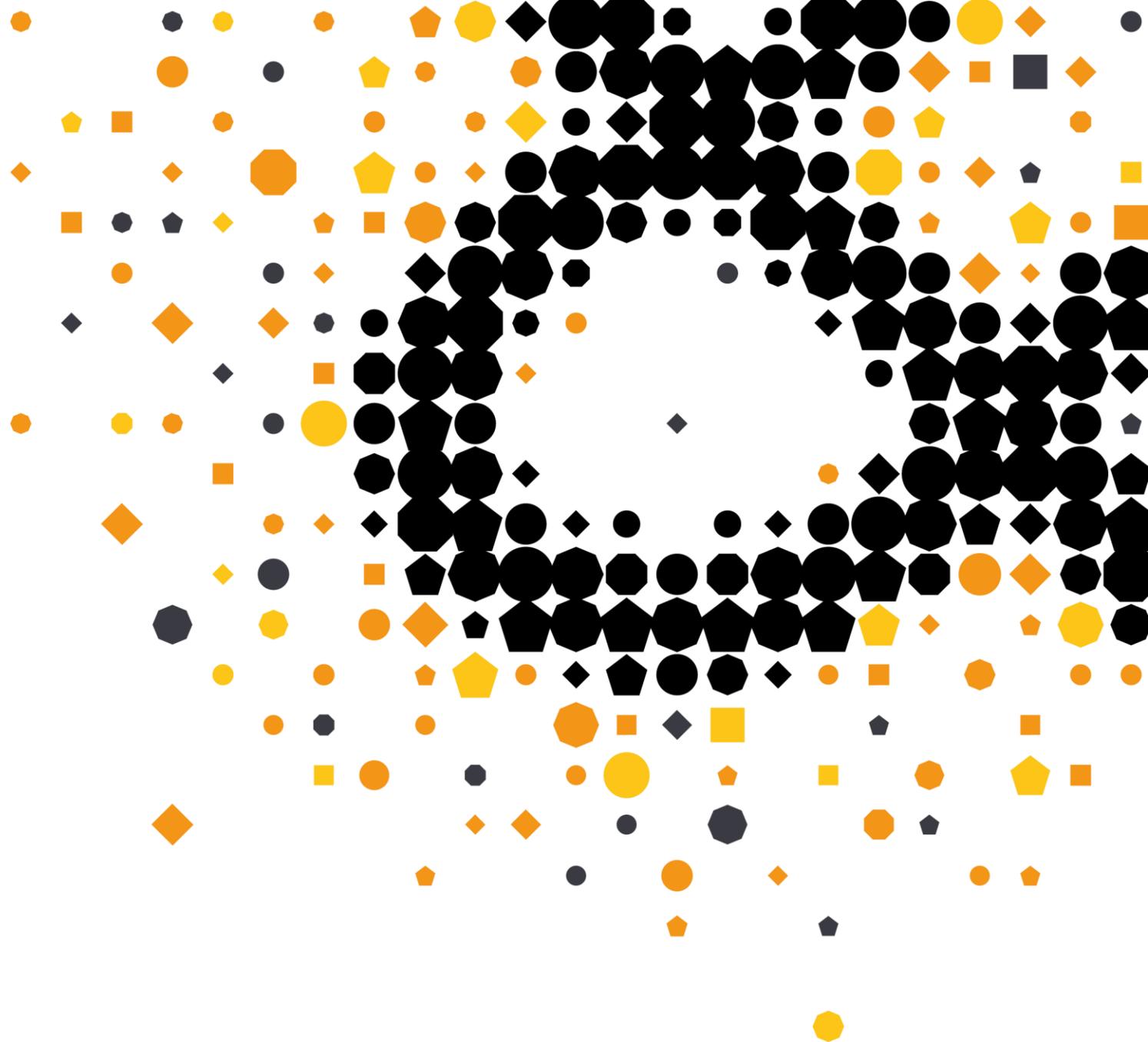


ILM Quarterly Customer Update

January 2021



Speakers

Joseph Ballantine
ILM Industry Manager



E: Joseph.Ballantine@i-l-m.com

Jill Hansen
ILM Technical Advisor



E: Jill.Hansen@i-l-m.com

Karen Egan
ILM Technical Advisor



E: Karen.Egan@i-l-m.com



Topic	Speaker
Introduction	Joseph Ballantine
Latest lockdown update	Karen Egan
Qualification delivery and assessment	Jill Hansen
ILM Assessment Service update	Joseph Ballantine
Apprenticeship and EPA update	Karen Egan and Jill Hansen
Our latest research	Joseph Ballantine
Upcoming events	Joseph Ballantine
Q&A session	All

