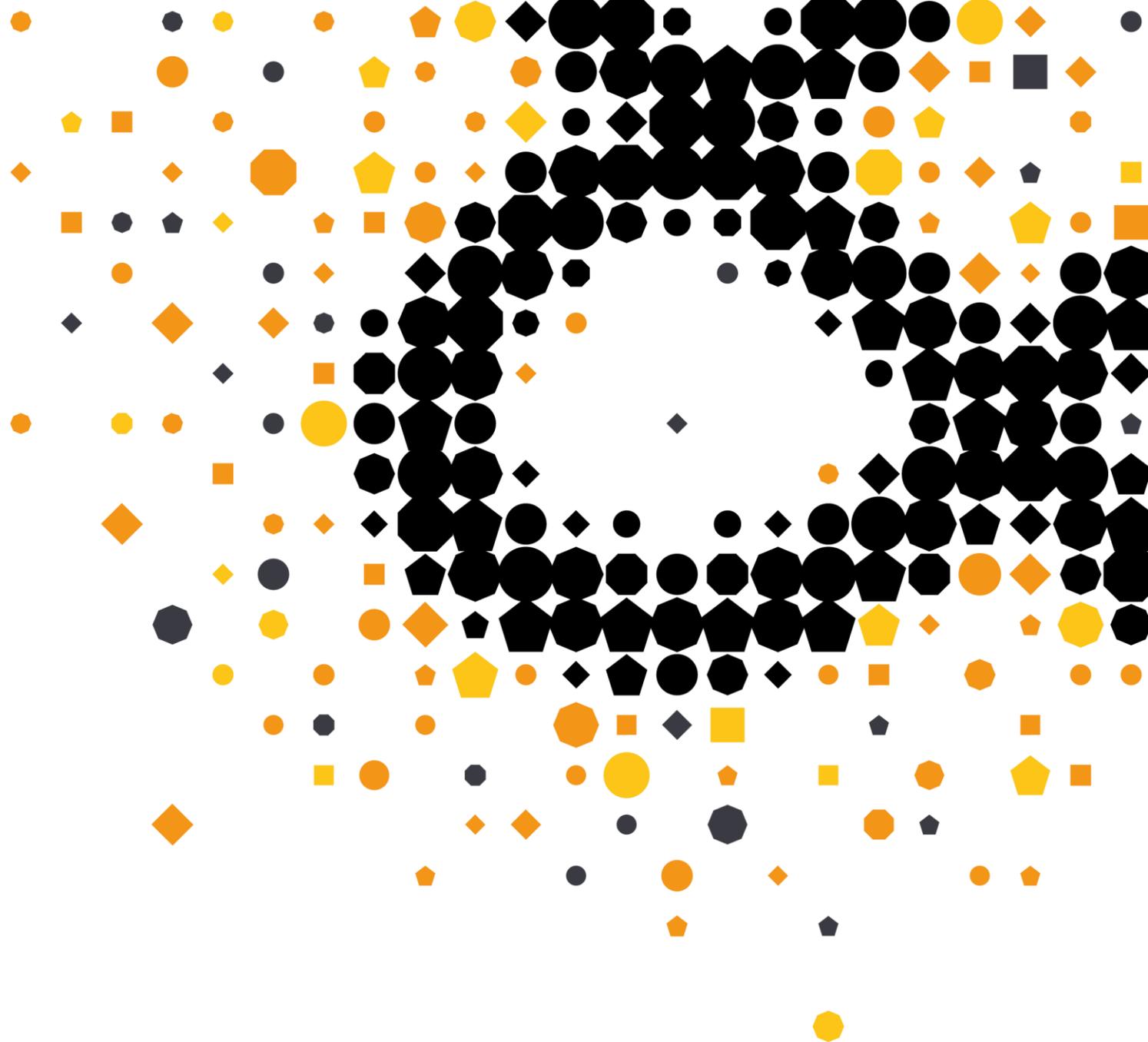


# ILM Quarterly Customer Update

June 2020





# Welcome!

## Today's presenters are

**Karen Egan**  
ILM Technical Advisor



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**Jill Hansen**  
ILM Special Technical  
Quality Manager



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**Julie Rowlett**  
HEI Partnership Manager



E: [Julie.Rowlett@i-l-m.com](mailto:Julie.Rowlett@i-l-m.com)

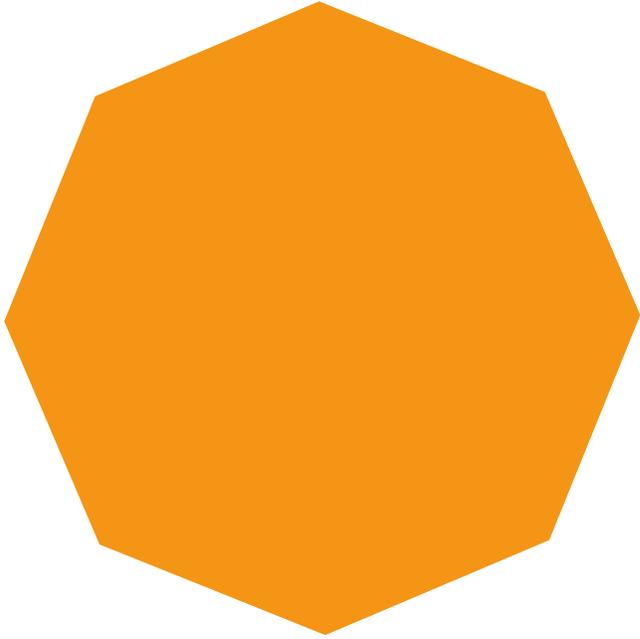
# Today's Agenda

## Welcome and Introductions

## Covid-19 – Support for you

- Mitigation and Dispensations – EPA and VRQs
- e-Certificates
- e-Workbooks
- **Apprenticeship Standards – update on reviews**
- **VRQs**
  - New coaching units
- **The Benefits of email addresses**
- **Working with universities – Dual Accreditation**
- **General Housekeeping and reminders**
- **Questions and Answers**





