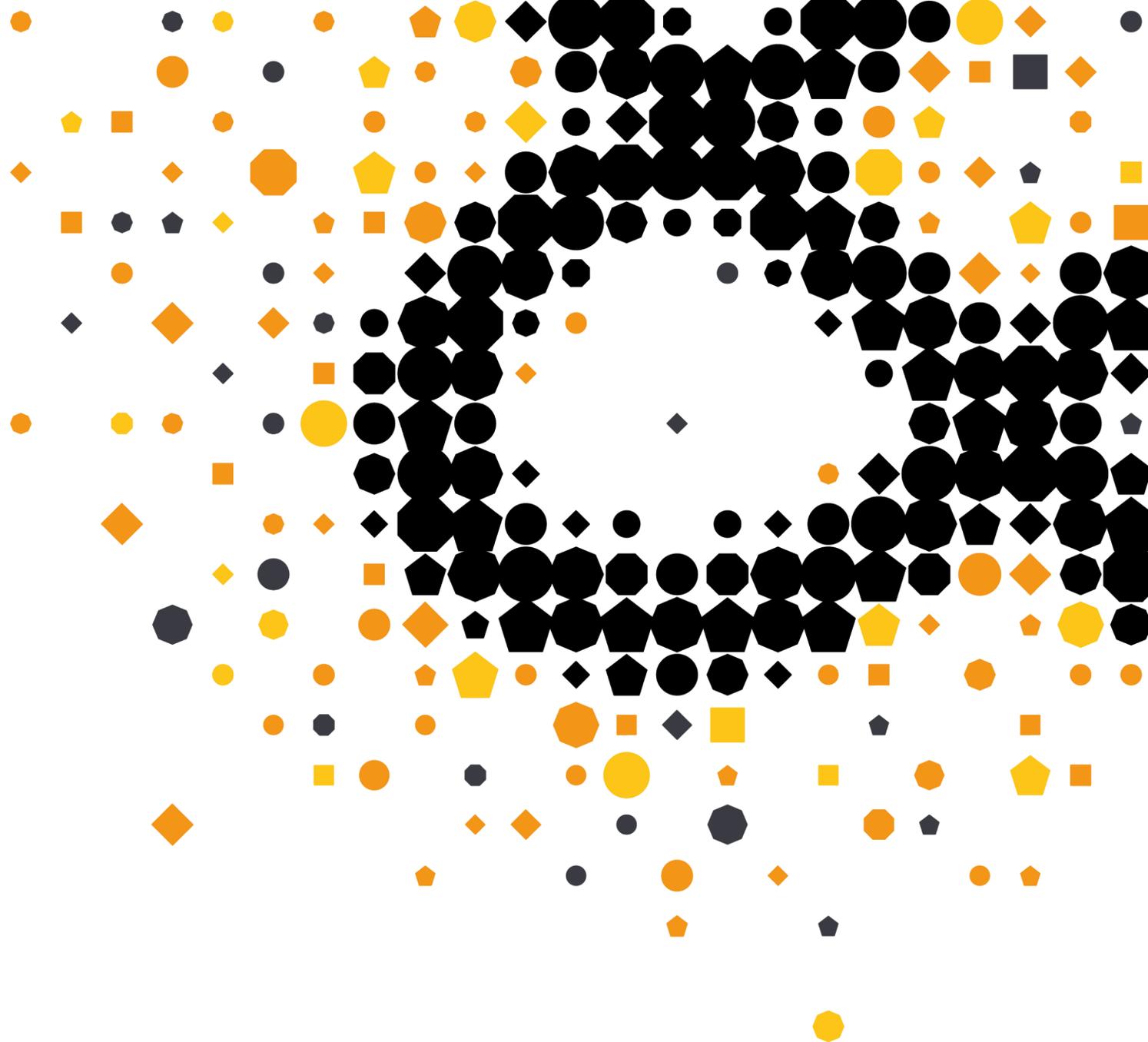


ILM Roadshows

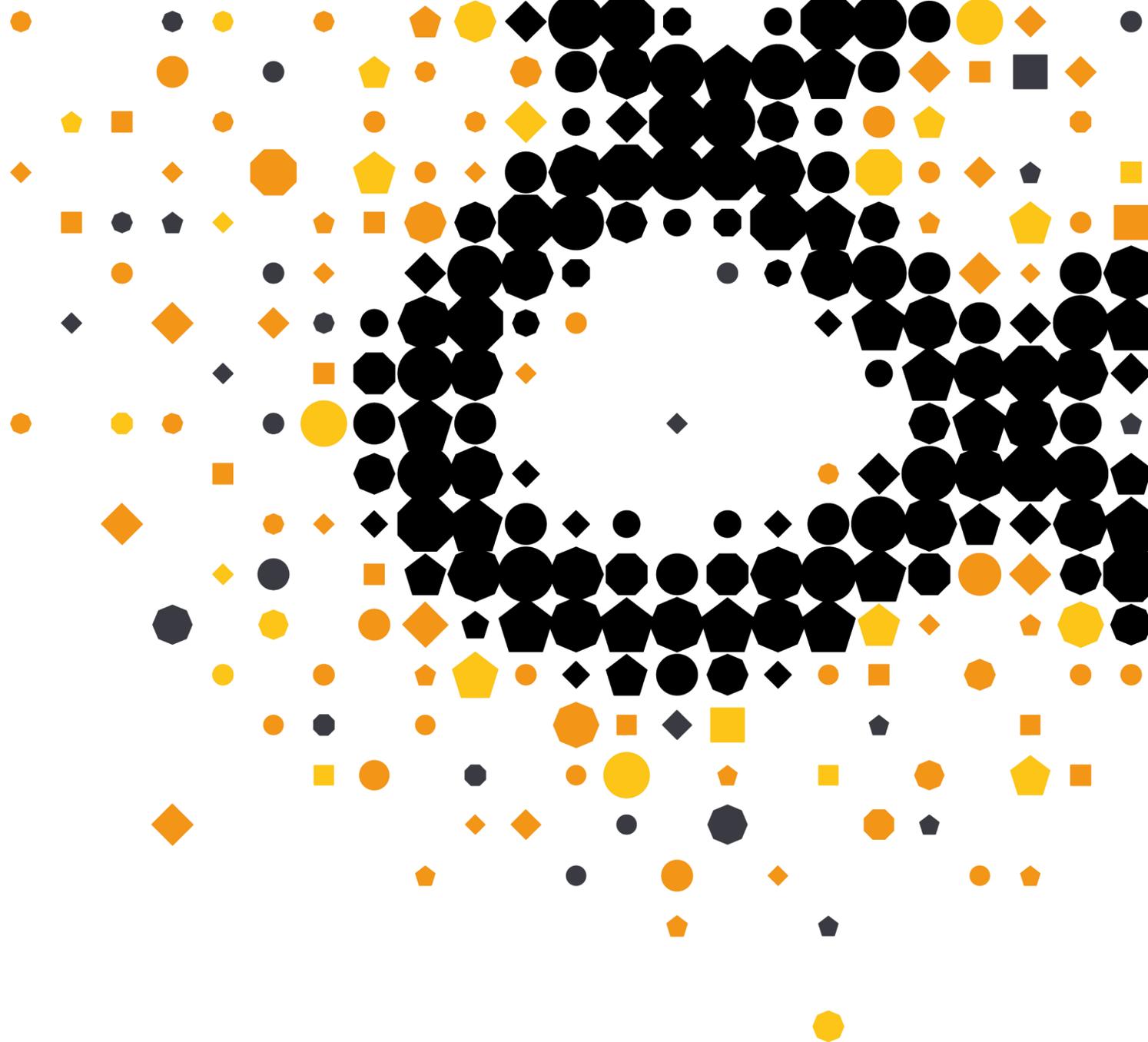
November 2019



Leadership without limits



Welcome



140