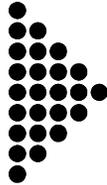
Covid-19 Updates



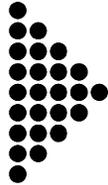
Latest lockdown update



We are open for business



Mitigations



Digital support & Upcoming events

Covid-19 - Mitigations

Diploma for Managers (Level 3 – 8410 – 10)

As this qualification contains an on-line e-volve test (unit components 317-318) we understand there may be challenges to delivery of these during the Covid-19 pandemic

Where these e-volve tests are not possible under normal centre assessed conditions ILM has devised adaptation guidance to allow safe delivery of these tests through remote invigilation. Please see the latest guidance on the [Covid-19 section of the ILM website](#).

The [2020/21 Adaptations Guide](#) will provide you with further information.



The challenges of going digital – Digital Solutions from ILM

The COVID-19 pandemic closed workplaces and college campuses forcing **rapid improvisation, innovation, and adoption of online teaching.**

From September 2020, most lectures given in UK universities will be delivered online and possibly combined with some face-to-face but socially distanced learning experiences.

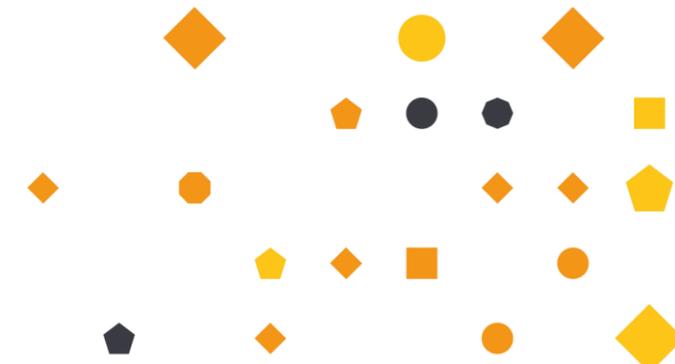
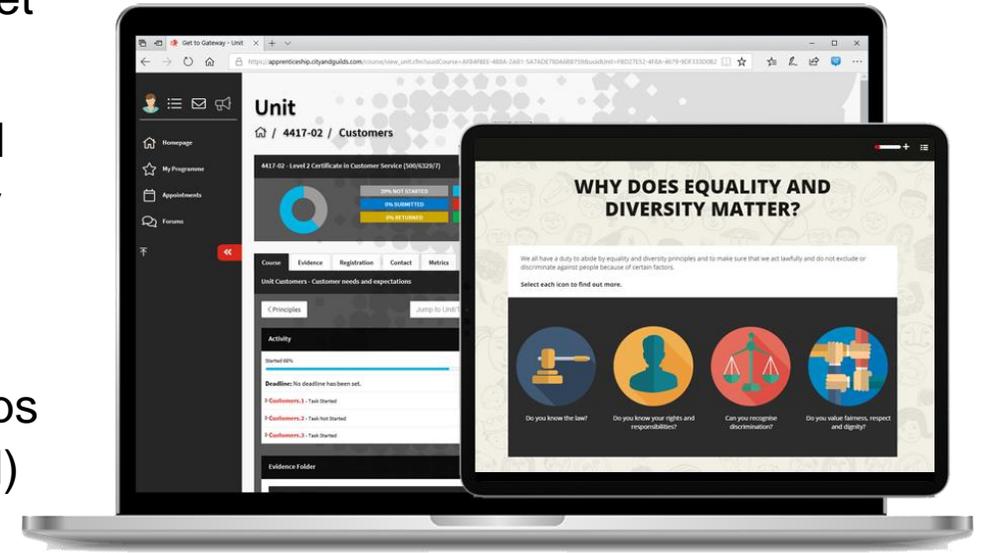
Real time online teaching requires **more focus** and is more tiring and time-consuming. Lecturers and students must work together to achieve **the right blend** of ‘intensive’ and ‘extensive’ learning.