# Covid-19 Pandemic

## Our support to you



# Keeping up to date with Covid-19 Dispensations

- EPA Dispensations
- Mitigation for EPA and VRQs
- e-Certificates
- Free resources – for a limited time

Home > Covid-19

## Supporting customers during the Covid-19 pandemic

Updated 26 May

We are committed to supporting and providing resources and advice to help you and your learners through this time of uncertainty.

While many of our staff at ILM will be working on our programmes.

Our teams are still on hand to provide customer support.

We will be updating this page regularly. Please check back often.

**We're here to help**

You can access front-line support by:

- ✉ [customer@i-l-m.com](mailto:customer@i-l-m.com)
- ☎ 0844 543 0000 (option 5)

**Mitigation approaches for VRQs & NVQs**

We have provided a summary guide on mitigation approaches for Leadership and Management VRQs and NVQs - Summer 2020

**Download Leadership and Management guidance**

Visit our Mitigation approaches [webpage](#) for more information.

**City & Guilds Group statement**

View the City & Guilds Group response to coronavirus, including updates on support for customers, frontline services and business continuity.

**Download the statement**

**e-Certifications (e-Certs)**

e-Certifications for ILM qualifications and programmes are now live and downloadable from myCertis on Walled Garden.

Our e-Certs will be issued on qualifications registered from 1 March 2020 including Assured, Endorsed and Development (E&D) programmes.

Centres can request access via our Customer Services Team at [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com). Users will need to have an account with Primary or Secondary status.

**Find out more**

**Online events to support you**

To support our customers as much as we can during these difficult times, we've put together some useful online events and webinars to support with distance learning and delivery.

[i-l-m.com/covid-19](https://www.i-l-m.com/covid-19)

# End Point Assessment Dispensations

- Many of our staff at City & Guilds and ILM are working remotely, we are fully operational and working hard to support you with end-point assessment.
- We are still on hand to provide customer support, technical support, and to meet any other needs
- All EPAs for Management Standards are available to book and take place with some dispensations and mitigations
  - Gateway declaration signatures
  - Functional Skills
  - EPA online test for Level 3 Team Leader and Level 5 Operations/Departmental Manager – can be done remotely (more details in the following slides)



# EPA Gateway and the use of digital signatures

- Digital Signatures allowed on declaration / authenticity documentation.
- We will also accept a **typed** in signature of the **learners name only**. **Employer and Training provider digital signatures must be provided.**
- If it is not possible to get a digital signature we will accept a letter from the Apprentices' employer stating the learner is able to go through gateway. This must be stated in the email and include the Employers email signature.
- For further [guidance](#) please click the link



## Email exemption

We are currently accepting a separate email uploaded directly to the EPA Portal. This should be from the employer, clearly stating the learner is ready for their EPA event.

# EPA and Functional Skills

The Institute for Apprenticeships & Technical Education (IfATE) are permitting the re-sequencing of the EPA process to enable gateway to be passed and EPA to be taken before the Functional Skills Qualifications' calculated result is received.

This will apply to:

- all apprentices due to take an Functional Skills Qualification test and receive a result between 20 March and 31 July;
- those apprentices that are deemed by their training provider to have the required level of functional skills and sufficient evidence to demonstrate this to receive a calculated pass; and
- occupationally competent apprentices at gateway who are ready to progress to sit their EPA.

For more detailed information please go to the [IfATE website](#)



# EPA and Functional Skills

If you use City & Guilds for your Functional Skills then you will have had communications on how tests are being managed – lots of information and guidance can be found here:

[cityandguilds.com/covid-19/functional-skills](https://cityandguilds.com/covid-19/functional-skills)



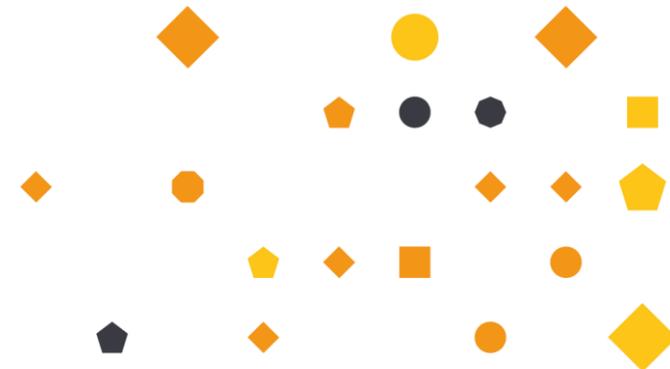
# Assessment Mitigation guidance for VRQ and NVQs



# Mitigation approach to VRQs – Summer 2020

## Introduction

- This guidance applies to regulated qualifications delivered in England, Northern Ireland, Wales and Scotland
- Our overarching aim is to allow as many learners as possible that were due to complete/achieve their assessment/qualifications in summer 2020 to receive results, in a timely way.
- We are committed to developing a process that is as practical and manageable for centres, supports the validity and reliability of learner results and maintains standards.



