ILM Assessment Service Policy & Guidance

January 2024

Contents

Scope

This document is for existing and prospective ILM Centres who wish to use the ILM Assessment Service. This means you have learners who would like to undertake an ILM qualification, the assessment of which will be marked by the ILM Assessment Service.

This ILM policy provides:

- Guidance on the process for using the ILM Assessment Service
- The terms and conditions that apply when a Centre uses the ILM Assessment service.
- The procedures that a Centre needs to follow when using the ILM Assessment service.

This policy should be read in conjunction with the Supporting Notes for ILM VRQs and the Customer Handbook. All Centres using the ILM Assessment Service must adhere to this policy.

This policy supersedes and replaces the ILM Assessment Service Policy V5 from January 2021.

Scope

Introduction

The ILM Assessment Service offers a cost effective, quality-assured marking service to ILM Approved Centres on a range of ILM qualifications.

This is achieved by:

- Dedicated Lead Assessor support to discuss your chosen units and flexible assessment options.
- Working with a team of qualified and experienced assessors and Lead Assessors who mark and quality assure assessments for registered learners
- Scheduling assessment activity to ensure results are uploaded to the portal within the 25-working day Service Level Agreement (SLA).
- Providing timely, reliable, and consistent feedback on learners' assessments
- Entering results on Walled Garden on your behalf once a learner has passed a unit
- Providing Feedback Summary Reports to Centres that that need additional support.

ILM Support Teams

ILM provides focused support to customers of the ILM Assessment Service. The roles and responsibilities of key support teams are listed below.

Customer Services Team

The Customer Services Team offer general information and assistance to ILM customers including general support in relation to the ILM Assessment Service, the use of the ILM Assessment portal and assessment enquiries and appeals.

Account Manager

The Centre designated Account Manager is responsible for providing advice and guidance to existing Centres and potential customers on the use of the ILM Assessment Service. They also act as an account manager throughout the Centre's journey with ILM.

Quality Team

The Centre Quality Team is responsible for approving Centres to deliver ILM qualifications, including those marked by the ILM Assessment Service. They provide support and guidance on the approval process to potential Centres who wish to use the ILM Assessment Service.

If a Centre would like to consider using alternative assessment methods, their Quality Team can provide advice and would need to approve any alternative assessment arrangements.
They also work with Centres on resolving centre and learner malpractice cases, including plagiarism detected by ILM Assessment Service assessors.

ILM Assessment Team

The ILM Assessment Team is responsible for ensuring that all assessments submitted to the ILM Assessment Service are marked within the established Service Level Agreement. They also claim results on Walled Garden on behalf of the Centre.

The Service Delivery Manager is part of this team and responsible for the customer

journey and experience.

Assessor

The Assessor is appointed to use their expertise and competence to make a professional judgement as to whether learners assessments submitted to the ILM Assessment Service meet ILM standards. They provide developmental feedback against each assessment criteria to learners on how they could have improved their response.

Lead Assessor

The Lead Assessor is appointed to undertake a quality assurance role within the ILM Assessment Service by sampling and standardising work undertaken by assessors. They also support and provide feedback to assessors on an individual basis.

Lead Assessors provide assessment guidance to Centres during their initial set up and upon adding new qualifications to their delivery. This includes discussing flexible assessment options for delivery. They also provide Feedback Summary Reports to Centres who need additional support.

Technical Advisors

The Technical Advisors provide support and guidance to Centre staff to help them to interpret and understand the requirements of the ILM qualification specifications so that they are able to support learners towards successful completion.

External Quality Assurer

The Centre designated External Quality Assurer (EQA) undertakes regular centre visits to review Centre systems and processes. EQAs will not sample, review or comment on learner work marked by the ILM Assessment Service. EQAs will only sample assignments that are marked by the Centre assessors.

Centre Responsibilities

Centres using the ILM Assessment Service retain a range of responsibilities that all ILM Centres have. These are described in the Customer Handbook, which describes the contractual arrangements in place between ILM and a Centre.

These include having a full range of policies and procedures in place to deliver ILM qualifications to learners. These policies must be discussed at a learner's induction to ensure that learners and potential learners are fully aware of both the Centre and ILM's expectations. To ensure compliance with the policies, it is good practice to reiterate salient points to learners during the programme delivery.