Key to success will be **blending** real-time ‘intensive’ **online engagement** with academics and ‘extensive’ **online learning experiences** supporting **self-guided learning.**

For more information go to our [website](#)

Portfolio Plus: meeting your needs

- Meets your need for increased digital provision as a new generation of adult learners develop, and current or future employers look to meet upskill and reskill challenges within the current labour market
- Pre-packaged learning resources allow you to spend less time and money creating course content so you can concentrate on delivery and learner support
- A complete digital offer allows practitioners to maintain social distancing, while also complimenting face-to-face delivery, this helps providers offer longer courses that are easier to administer (overall) and better funded (AEB).
- Portfolio Plus gives context and explanation to a rich mix of text, images, e-books, videos and e-learning.
- The courses are easy to access and use with an attractive, professional and modern interface.

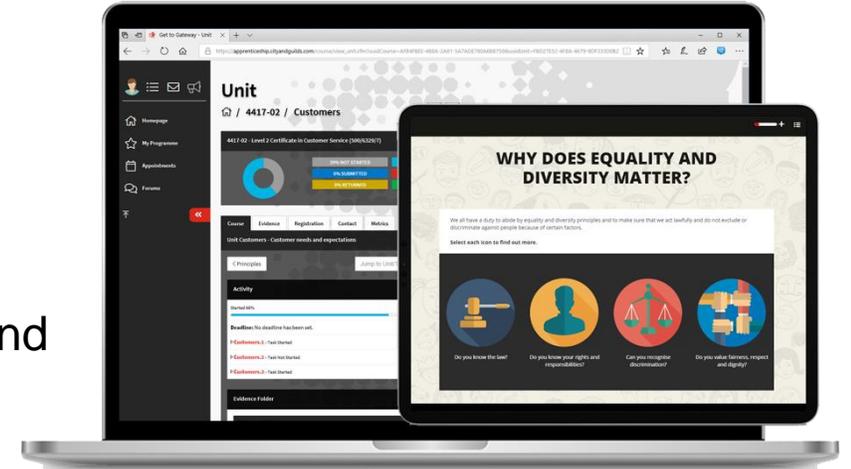


What does Portfolio Plus include?

The **pre-loaded courses** cover employability, customer service, business administration and leadership, and contain the learning to achieve a full qualification.

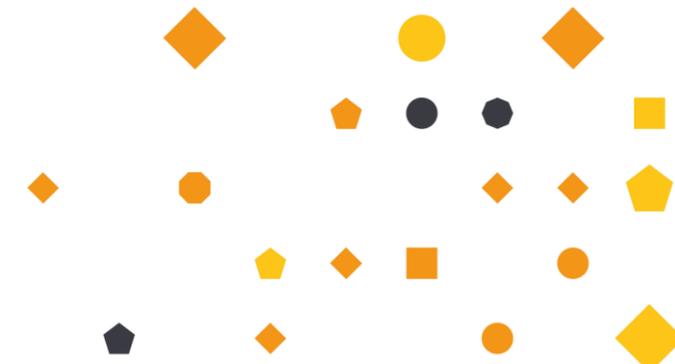
All the available courses are **eligible for AEB funding**, supporting delivery and bringing learners onboard.

Reports give assessors complete visibility of the assessors' progress and data to enable suitable learning interventions if needed.