SINCE 1878

FORGING THE
TALENT OF
TOMORROW

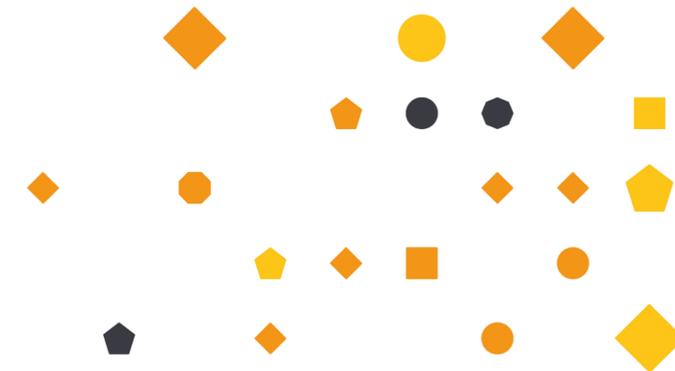
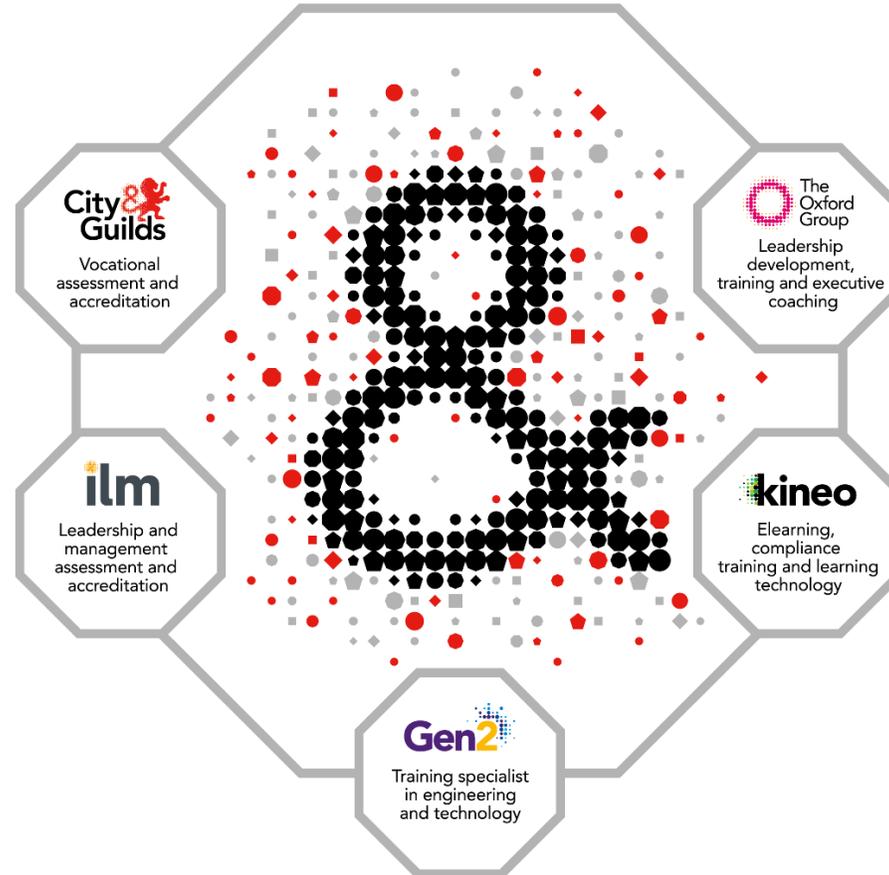
[Click to watch our video](#)