Centre staff must be conversant with the assessment criteria, learning outcomes, and the knowledge and skills that are being tested for each ILM qualification it delivers.
They also must have a good understanding of how ILM qualifications are assessed. Detailed information on this can be found on the website ILM - Assessment Guidance (i-l-m.com)

Preparing Learners for Assessment
Deliverers and tutors need a common and thorough understanding of the requirements of the assessment task and the assessment criteria so that learners are provided with clear and consistent guidance throughout the learning and assessment process. The internal quality assurer's role is vital in achieving this at

the early stages of any new programme.

If learners are to be successful in completing assessment tasks they should be briefed in detail on the meaning and significance of the assessment criteria of the units they are completing. This is of particular significance when all assessment criteria must be passed as there is a potential for a submission that is very good overall to still be referred because an assessment criterion has been ignored.

The Importance of Tutorial Support

Tutorial support is crucial in the preparation for successful assessment. Tutorial support is a requirement for ILM centre approval, is an ongoing mandatory obligation and has been shown to be key to good results. The expectation is that the majority of pieces of work from most learners will be scrutinised and critiqued by the centre prior to being submitted for assessment. Certainly, learners should not be routinely submitting their assessments without these having been reviewed by a tutor.

It can happen that a piece of work ends up being referred that, from the employing organisation's point of view, is of a high standard and organisational value. This can cause confusion and conflict. The issue is that something that was excellent for one purpose is not necessarily adequate for another purpose, which can happen if assessment criteria have not been satisfied.

Word Count

We provide a recommended word count for each of our assessment tasks. These are for guidance only and indicate the average length of assessment that achieves the minimum standard.

Word counts are not prescriptive. They cannot be used as a basis for referring an assessment because they are not an assessment criterion requirement. However, as the word count is based on the length required to gain a borderline pass, an assessment containing less than this would be unlikely to pass. Equally, a lengthy assessment is no guarantee of a pass because it is about quality rather than quantity. Moreover, an excessively lengthy assessment may be indicative of a lack of focus on the assessment criteria and may result in a referral on that basis. Prior guidance should be provided to learners to help them keep their assessments and appendices concise and relevant.

The ILM Assessment Service provides the following guidance and may need to reject excessive assessments or discuss additional marking fees if needed:

- Leadership and Management level 2-5 qualification unit assessments and Coaching and Mentoring unit 8585-300 should not exceed 5,000 words.
- Coaching and Mentoring unit 8588-500 should not exceed 8,000 words.

Where assessments exceed the above word count, we may reject the submission and agree either an additional fee to mark the assessment or that the learner will be supported by the centre to produce a more concise assessment which can be resubmitted by the centre at no additional cost. (Additional fees will be based on a re-submission fee for each additional 10,000 words).

There is no recommended word count for the other Coaching and Mentoring units 8585-301, 8585-302, 8585-303, 8588-501, 8588-502, 8588-503, however, the submission should include all fully completed documents from the portfolio of evidence, populated in some detail, alongside the portfolio evidence matrix that references and signposts to the specific evidence within the portfolio. Some wider assignment narrative to ensure all assessment criteria and verbs are met is also required. Audio recordings of coaching sessions are not required.

Learner Authenticity

Ensuring the authenticity of the learners work prior to submission is also critical, and the learner must confirm authenticity of each original submission made to the Service.

We recommend the use of the ILM statement of authenticity, which can be uploaded to the ILMA portal as a separate document or as the cover sheet of the learner's assignment. A link to the document is in the Useful documents section.

Results

ILM does not have a direct relationship with learners and therefore will not provide results directly to learners. Once ILM has notified the Centres of learner results, it is the Centre's responsibility to ensure that learners are informed of results in a timely manner.

Expectations on first submissions

We recommend initially that you submit a small number of assessments to the Portal (5-10) to allow us to mark and provide valuable feedback. Please set your learners expectations that the submission to the Portal does not guarantee a pass and that there may be resubmissions required, particularly when it is your first submissions of a unit.