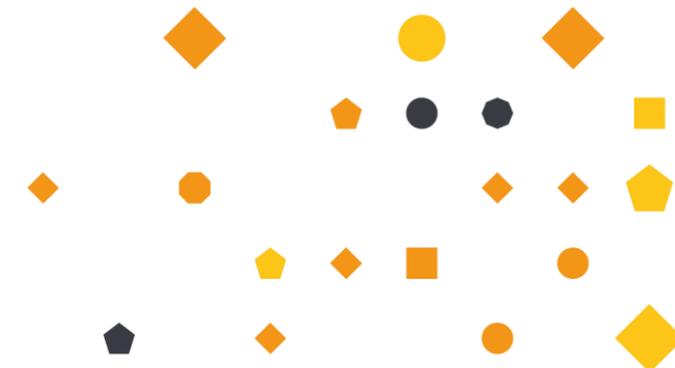
# Mitigation approach to VRQs – Summer 2020

We have concluded that the only qualification which requires mitigation is

- **8410 Level 3 Diploma for Managers.**

Furthermore, this applies to Assessment for **knowledge and understanding only** through an **e-volve test** (units 317-318) which requires an **adaptation in the form of remote invigilation.**

**So all other qualifications in the ILM Portfolio should be assessed as normal**



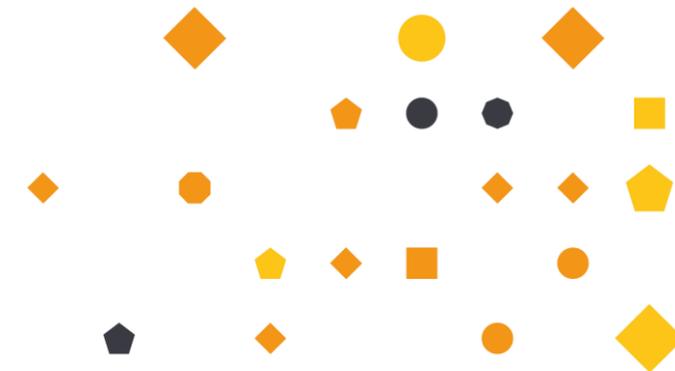
# Mitigation approach to VRQs – Summer 2020

## Scope of Learners

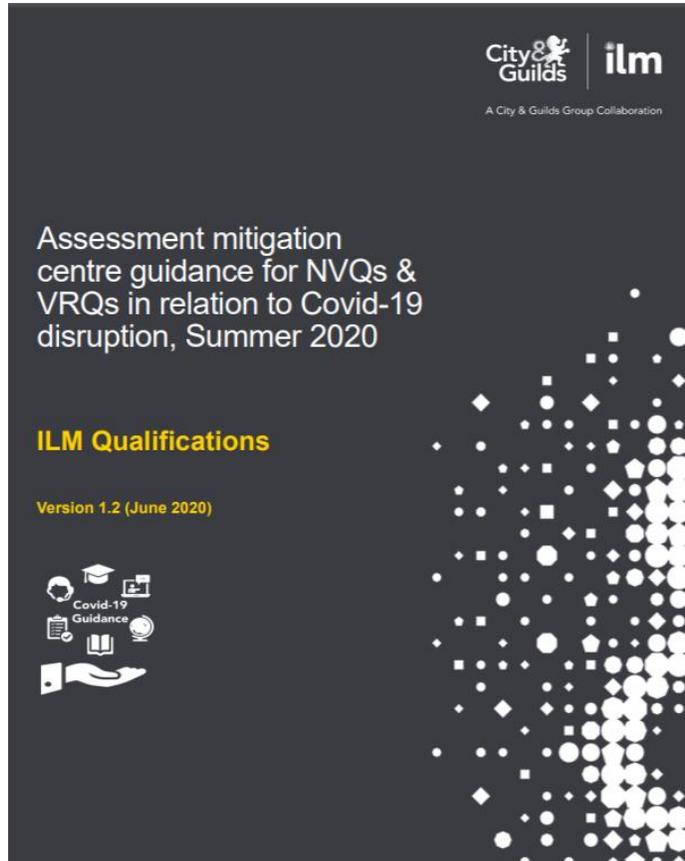
These mitigation approaches are ONLY available to learners who meet the following criteria:

- Were incomplete/still registered as of 20 March 2020
- Were scheduled to complete their qualification/assessments by 31 July 2020
- Have completed a learning programme that addresses a significant proportion of the content of the qualification

\*For learners out of scope please continue to offer remote and blended learning where feasible

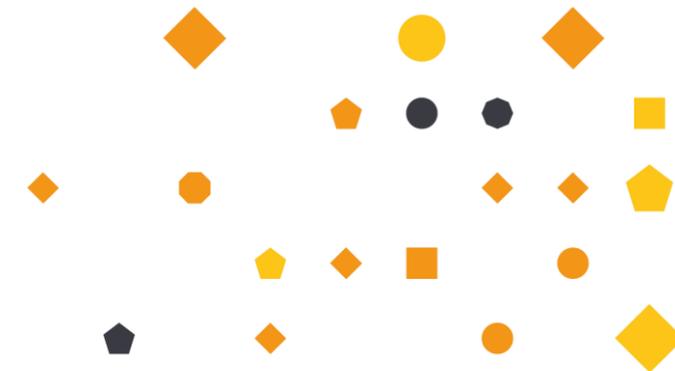


# Mitigation approach to VRQs – Summer 2020



## Guidance document

Our Guidance document with full details can be found on our website [here](#)





# Further advice and information

For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds. Who are available Monday to Friday 9am to 5pm excluding UK public holidays.