The City and Guilds
of London Institute

City & Guilds Group

Helping people, organisations and economies
develop their skills for growth



Delivered 4,000+ **end-point assessments** In the last year



10,000 **approved training centers** in over 80 countries



70+ apprenticeship **occupational standards**



Qualifications span **26 industries**



Works with **every** further education college



95,000 managers take an **ILM qualification** each year

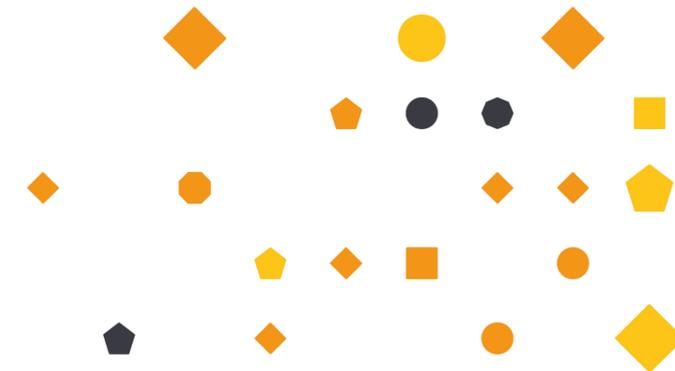
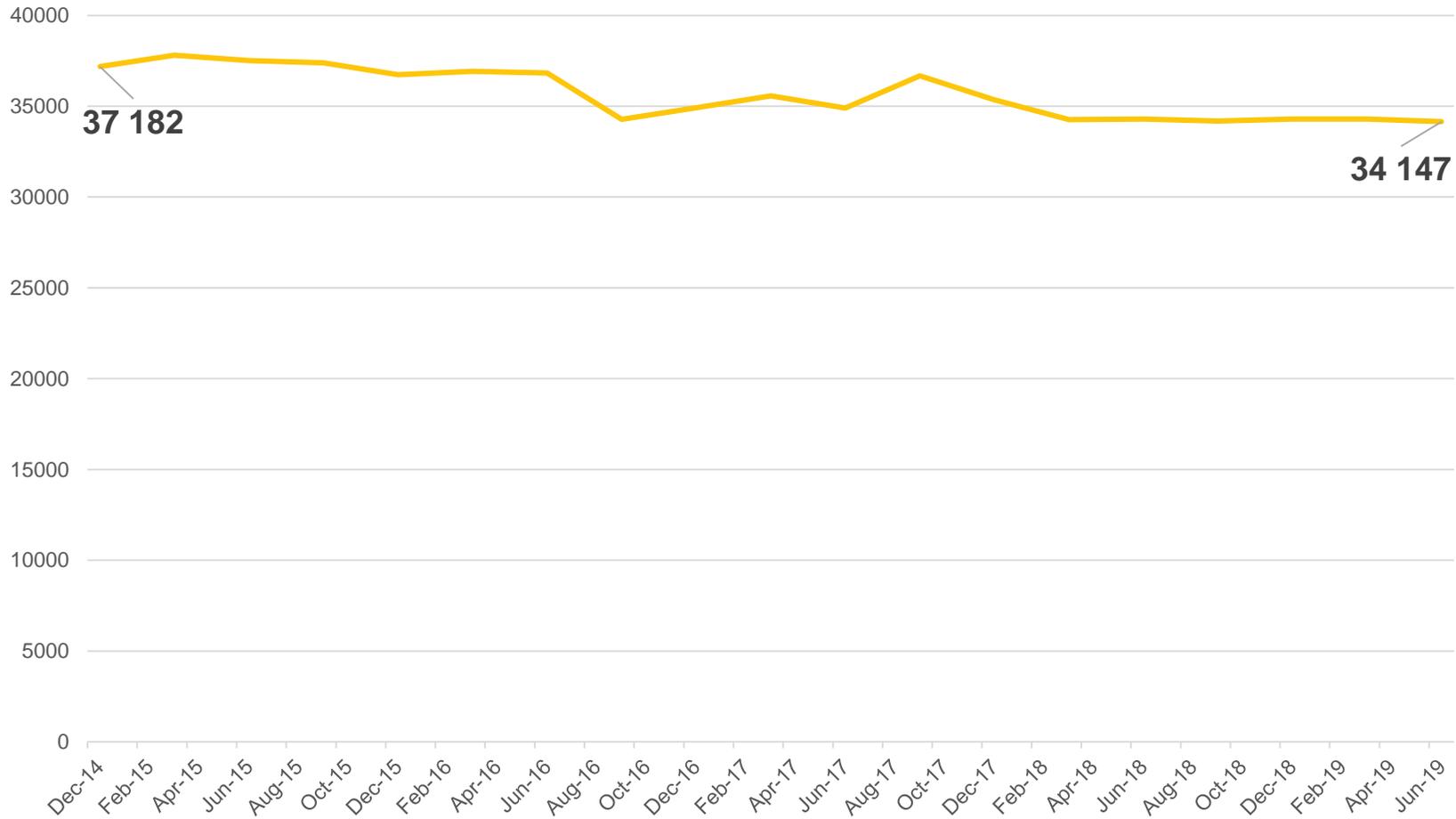