Using the ILM Assessment Service

This section provides a step-by-step guide on how to use the ILM Assessment Service.

There are seven key steps as illustrated below:

Each step is described below.

1. Approval

To use the ILM Assessment Service a Centre needs to be approved to deliver one or more of the qualifications assessed by the Service. A full list of these qualifications can be found in the [guide to fees](#).

*Please note, the correct ILM qualification should be selected depending on whether centres are assessing their own qualifications or using the ILMA service. ILMA qualifications have '**ILMA'** in front of the qualification title in Walled Garden.

1.1 New ILM Customers
Organisations that are not approved ILM Centres, who wish to use the ILM Assessment Service, must first become an approved ILM Centre and approved to deliver one or more of the qualifications assessed by the Service. The Centre's Account Manager will assist them with this.

1.2 Existing ILM Customers
Existing ILM Centres must be approved to deliver one or more of the qualifications assessed by the Service. The Centre's Quality Team will be able to assist them with this.

1.3 Welcome from the ILM Assessment Team
Once the ILM Centre has approval, the ILM Assessment Team will send a

welcome email providing useful information and offering a support call to confirm which units the Centre is delivering and answer any queries.

1.4 Lead Assessor support

A welcome call will also be offered with the ILMA Lead Assessor and the Centres Quality contact and/or Tutors to provide assessment guidance and expectations as well as discuss any flexible and integrated assessment options.

2. Registration

Access to Walled Garden is given to all ILM Approved Centres to enable them to view and purchase qualifications and other products. Customers can also view learner results on Walled Garden and certification dates.

New Centres must set up their ILM Walled Garden account first to be able to register learners. Once qualification approval is granted, the relevant product codes will appear in the Centre catalogue in the Walled Garden. Centres must register all their learners through Walled Garden. The relevant ILM Assessment product codes need to be used.

For further information on how to do this, please refer to the Walled Garden support documentation available on our website: [Walled Garden Resource Centre (i-l-m.com)](#).

2.1 Data Protection

Data Protection Legislation place obligations on those who control and process information relating to individuals. Centres must provide Personal Data to ILM upon registering learners.

The Centre that registers learners is responsible for them and for the processing of their Personal Data under Data Protection Legislation.

3. Assessment Portal Set-up

All assessments must be submitted via the ILM Assessment Portal.

Once a new centre has made their first learner registration, the ILM Assessment Team will provide access to the ILM Assessment Portal and login details will be emailed.

Each member of Centre staff using the Portal should have their own user account. Should a Centre need to create additional user accounts for any other individuals within the Centre they would need to contact the ILM Customer Services team who will be able to assist them. To create new user accounts, we would need the approval of the Centre Quality contact to ensure that only the right individuals have access to the portal.

Please note that we are unable to provide registered learners with user accounts for the ILM Assessment portal, even if they are members of Centre staff. They will be able to gain access to the portal after they have completed their ILM qualification.

Once a member of staff no longer requires access to the ILM Assessment Portal, please inform us and we will close their account.

Detailed information on the ILM Assessment Portal, including a Customer Guide, can be found on our website [ILM Assessment Portal ILM (i-l-m.com)](#).

4. Delivery

Once learners have been registered on the relevant ILM qualifications, centre staff will deliver relevant tutorials and other support to them.

Centres need to ensure that adequate advice and guidance are provided to learners, so they are well prepared prior to starting their assessment. Centres must also review assessments prior to submission to the ILM Assessment Service to ensure they address the assessment requirements and that all relevant documentation is in place.

5. Assessment Submission

When learners have completed a unit assessment the final version needs to be uploaded onto the ILM Assessment Portal.

5.1 How to make a submission on the portal

The following would need to be uploaded for each submission:

- The learner's complete assessment for each unit or for each set of integrated assessments. The following file naming convention needs to be used:

Learner name - Enrolment number (ENR) –Submission Number (original = (1) or resubmission = (2)).