[customer@i-l-m.com](mailto:customer@i-l-m.com) or [general.enquiries@cityandguilds.com](mailto:general.enquiries@cityandguilds.com)



01543 266867

Related documents, Ofqual guidance and updates can be found on our website here [cityandguilds.com/covid-19](https://www.cityandguilds.com/covid-19)

# Delivering Evolve tests remotely

## Things to be aware of:

- Can be used for **Team Leader and Operations/Departmental Manager EPA knowledge tests AND Level 3 Diploma for Managers Qualification** knowledge test using e-evolve
- Exams are invigilated on a 1-2-1 basis.
- 5 day booking window still required
- Invigilators must be fully trained
- Delivery platforms must allow the Invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test
- Test must be taken under exam conditions
- Remotely Invigilated e-evolve tests will be delivered through a web-delivery application requiring no installation to the candidate computer

Apply online  
via a contact form

Technical guidance  
and 'how-to' guide

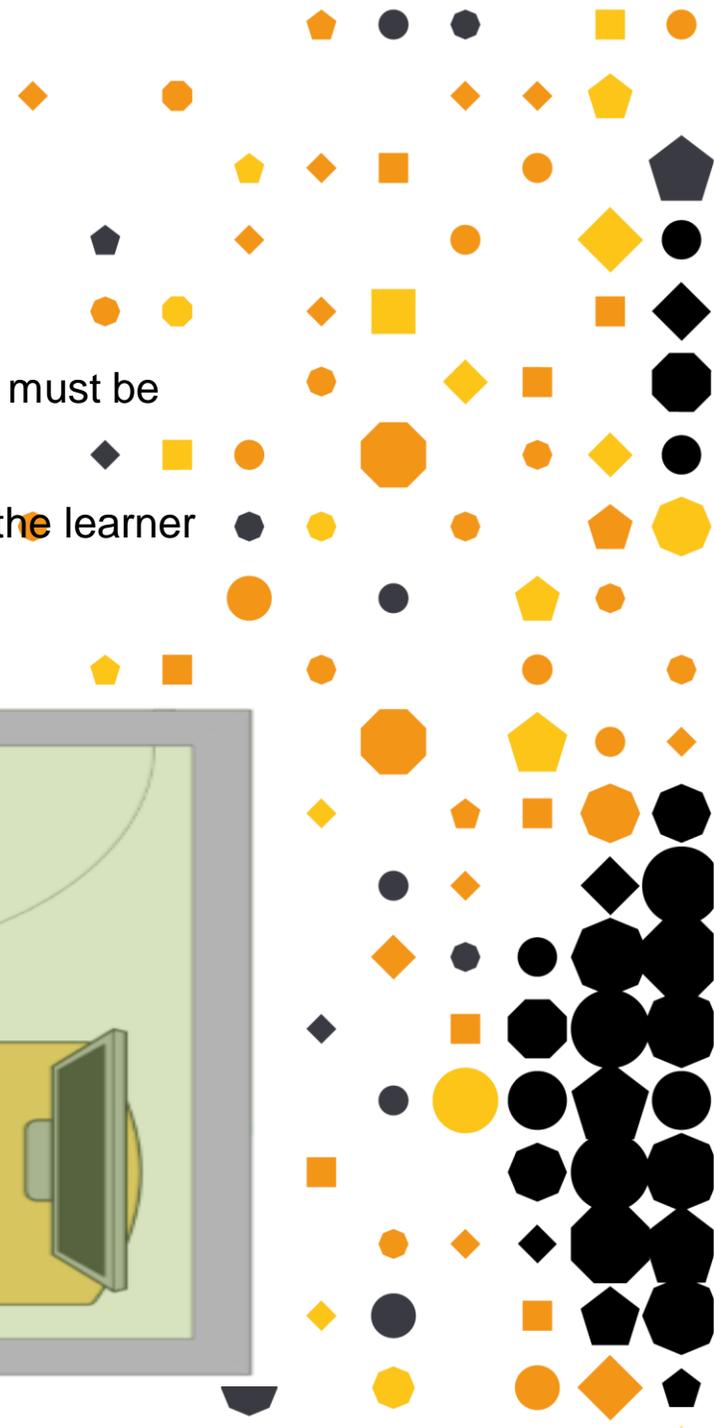
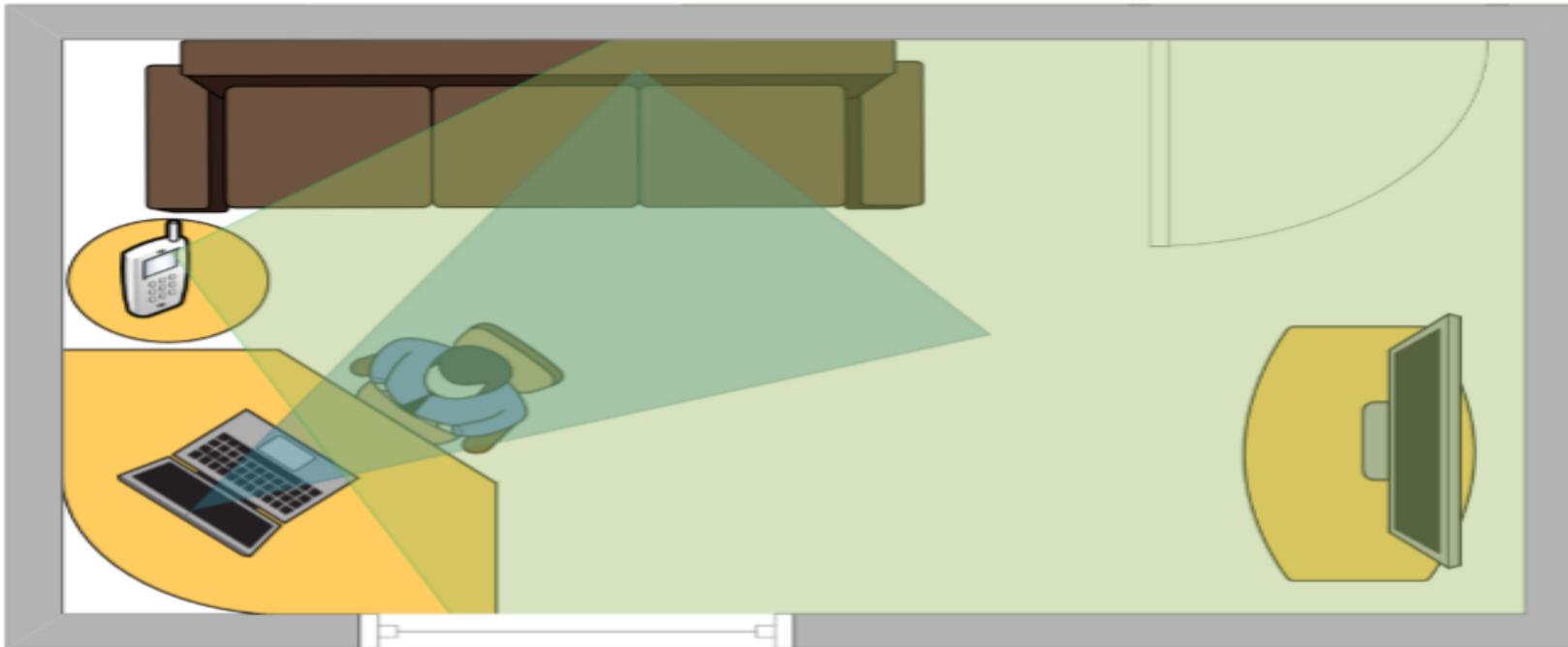
# Equipment required for delivery