Market research and insights

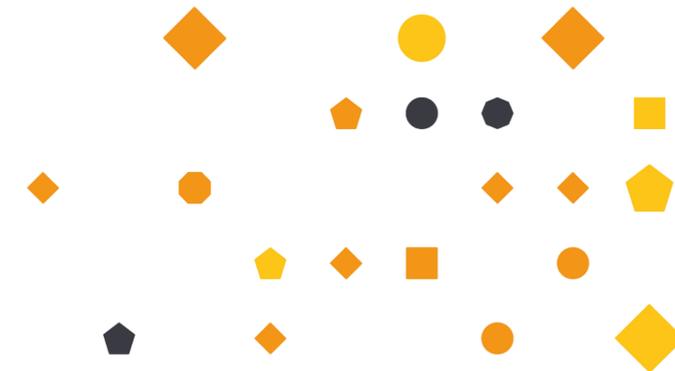
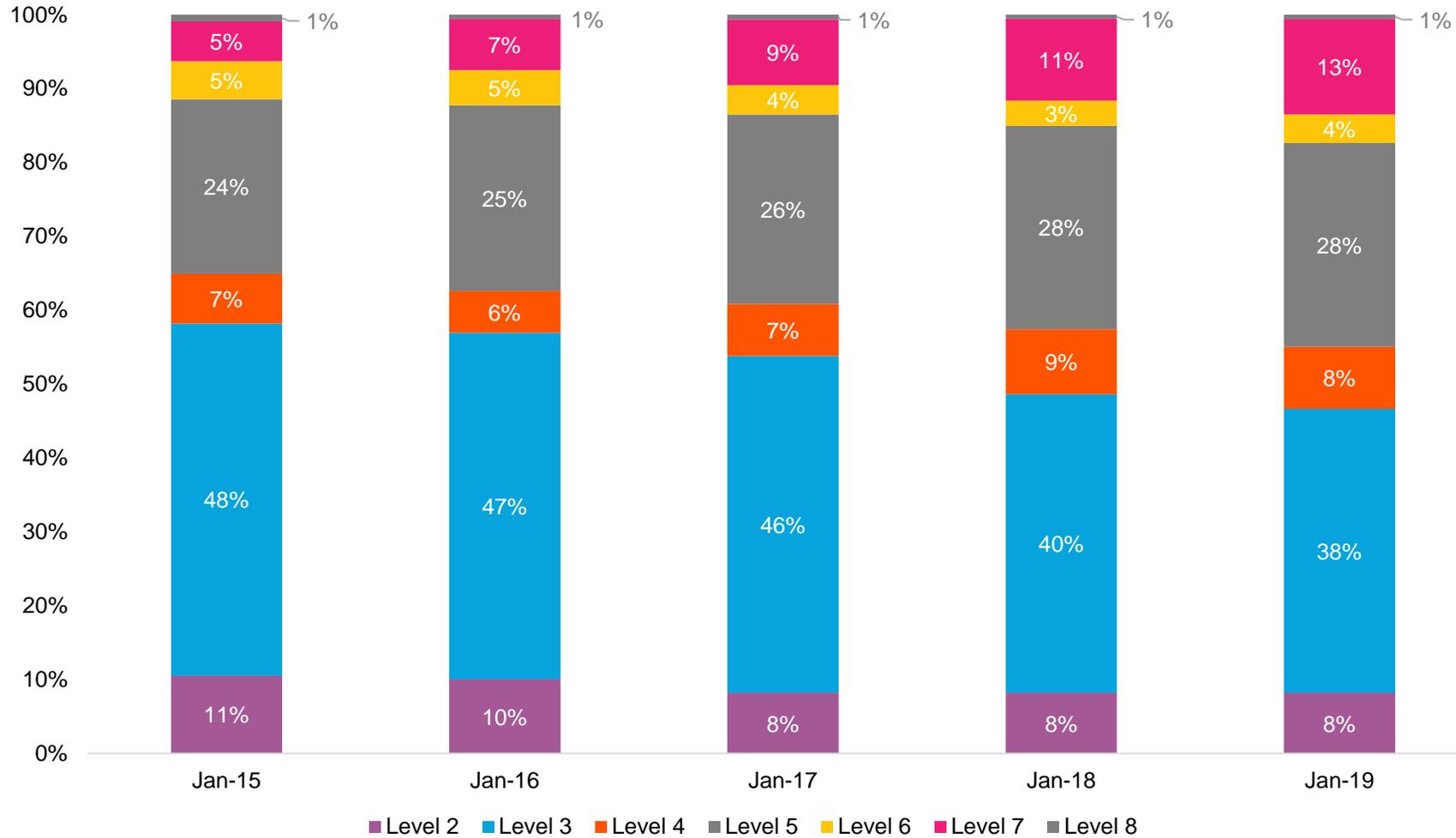
Joseph Ballantine
Industry Manager



Management qualifications by level



Management qualifications by level



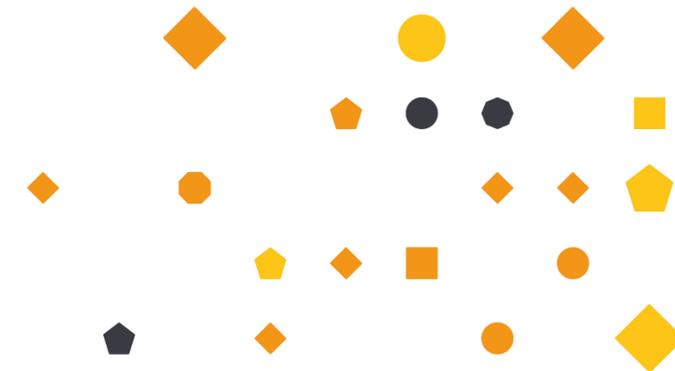
Apprenticeship standards

Top four standards	Starts (vol)	Share of All Starts
1 Team Leader / Supervisor	41,748	9.5%
2 Adult Care Worker	25,495	5.8%
3 Lead Adult Care Worker	22,681	5.2%
4 Operations / Departmental Manager	19,201	4.4%



