are given relevant and constructive feedback following assessment.

6.6 Certificates/digital credentials are only issued when assessments have been quality assured.

At annual renewal there is evidence of individual assessment for participants on the programme and documented evidence that relevant quality assurance has taken place.



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7. Leadership and management

The programme meets all the criteria of the core components and the assessment component (if applicable) plus:

7.1 The aim of the programme is to develop leadership and management capability.

7.2 The programme fits within the ILM footprint of leadership, management, coaching or enterprise.

7.3 Programme titles accurately reflect management/leadership content and context.

7.4 An appropriate induction is provided for learners outlining the programme requirements and signposting them to relevant ILM resources.

8. eLearning

The programme meets all the relevant criteria of the core elements plus:

8.1 Instructional design standards are in place that support the development of a logical framework for learning content.

8.2 The content of the programme maximises learner interactivity providing relevant opportunities for exploration, consolidation of understanding and testing.

8.3 Visual design standards refer to graphical user interface (GUI) and ensure that navigation is intuitive and user friendly.

8.4 eLearning is compatible with different devices.

8.5 The programme uses a common industry format e.g SCORM, AICC, enabling interaction with a learner management system to record information on learners:

- Learner access information
- Number of assessment attempts
- Time to completion
- Assessment results

At annual review AEQA will need access to learner records.

9. Translation

For programmes being delivered in languages other than English or Welsh

The programme meets all the criteria of the core elements plus:

9.1 Core programme documents must be translated into English for approval and renewal.

9.2 The organisation can provide the service of a translator for approval and renewal meetings.

At annual renewal records of participant registration, progress, assessment, quality assurance and completion are available in English.

Additional Notes:

Significant changes in the programme may include.

- Change to IQA or programme manager
- Over 20% changes to delivery team
- Over 20% change to existing programme
- Addition of a new programme
- Change of assessment method
- Programme structure changes

A number of criteria have been identified as only relevant on renewal