## Centre

The template checklist which will need to be completed by the invigilator during the event. This must be stored for 6 months after the event.

The Evolve exam will be booked on Walled Garden and an ULN link will be created to send to the learner to sit the live exam

Access to web based delivery platform – either **LogMeIn – Go To Meeting** or **Cisco WebEx**



# Equipment required for delivery

## Learner

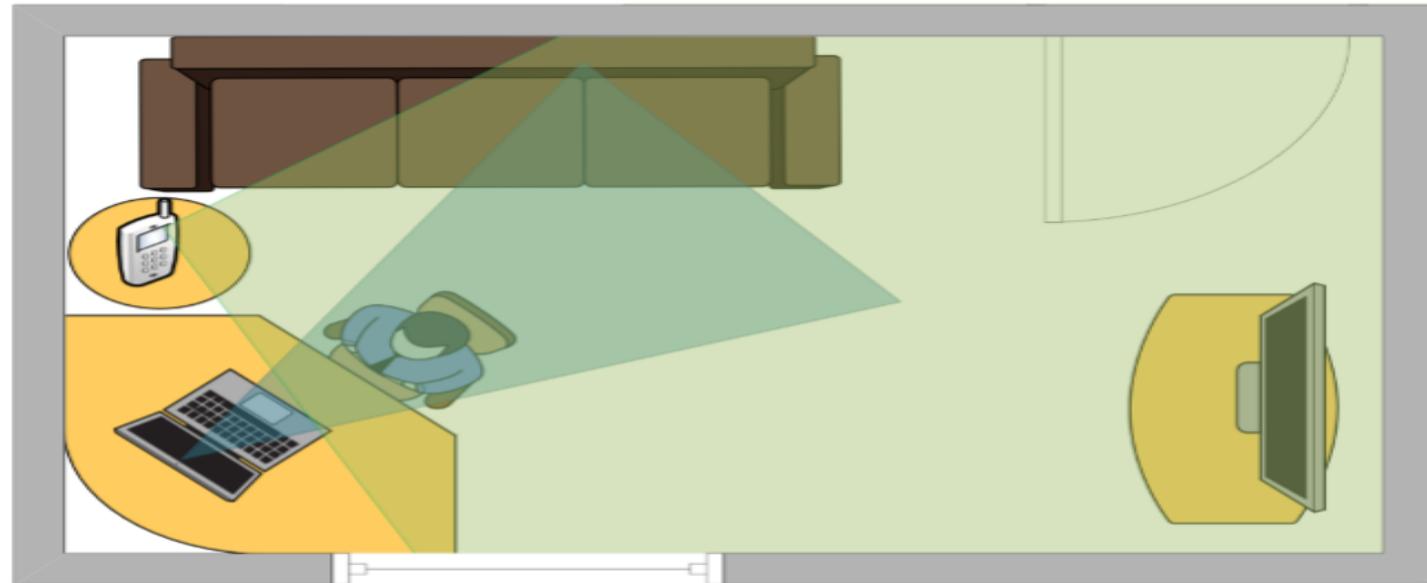
The candidate will need a laptop/computer with the following features:

- Screen resolution at least 1024x768;
- OS Windows 7, 8, 8.1 and 10 (Mac/Tablet/Chromebooks are not compatible);
- A supported web browser with ActiveX Flash enabled;
- Operational web camera that can face them
- Access to the preferred virtual meeting technology.