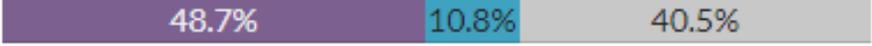
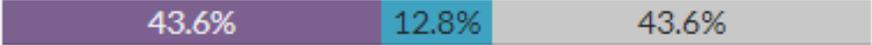
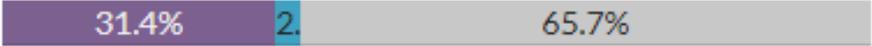
Higher level apprenticeship standards

Standards	Starts (vol)	Share of All Starts
21 Chartered Manager	5,755	1.3%
28 Senior Leader	3,981	0.9%



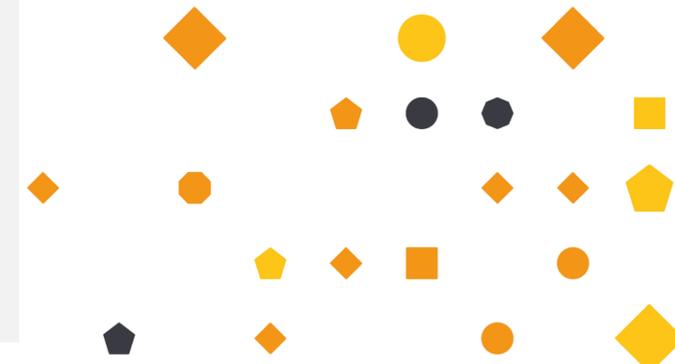
What do ILM customers want from their EPA provider?

Assessment preparation support was ranked #1 overall, scoring much more strongly than the next most important area.

Criteria		Rank	Score
Assessment preparation support e.g. sample tests, exemplars, portfolio guidance		1	0.6
On going support to the EPA process		2	0.46
Support for apprentices preparing for specific assessment types e.g. professional discussion		3	0.38
Flexibility in dates/timings of EPA event		4	0.31
Quick and efficient assessment		5	0.29

This year assessment preparation support and improving the customer experience have been a key focus for us.

Question asked:
Please select the criteria which you believe is most important and the criteria which you believe is least important to your business when selecting an EPA organisation to assess your apprentices.



Survey to EPA customers delivering Leadership and Management Apprenticeship standards in Feb 2019, n=50



A City & Guilds Group Business

End-point assessment - a year on

Nick Cutland

EPA journey so far

EPA starts

Over 3,500 EPA starts so far for ILM

Growth

We are expecting significant growth in EPAs over the next 12 months

Key issues

Portfolio

Ongoing support and guidance

We have further developed and improved our guidance related to building portfolios on-programme and for EPA.

We have delivered regional events focussed on supporting customers delivery the Level 3 & 5 apprenticeship standards.

What's next?

Revised
Assessment Plans
Revised
EPA Packs

The Future

We have been heavily involved in the redevelopment of the Assessment plans for levels 3, 5 & 6 with other EPAOs and the IFA.

We have focussed on addressing the known issues and aimed to develop new plans which include the detail and clarity required to be successfully implemented.

Emerging themes – Nascent Market

EPA is growing exponentially, scaling up is a challenge (for everyone)

- Recruiting quickly enough, high-quality IEPAs and LIEPAs
- We are using varying contracting models
- Full-time assessors recruited in leadership and management

Lag between registration and completion is unpredictable

- Forecasting is tricky

Issues with assessment plans

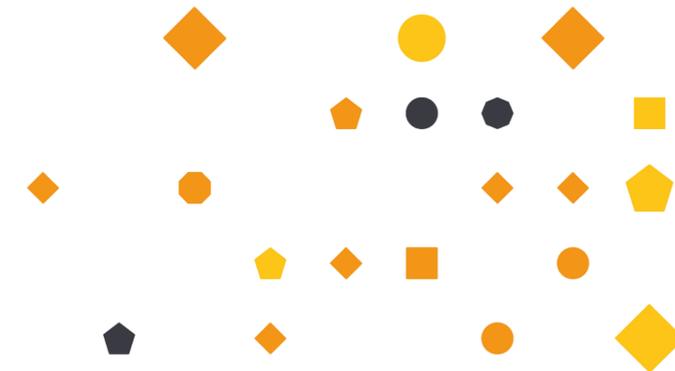
- Guidance for assessment preparation is vital

Day to day ‘on-the-ground’ issues with assessment delivery

- Technology

The relationship between the employer, the training provider and the EPAO needs to be understood

Regulators – too many: some more established than others



Registrations

647 customers registered apprentices to date

Top **10** customers account for 27.8% of all registrations

50% of registrations from 51 customers

End-point assessment (EPA) events

326 customers completed EPA

Top **10** customers account for 21.5% of all registrations

50% of registrations from 29 customers

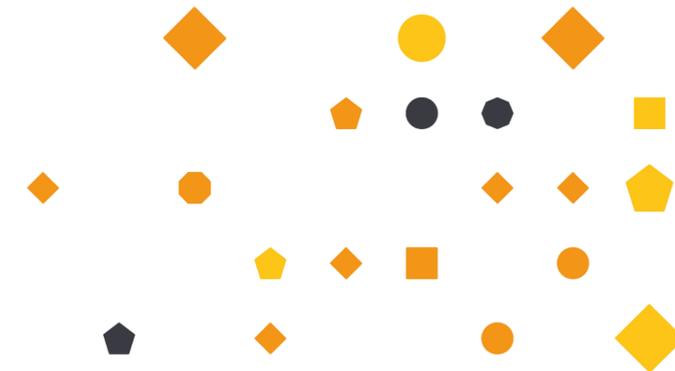
End-point assessment events by provider type