For example: S.Smith-ABC123(1)

- An authenticity cover sheet signed by the learner must be submitted with the **first** submission for **each** unit or set of integrated units. Please see a link to the document in the Useful documents section, this can be uploaded to the portal as an attachment or added as the cover sheet of the learners assignment.
- Any additional information the learner wishes to include in their submission, e.g. supporting documents or appendices.
  - An ILMA result sheet with the learner details completed. This needs to be a Word document as our assessors need to type in their feedback directly into the result sheet..

Please note that our assessors only have this documentation available to them when marking, therefore a complete set of documents needs to be uploaded onto the portal.

Once a submission has been made, a member of our team will quality-check it. If it is identified that any information is missing, we may reject the submission. For example, if a declaration of authenticity is missing, or an assignment has been uploaded for the incorrect learner or the incorrect unit. The reason for rejecting a submission will be detailed in the notes section on the portal. We aim to quality-check each submission within **five working days** (part of the overall 25 working days SLA) from the date it has been uploaded onto the portal, however this can take longer if further checks are required.

If an assessment has been rejected, a new submission can be made via the portal containing all documents. Please note that the SLA will start again at **25 working days** as we are unable to mark incorrect submissions.

5.2 How to make a re-submission on the portal

If a learner has been referred on a particular unit, they will need to amend their response and it will need to be re-loaded to the portal.
A signed authenticity cover sheet does not need to be uploaded with the re-submission if it was included in the original submission for the unit/set of integrated units.

Re-submission charges apply which can be found in the ILM Guide to Fees. We will send you an invoice for these, as they cannot be made via Walled Garden. The ILMA team invoice on a Wednesday for any resubmissions made Monday to Sunday of the week before.

Only assessment criteria that has been marked as referred should be amended as assessors will only re-assess referred criteria.

Please <u>ensure</u> that any additional work the learner has made is clearly identifiable. We recommend:

1st submission – black font
1st re-submission – blue font
2nd resubmission - green font
3rd resubmission – red font

6. Marking

Once a submission has been received it will be assigned to one of our assessors. To ensure the independence of our assessment decisions the assessors must not have any vested interest in the outcome of assessing learners. Therefore, if any conflict of interest is present, we will ensure that we only allocate assessments to assessors who do not have any vested or personal interest in a learner or Centre.

Our assessors will mark the assessments and provide feedback onto the result sheets.

6.1 Quality assurance of marking

After marking, a selection of assessments are sampled by one of our Lead Assessors who quality assures the assessor marks and feedback. This is a vital stage to ensure that assessment decisions are valid and reliable.

If the sampling reveals any quality issues with either the assessment decisions or feedback, mitigating actions take place prior to releasing the results. There is no need for the ILM External Quality Assurer to sample these assessments.

7. Results

Once finalised, we will upload the result sheet on the portal and release the results to the Centre. The Centre can track each submission via their own dedicated tracker dashboard on the ILM Assessment Portal.

Following the release of the results on the portal we will enter the results onto Walled Garden for the learners who have passed the assessment.

ILM aims for the process from correct submission of assessment to entering the results onto Walled Garden to be completed within **25 working days**. The same SLA also

applies to re-submissions.

6.1 Persistently high referral rate

If the referral rate is high for a batch of assessments, or a pattern of pitfalls has been identified, your Lead Assessor will write a Feedback Summary Report highlighting any trends and providing advice on specific units and assessment criteria. If you require further support our Technical Advisors can offer dedicated support for your Centre. To arrange additional support with one of the Technical Advisors please contact ILM Customer Services customer@i-l-m.com .

If the referral rate for a Centre is continuously higher than the average ILM Assessment Service's monthly referral rate the Centre's External Quality Assurer (EQA) will contact the Centre to ensure that Centre staff are fully aware of ILM's expectations for the delivery of a qualification.

The EQA will seek assurance from the Centre, which may include the application of an action plan to reassure ILM that the Centre is delivering ILM qualifications in line with our requirements.

Change of Assessment Method

We can offer flexible and integrated assessment options via the ILMA service. This includes the marking of pre-recorded presentations, professional discussions and recorded questions and answers that could cover one or more units.

To request a change of assessment method please complete the change of assessment method request form in the Useful Documents section of this guide and submit to the ILM Quality team.