## Also

The candidate will also need

- A smart phone or tablet with an operational web camera
- An email account
- Photographic ID.



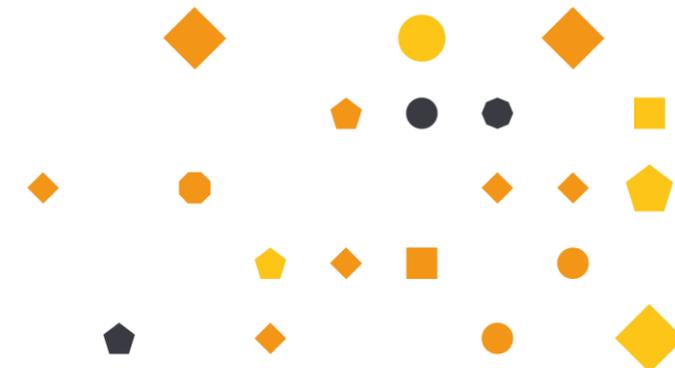
# Management Apprenticeship Assessment Plans are being reviewed

## Team Leader

- Awaiting the final sign off and publication
- Will be available from IfATE's website, along with guidance on the transition period.
- We are working to bring these amendments to you
- We will communicate our offer through email and webinars to ensure you are fully equipped to support your apprentices

## Operational Departmental Manager

- Under review but at a much earlier stage
- Progress affected by Covid-19
- As soon as we are able to share outcomes we will share these with you

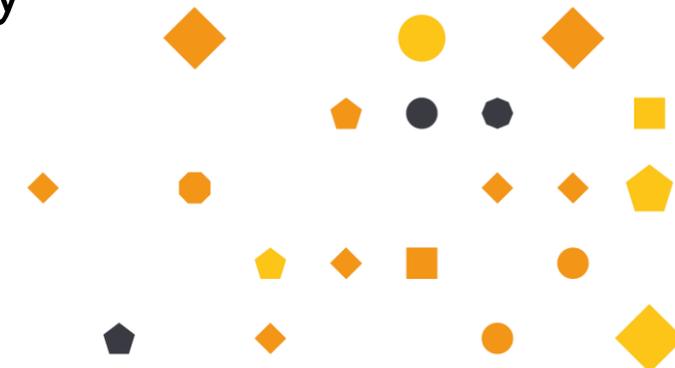


## Chartered Manager

- This is under review, but has been paused for the time being and the focus is on the Senior Leader

## Senior Leader

- Includes the removal of the MBA.
- Delay due to the pandemic and also due to the strength of feeling attached to the changes.
- Likely that this will go ahead as set out and be published late this year, or very early next year.



# NEW STANDARD – Coaching Professional

- Now been signed off and is available to view on the [IFATE website](#).
- ILM have been involved in the Employer and Trailblazer group meetings and supported the development of this standard.
- Apprentice starts are not permitted until the ESFA has approved an EPAO.
- However, the decision has been taken at ILM not to enter the market as an EPAO at this point.
- We will map our Level 5 Certificate in Effective Coaching & Mentoring Qualification to the standard for use by our customers as the on-programme training element.



# Update on Leadership and Management Qualifications

## Qualifications affected

**8000 Level 2 Leadership and Team Skills**

**8002 Level 2 Team Leading**

**8600 Level 3 Leadership and Management**

**8605 Level 4 Leadership and Management**

**8607 Level 5 Leadership and Management**

## What is changing?

The new Coaching and Mentoring units are being added as optional units within the Leadership and Management qualifications

## When is this effective from?

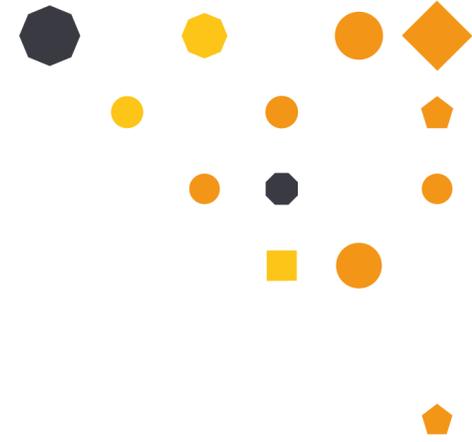
**1<sup>st</sup> July 2020**



# Email addresses

Increasing benefits through  
Digital Credentials and Dual-accreditation





# The great 'email address' challenge

## Walled Garden - Mandated v optional information

### Candidate registration

#### Mandated Walled Garden information

- Surname
- Forename
- Date of Birth
- Gender

### Candidate registration

#### Optional (non-mandate) Walled Garden information

- Email address

### Candidate registration

#### Bulk-upload for volume registration

Email address field not enabled

(contact us – we have a work-around!)