77% providers

21% colleges

1.5% employers

0.5% universities



End-point assessment update - continued

Karen Egan

Technical Advisor

End-point assessment guidance documents

End-point assessment manual

- EPA Pack
[Level 3](#) & [Level 5](#) & [Level 6](#) & [Level 7](#)
- EPA recording forms
[Level 3](#) & [Level 5](#) & [Level 6](#) & [Level 7](#)
- Sample tests
[Level 3](#) & [Level 5](#)
- EPA Prep Tool
- ILM guide to the apprenticeship standard
[Level 3](#) & [Level 5](#) & [Level 6](#) & [Level 7](#)



Revised assessment plans **expectations**

Revised Assessment Plans for Level 3, 5 and 6 Leadership & Management Apprenticeship Standards

3

Assessment Methods

Knowledge Test

- Fail/Pass

Professional Discussion

- Fail/Pass/Distinction
- Underpinned by portfolio of evidence, which must be confirmed as completed at Gateway

5

Assessment Methods

Professional Discussion

- Fail/Pass/Distinction
- Underpinned by portfolio of evidence, which must be confirmed as completed at Gateway

Project Presentation & Q&A

- Fail/Pass/Distinction
- Project overview, presentation and questioning (based on a pre-gateway work-based project)

6

Assessment Methods

Professional Discussion

- Fail/Pass/Distinction
- Underpinned by portfolio of evidence, which must be confirmed as completed at Gateway

Project Presentation & Q&A

- Fail/Pass/Distinction
- Project overview, presentation and questioning (based on a pre-gateway work-based project)

ILM Coaching and Mentoring update

Jill Hansen

Reimagining our proposition

- **insight workshops**
to understand the impact of better coaching and mentoring skills
- **online surveys**
to reach a broader cross-section of the workforce
- **ofqual review**
to embed robustness
- **competitor analysis**
ILM is still the only coaching and mentoring qualifications provider to mandate practical application for assessment
- **customer feedback**

- Registrations on the new qualifications opened 1 November 2018
- 2012 qualifications expired on 30 June 2019
- We have allowed the 2 to run concurrently but now there are no new registrations on the 2012 versions.



Recognition of prior learning (RPL)

- Learners may RPL the 'Knowledge' unit from each of the 2012 quals to the revised quals on a like-for-like basis i.e. an old 8577 unit for a new 8585 unit
- If learners want to RPL their coaching hours:
- Centres assess & IV the 'Undertaking' and 'Reflecting' unit using the new result sheet and establish if evidence supports a pass for the revised units, requesting extra evidence if required
- Re-register learner on the revised qualification (cost to re- register)



Main changes

1

Less written
assignment work

2

Revised coaching
and mentoring hours
and limited number
of clients per
coach/mentor

3

Introduction of
Portfolios and
Reflective Journals for
stronger emphasis on
practical work

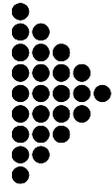
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Digital Credential
and Discounted
membership with
the EMCC UK - on
completion.

Assessment strategy for all levels

Theory/ knowledge Units

- Assignment brief
- Series of tasks



Practical skills units

- Portfolio
- To include supervision and records of coaching and reflection



Structured reflection

- Based on the skills and knowledge shown in the previous unit
- Scope for Professional
- Discussion

Delivery support

Revised training resources for Level 3 and 5 Coaching programmes featuring:

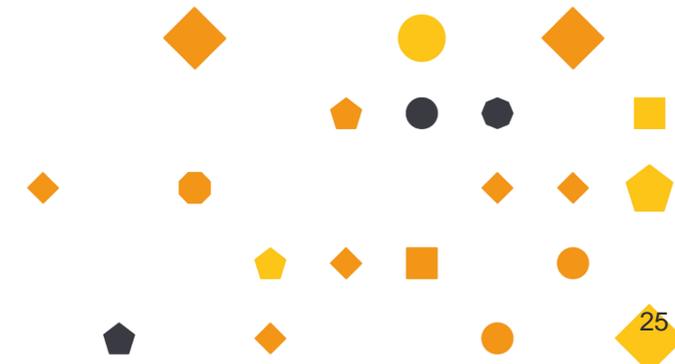
- 37 videos
- PowerPoint presentation
- comprehensive trainer manual
- participant manual
- pre-course reading and preparation work
- trainer hand-outs, workshop exercises and agenda.

Price

L3 £4000

L5 £4500

Both £6800



Partnerships

EMCC

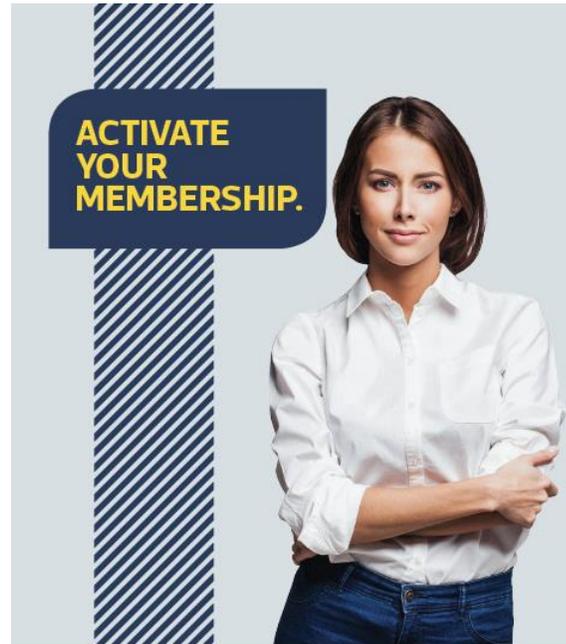
European Mentoring & Coaching Council

Join EMCC
UK and
save
25%

£82.50 per
year



THE INSTITUTE OF
LEADERSHIP
& MANAGEMENT



Why activate?