Courses supported on Portfolio Plus

Qualification Number	Qualification
8000-11 and 8000-21	Level 2 Award and Certificate in Leadership and Team Skills we have developed content for 20 units
8004-10	Level 2 Award for Young Leaders we have developed content for 3 units



Find out more

Join our upcoming Webinar on 22nd
January at 2pm
To book your place register [here](#)

We have more information on our website - visit our webpage:

i-l-m.com/portfolio-plus

Or contact our team on the details below:

Digital Solutions Managers for a demonstration

Digitalsolutions@cityanguilds.com

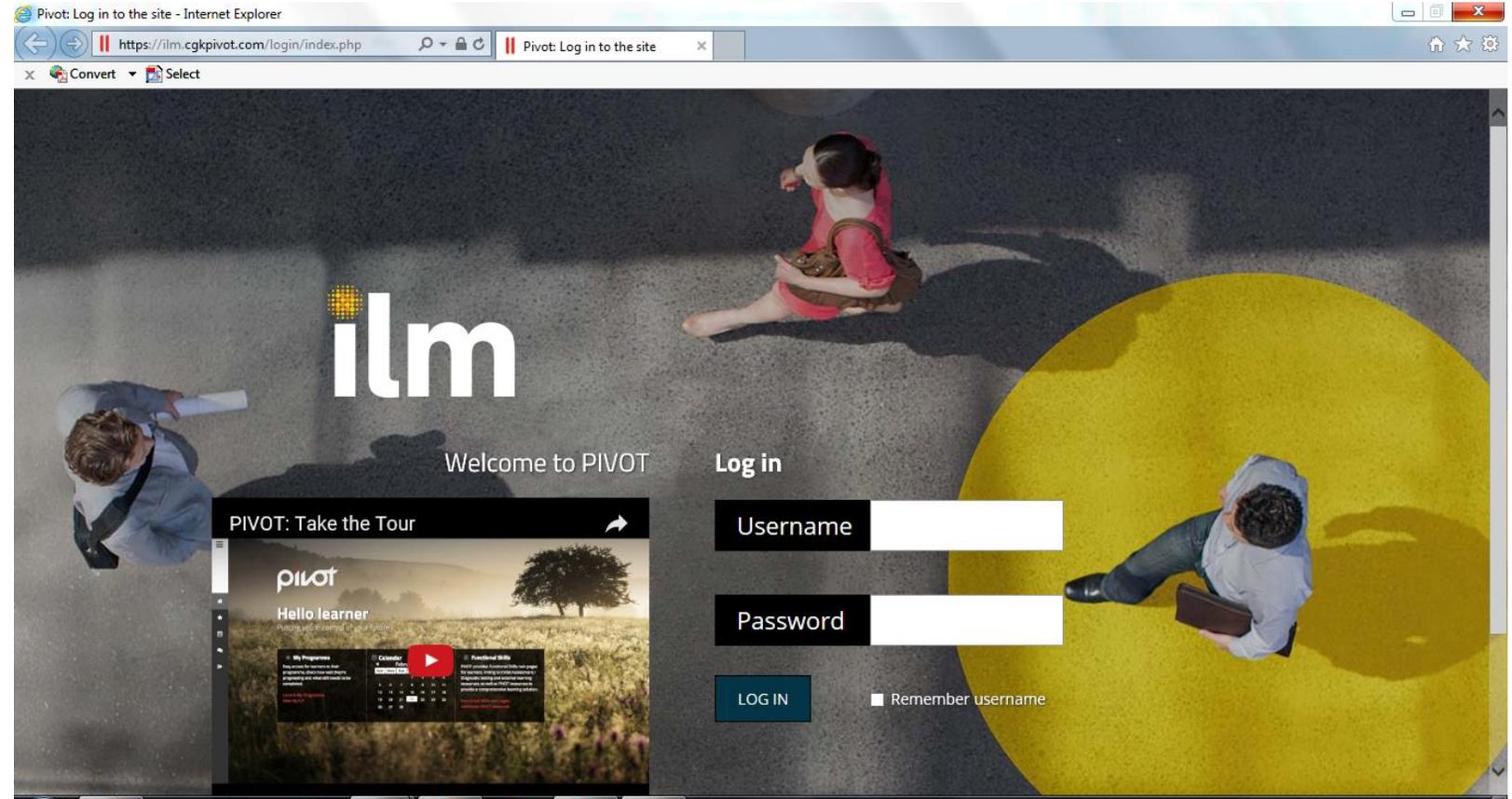


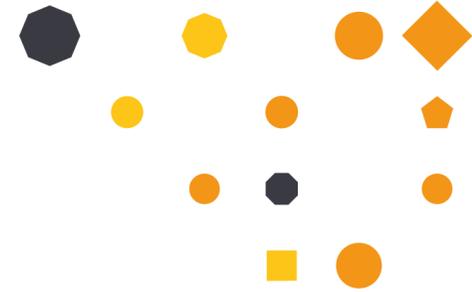
ILM Get To Gateway

The [ILM Get To Gateway](https://www.il-m.com) platform fuses award winning LMS and e-portfolio to manage qualifications, learners and assessors, all in one place.

Pricing is available on our website here: <https://www.il-m.com/assessment-and-resources/ilm-learning-resources/apprenticeship-resources>

Or discuss with your account manager if more information is needed.





On Programme Resources – Illuminate e-Workbooks



Mapped

One workbook per knowledge/skills unit (combined) covering each of the themes/topics within the qualification/apprenticeship standard. 10 workbooks for each qualification/level.

Aid to delivery

Aid to qualification delivery rather than a resource that generates assessment evidence

Writeable PDFs