# Email address inclusion – the benefits!

## Digital Credentials

- All core L&M quals
- All C&M quals
- Dual-accreditation routes

## Student membership access

- Auto-enrolment for student membership with the Institute of Leadership & Management
- Access to full membership benefits for minimum of one year



# ILM Digital Credentials Auto-issued with email address in Walled Garden

All core ILM L&M  
qualifications



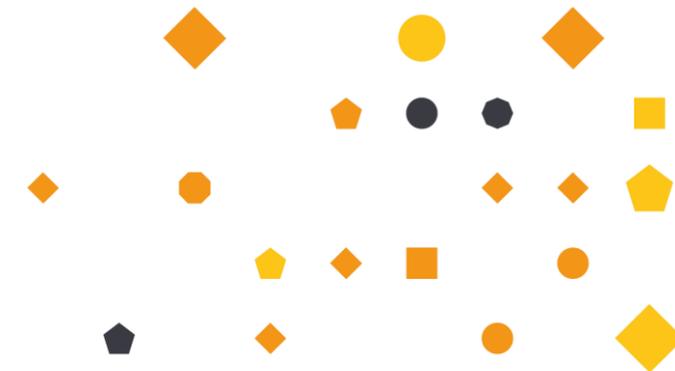
All EPA  
achievements



All ILM C&M  
qualifications

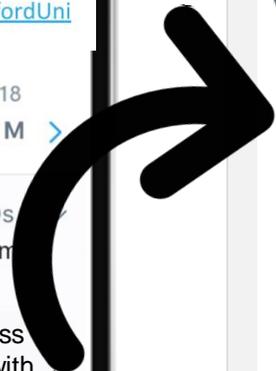
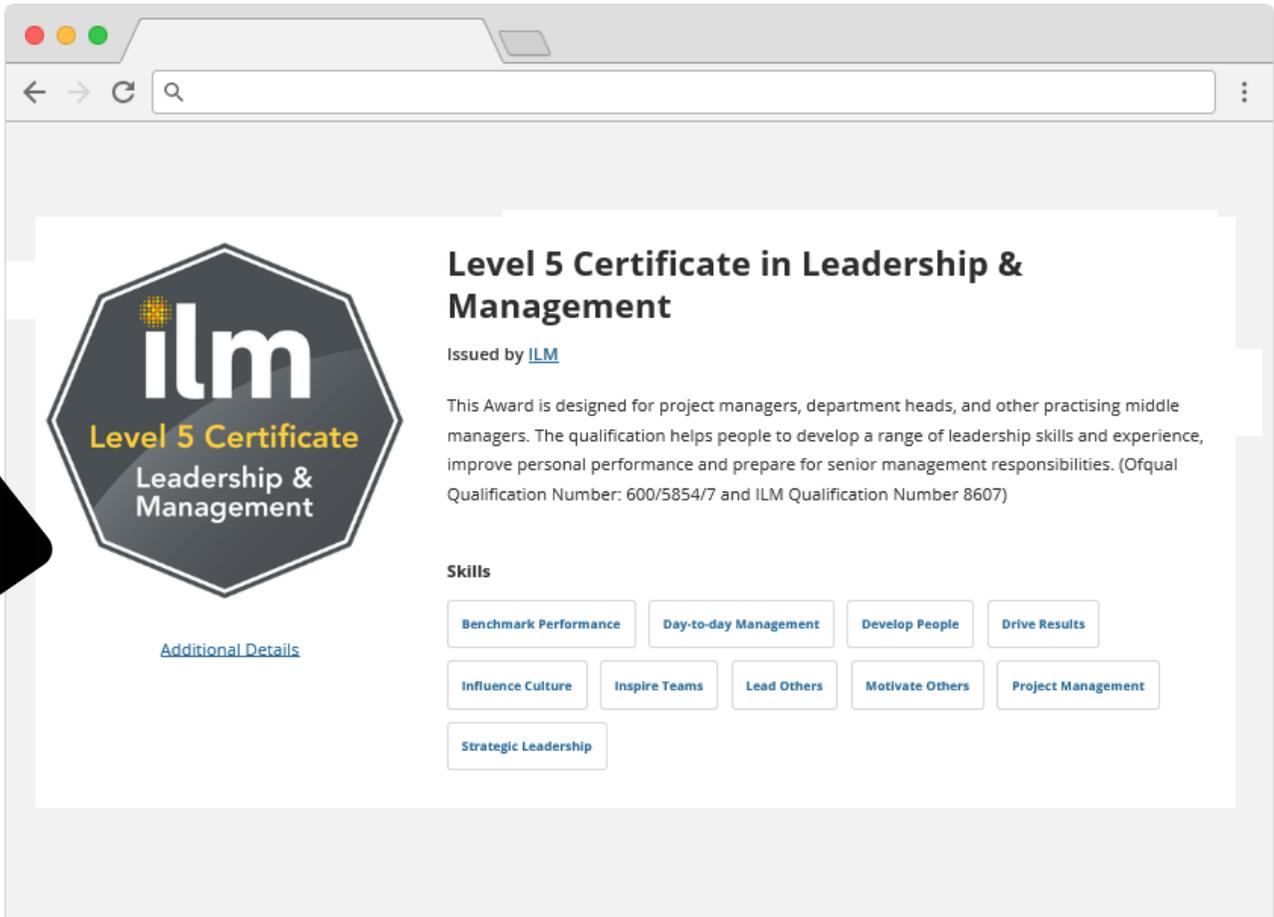


HEI Dual-  
accreditation



# The Digital evolution of lifetime certification!

## Share verified achievements with personal & professional networks



# Working with our HEI Partners – Dual Accreditation

## What is Dual-accreditation?

- Alignment of an academic (under or post graduate pathway) to an ILM Professional Qualification
- No additional work or assignments to complete
- Enhances students CV with achievement of both academic and professional qualification on programme completion
- Gives a value add to HEI programme.