We will review your request and make contact to discuss the requirements for change of assessment method via ILMA. We provide you with a change of assessment method confirmation which outlines ILM and centre responsibilities. This includes details of the chosen assessment methods, file size and duration limits and other guidance.

Offering change of assessment methods is new to the ILMA Service, currently there will be no additional fees and the usual learner registration fees and re-assessment fees will apply, however, depending on how the service evolves, we may need to review this in the future.

Related Policies

ILM is committed to providing a high-quality assessment service, which assesses and awards consistently, accurately, and fairly. To this end, we require everyone who is involved in its implementation, assessment, and quality assurance to demonstrate honesty and integrity.

All ILM Policies apply to Centres who use the ILM Assessment Service.

The following policies are particularly relevant:

- Managing cases of suspected malpractice in examinations and assessments – the policy provides definition and examples of malpractice and maladministration, including plagiarism, which may occur in connection with Centres, providers, learners, and our customers in general. This policy outlines the actions that could bring the integrity of ILM qualifications and programmes

into question, the practices that constitute malpractice and maladministration and the procedures that should be undertaken to manage and mitigate suspected occurrences.

- [Enquiries and Appeals Policy](#) - if a Centre is dissatisfied with the results awarded by the ILM Assessment Service, they can make an enquiry about the results. The process for doing so and the fees are detailed in the policy.

- [Privacy Statement](#) – the statement lays out the learner data that we collect and how it is managed to ensure full compliance with Data Protection legislation.

Useful Documents

- [Guides and Resources](#): Qualification and unit specifications
- [Assessment Guidance](#): All information on assessments
- [Walled Garden Resources Centre](#): Walled Garden user guidance and demonstrations
- [ILM Guide to Fees](#): All associated fees for ILM qualifications and assessment
- [ILM Assessment Portal Guidance](#): Portal user guide and webinars for the ILM Assessment Service
- [Statement of authenticity](#): to include with ILMA portal submissions
- [Change of assessment method request form](#)

Useful Contacts

Please contact the ILM Customer Service Team for all enquiries

E: customer@i-l-m.com   T: +44 (0) 1543 266867

Document Change History

Changes to specific sections of the document are listed below:

Version and date	Change detail	Section
1.0	Document created	All
4.0 July 2018	This section has been enhanced to include the responsibilities of various roles within ILM	Page 5
4.0 July 2018	Section subsumed in the Introduction section	ILM Responsibilities
4.0 July 2018	This section has been enhanced to include detailed descriptions of each of the 7 steps	Page 8
4.0 July 2018	Section subsumed in the Using the ILM Assessment Service section	ILMA Step-by-Step Guide
4.0 July 2018	This section has been removed and reference made to the ILM Plagiarism Policy and Guidance	Preventing Plagiarism
5.0 January 2021	Updated roles involved in ILMA service	Page 5
5.0 January 2021	Updated to provide centre guidance on learner preparation and word count	Page 7
5.0 January 2021	The 7 steps have been updated to include a new welcome for new centres and new links to supporting documents	Page 8
5.0 January 2021	Updated with the new policies and links	Page 13
5.0 January 2021	Section removed and will be provided as a separate attachment	Page 15 Appendix 1: Learner Statement of Authenticity
5.0 January 2021	Section removed and is covered in ILM Guide to Assessing VRQ Assignments v4 Jan 2021	Page 16 Example Result Sheet
5.0 January 2021	This section has been updated and moved to page 13	Page 20
6.0 January 2024	Updated introduction text	Page 5
6.0 January 2024	Added further guidance on word count	Page 7

6.0 January 2024	Added section on expectations of first submissions	Page 8
6.0 January 2024	Approval step updated to include note to select ILMA qualification code in Walled Garden. Also updated 1.3 and 1.4 support information	Page 8
6.0 January 2024	Amended file naming convention requirements in 5.1	Page 10
6.0 January 2024	Added change of assessment method information	Page 12
6.0 January 2024	Added link to ILM statement of authenticity and change of assessment method request form	Page 13 – useful documents

Continuous Improvement

The ILM Quality and Assessment Teams monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three-year review cycle or as necessary.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive. If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: customer@i-l-m.com.

About ILM

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.
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.

City & Guilds Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.