As part of your learning programme we've joined forces with ILM to provide you with a range of award-winning resources to support your leadership journey.

- Identify your leadership strengths and areas of development with our award winning e-learning tool, MyLeadership.
- Get access to a range of online resources.
- Network with 30,000 like-minded professionals.
- Keep informed of latest thought leadership issues and trends with EDGE online journal and cutting-edge research.
- Get recognised for your achievements on completing your studies, with professional membership and certification.

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Please check your mailbox, as we have sent you an automatic activation link.

If you haven't received an email, please go to the Students and Learners page on our website.

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Sarah Cooksedge

Digital Solutions Manager





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We have a Digital
Consultancy offer...



Maths & English

Induction

On-programme

EPA Gateway

EPA

- Initial assessment
- Diagnostic
- Learning plans
- Resources
- Practice tests

- Health & safety
- Equality & diversity
- Prevent
- Safeguarding
- British values

- Learning content fully mapped to standards to cover knowledge, skills and behaviours

- Sample questions
- Exemplar materials
- EPA Prep tool
- LIEPA reports
- EPA pack

- Online or off
- Marking and results
- Digital credentials

eFunctional Skills

PIVOT

EPA Platform

Get to Gateway

eVolve

SmartScreen

Learning Assistant

Assistance: Experienced consultants, webinars, access to learning experts

What is Learning Assistant?

E-portfolio designed around you

- Branded with your company logo
- Standardise delivery by uploading resources

No bulky paperwork

- Users access a web based system

Increase profitability

- Reduced travel costs

Increasing learner engagement

- Access any time anywhere

Maximise productivity

- Learners complete programme faster

Promote technology

- Accessed via multiple devices
- Offline capabilities

No lost work

- Full disaster recovery capability

City & Guilds LearningAssistant

LA DEMO 9 ePortfolio

Username

Password

Login

[Reset Password](#) [Contact Administrator](#) [Learning Assistant Support](#)

Login to your apps

If you are using LA Anywhere or Mobile/Tablet applications, please use the following centre name on the login page: LADEMO9

For your Mobiles and Tablets.

Capture evidence anywhere at any time without the need for internet access, then upload to your learner's e-portfolio when you are

What is Get-to-Gateway?

Task	Diary Entries	Upcoming Reviews	Returned Tasks	Overdue Tasks
Team Leader, Supervisor Induction	0	0	0	0
Level 3 Diploma for Managers	0	0	0	0
Team Leader Supervisor End-point Assessment	0	0	0	0

Activity	Status
Induction.1 Introduction	ACCEPTED 18 JAN 2018
Induction.2 Your ILP	RETURNED 18 JAN 2018
Induction.3 Reflective practice	STARTED
Induction.4 Safeguarding and PREVENT	STARTED
Induction.5 British values	NOT STARTED

Off-the-shelf learning and assessment content for selected apprenticeship standard knowledge, skills and behaviours.

Use our “out-of-the-box” resources and activities which are mapped to standards to deliver skills and behaviours.

Unit	100% Not Started	0% Started	0% Submitted	0% Overdue	0% Returned	0% Completed
Leading: Leading people - learning and assessment	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED
Managing: Managing people - learning and assessment	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED	NOT STARTED

PIVOT apprenticeship support

Why might you need it?

- Access to C&G/ILM content fully mapped to a standard
 - knowledge, skills and behaviours
- User-friendly interface
- Add own learning content/ brand with logo
- Integrated ePortfolio allows you to gather evidence such as observations, and expert witness testimonies
- Full suite of tools to manage apprenticeship delivery
- Hosted by and supported by City & Guilds – content remains fully compliant and up-to-date
- Prepares for end-point assessment structure (with extra tools if using C&G as assessment organisation)

The benefits

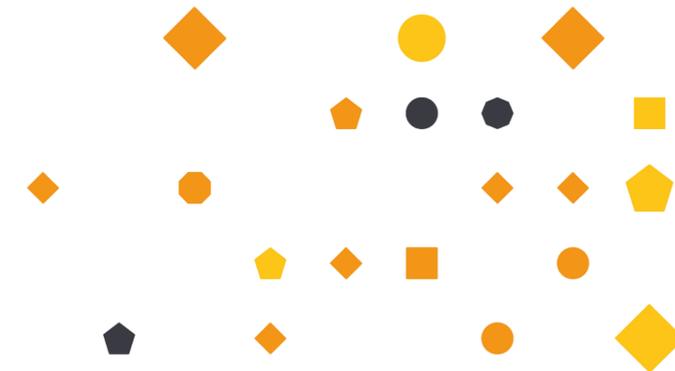
As **Get to Gateway** plus...

- Content mapped to standards
- Integrated learner-facing platform
- Programme management tools
- Access to (but not integrated with) eFunctional Skills
- Works with any MIS
- (Paid) content scripting support
- (paid) support non City & Guilds standards and those not in current catalogue

Digital credentials **evolution of the certificate**



- Custom, branded graphic image
- Backed by extensive metadata
- Verified by the issuing organization
- Compliant with the Open Badge 2.0 standard
- Secured with enterprise-class data security
- Easily shared on professional and social networks



Get in touch



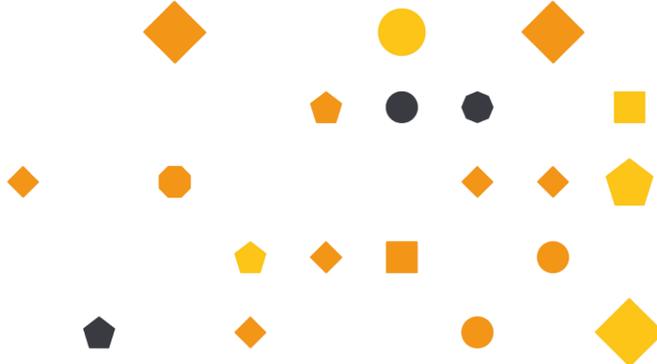
Free events, webinars and latest news

Visit our website for the latest news and blogs. We will also be running a series of events throughout the year, designed to provide you with all the support you need.