Recognised through a dual-branded dual-accreditation Digital Credential



Webinar Wednesday 15 July – ‘**Surfacing**’ student career skills through Digital Credentials

[register.gotowebinar.com/register/2880767051784850188](https://register.gotowebinar.com/register/2880767051784850188)

**Getting the most  
out of your membership with**

**The Institute of Leadership and Management**

## Supporting Resources for Students Our Professional Membership Partner

Providing free membership  
services to ILM  
qualification students and  
tutors

<https://www.institutelm.com/>



THE INSTITUTE OF  
**LEADERSHIP  
& MANAGEMENT**

**Auto-Enrolment for  
learners with email  
address in Walled  
Garden!**



# A quick reminder about our partnerships



## The Institute of Leadership & Management

Don't forget all centres registered with ILM have access to membership with The Institute of Leadership & Management.



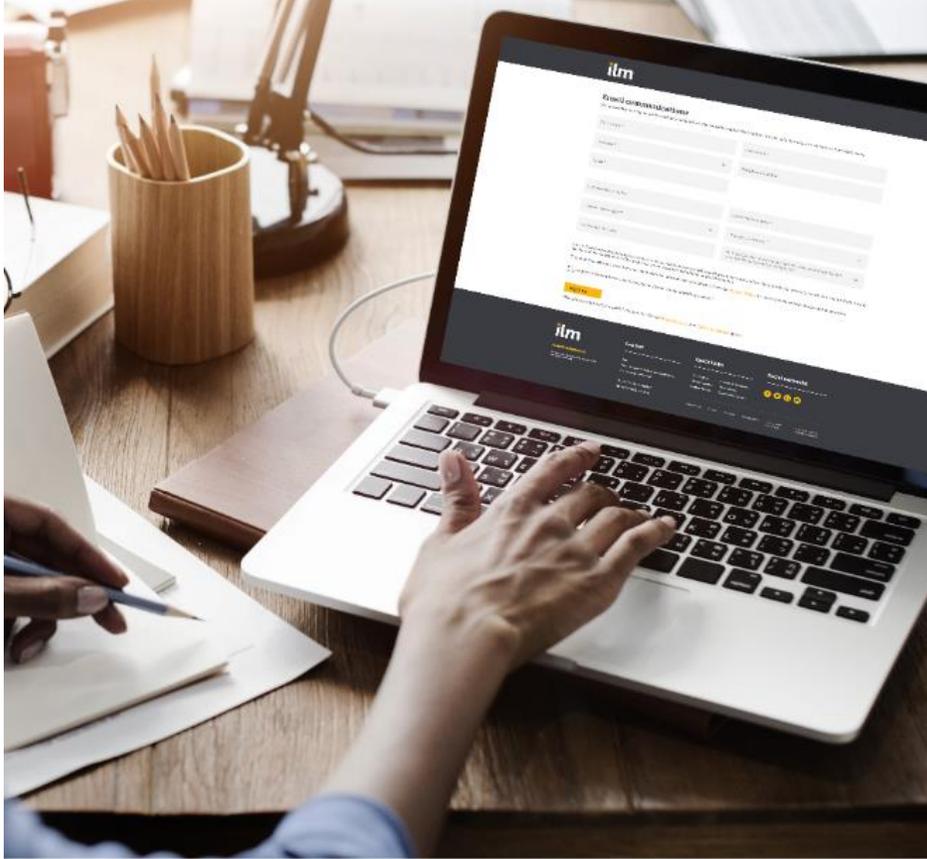
## European Mentoring and Coaching Council - UK

Don't forget to stay up to date with the latest blogs from the European Mentoring and Coaching Council. Read their latest EMCC blog [here](#).

Remember, all ILM learners undertaking an ILM Coaching and Mentoring qualification can access discounted membership to EMCC.

See our [website](#) for more information

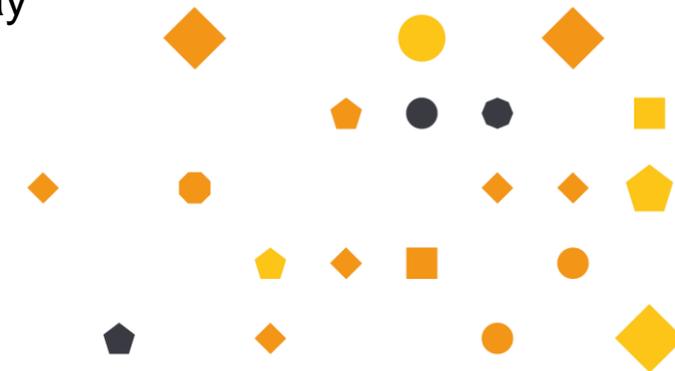
# Get the latest updates straight to your inbox



**Have you signed up to receive tailored communications from us?**

Earlier this year we launched our new ILM preference centre, an email update system which allows you to tailor your email preferences, so that you can stay informed on the latest updates and developments tailored to your selected preferences. Simply tell us what you're interested in and we'll send you tailored updates

[Register](#) your email preferences today



# Thank you