Primarily knowledge based with a 'putting knowledge into action' section. Provides opportunity for skills learned to be transferred to the workplace. Writeable PDFs – can be saved and uploaded to LMS or ePortfolio

Delivering and assessing ILM qualifications



How to approach ILM qualifications during lockdown?

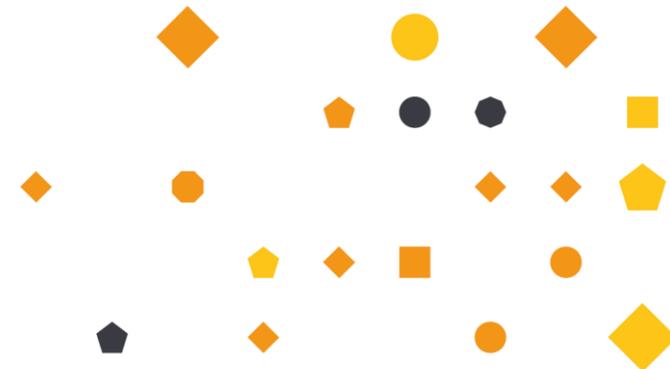


ILM Assessment Service Updates



What is the ILM Assessment Service?

- An assessment marking service for some of our most popular ILM qualifications, including Leadership and Management from levels 2 to 5 and Coaching and Mentoring.
- Approved centres use an online portal to submit learners' assessments once completed.
- Assessments are allocated to trained assessors with relevant competencies to carry out marking and provide feedback on each criterion.
- Assessments are then allocated to lead assessors for quality assurance checks and further feedback.
- Once the marking and quality assurance is completed the centre is notified of the pass or referral result via their ILMA portal dashboard.
- We enter successful results in to Walled Garden to generate the certificate.

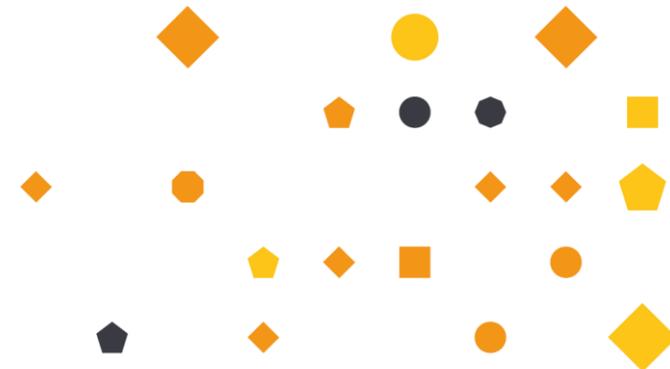


What's new for the ILM Assessment Service?

We have a new service delivery owner, Charlotte Okwera who will be leading the operational delivery of service and making changes to improve the customer experience.

The website pages have been updated and centres can contact the ILM customer service team for first line support. The team can help with advice about the service and ILMA portal queries.