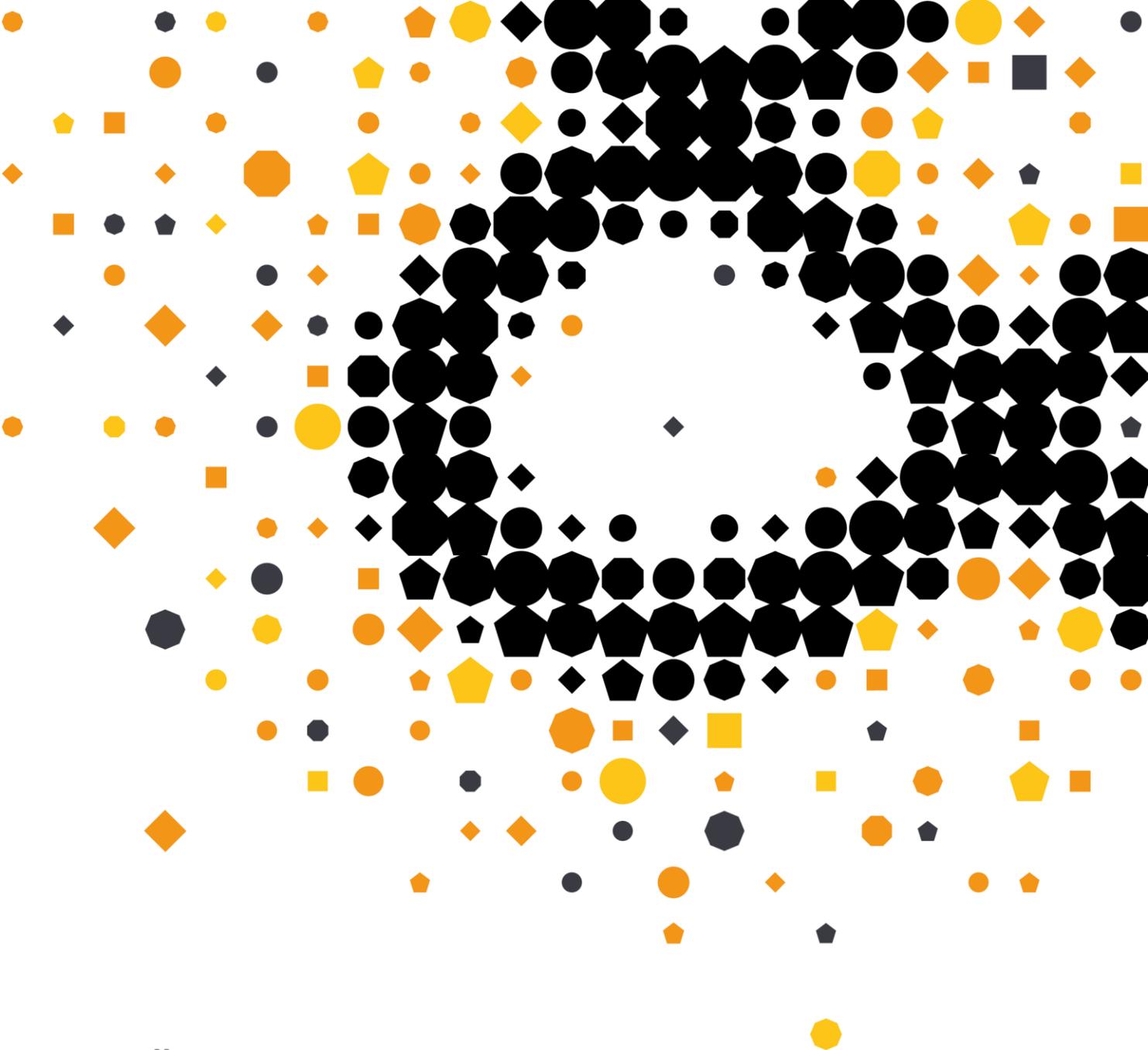
Upcoming webinars

Event title	Date	Booking information
Level 6 Chartered Manager degree end-point assessment guidance update	7 January 2020	Register here
ILM customer quarterly update	30 January 2020 Please check ILM website for more dates	ILM website

Keep up-to-date by visiting i-l-m.com/news-and-events



Meet the team



Our commitment to you

“We are passionate about harnessing the power of leadership to transform people and businesses for the better.

Our team are committed to delivering the best possible customer service, so you're empowered to create the leaders of tomorrow.

If we don't get something right first time we'd like to hear from you, so that we can keep improving the service we provide.”

Mandy Smith, Executive Director of Customer Solutions (UK)
and **Nick Cutland**, Executive Director of Quality



Natalie Humberstone

Account Manager

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Other useful contacts:

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Quality

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“ I’m here to help with any information or support you need to deliver successful outcomes for your learners, clients and business. ”

Luke Beardall

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“We put customers first.
So I will always listen
carefully, and do my best
to find a solution with
you.”

Wesley Taylor

Account Manager

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“ My aim is to deliver the right solutions for you at the right time. And I’m always on hand to help when you need it.”

Ashleigh Beckingham

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“I’m focused on understanding your needs and those of your learners, so we can get the best possible outcomes.”

Lucy Cobbold

Account Manager

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Paula Hinsley

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Chloe Shanahan

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Thank you