(+44) 1543 266 867 or by email customer@i-l-m.com



Apprenticeships – Updates on changes to Standards and Assessment Plans

Apprenticeship Assessment Plan Update

Team Leader/
Supervisor

Operations/
Departmental
Manager

Apprenticeship Assessment Plan Update

Chartered
Manager

Senior
Leader

Breaking news.....

The Institute for Apprenticeships and Technical Education (IfATE) announced on the 11th January 2021 the implementation date for the new Senior Leader Apprenticeship Standard and Assessment plan will be:

29th March 2021

Please book your place on our webinar on 16th February when we will share the detail and our support plans with you [Register here](#)

In the meantime you can access the documents on the IfATE website [here](#)



Our Latest Research

Leading through challenging time

Our latest research reveals the need for leaders and managers to be better equipped to lead through times of crisis.

- **73% of professionals from across the UK say company's leadership has struggled to adapt during pandemic**
- **Lack of softer skills such as empowering teams (36%) and empathy (31%) could impact workforce motivation and performance**
- **81% of professionals expect to be negatively impacted by Covid-19 in some way**

[Read the full report](#)



Read the full report



Upcoming events

Dates to add to your diary





Upcoming: ILM Quarterly Update Webinars in 2021

1st

January 14th

09.00-10.00



2nd

April 22nd

09.00-10.00



3rd

July 8th

09.00-10.00

[Reserve your place now!](#)



Further webinars

27th January

What is impactful leadership in a virtual world



16th February

Senior Leader Standard and Assessment Plan changes – what's new and timescales



25th February

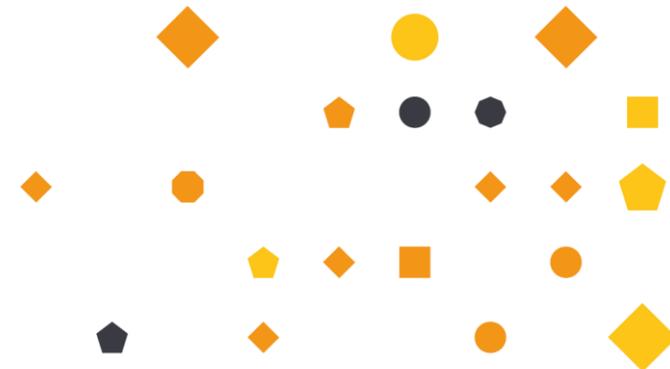
ILM Funding and Policy Webinar

[Reserve your place now!](#)

Institute of Leadership and Management

Tutor
revalidation

Tutors - look out for an email from the Institute to revalidate your tutor membership.

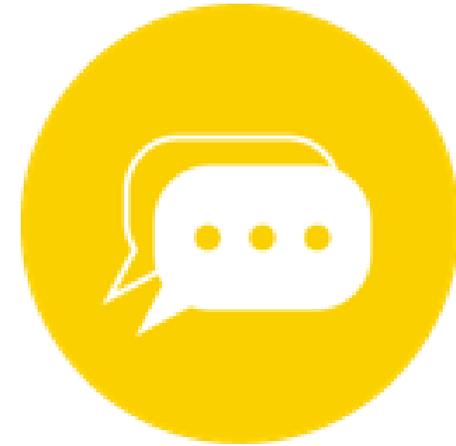


Questions answers



We're here to help

- Customer Service team: customer@i-l-m.com
- EPA Support: epasupport@cityandguilds.com
- Joseph Ballantine: Joseph.Ballantine@i-l-m.com
- Jill Hansen: Jill.Hansen@i-l-m.com
- Karen Egan: Karen.Egan@i-l-m.com



Keep in touch

- Access previous quarterly updates from our webpage: i-l-m.com/customer-updates
- Register to receive the latest email updates: i-l-m.com/email-updates
- Join the conversation, follow us on our social channels:



[@ILM_UK](https://www.linkedin.com/company/ilmuk)



[@ilm_uk](https://twitter.com/ilm_uk)



[@ilmuk1](https://www.facebook.com/ilmuk1)

Thank
you

