

# The latest update from ILM

June 2019



## Sixty second catch up

As market leader ILM's purpose has remained constant, and our commitment to you, and skills development, is steadfast.

The past few years have seen the skills market change significantly, and the ILM team have been investing in our products and technology and improving our processes to get us future-ready so we can respond more effectively to your needs in this changing landscape. Thank you to those who took part in our recent survey, we are already making changes as a result of your invaluable feedback.

We have recently been through a significant restructure and you will have experienced some of these changes directly. We haven't always got this right and we are working hard to improve what we do. ILM now has access to a wider team to effectively manage your requirements, and we are looking forward to telling you over the summer about some exciting developments.

I'd like to sign post you below to some regional events, guidance and a podcast that you may find useful along with the key teams and contacts who are ready to help you.

Kind regards, Nick Cutland, Executive Director, Quality

What will future leadership skills look like? Chris Jones, Chief Executive of City & Guilds Group discusses this in a Changeboard podcast.



[Listen to the podcast](#) ➤

## Upcoming ILM events

To support delivery of the Level 3 Team Leader/Supervisor and Level 5 Operations/Departmental apprenticeships, we will be hosting regional network events on a regular basis. Keep an eye on our upcoming ILM events where we will talk through the products, services and support and you get the opportunity to discuss best practice.

[Visit our website for regular updates, news and events](#) ➤

## Get to gateway live webinar

Get to gateway is our improved digital learning platform to simplify the delivery of apprenticeship standards replacing Solar.

Get to gateway is a simple, web-based set-up that features:

- tracking tools and reporting
- tasks and e-learning
- assessment practice
- 20% off-the-job training evidence

Join our Digital Solution Managers Sarah and Emma on Monday 24 June as they demonstrate how the platform works.

[Register for our webinar](#) ➤

## Updated Guide to Fees – 2018–2019

Our latest version of Guide to Fees is now available on our website.

[Guide to Fees 2018–2019](#)

## Coaching and Mentoring retirement and replacement qualifications update

We want to remind existing providers currently delivering the 2012 coaching and mentoring qualifications that they will be expiring on **Sunday 30 June 2019**. If your organisation is currently approved to deliver the existing coaching and mentoring qualifications, please note you are eligible for a free conversion to the new coaching and mentoring qualifications at the same level – like for like.

As of **Monday 1 July 2019**, if your organisation have not converted to the [new 2018 coaching and mentoring qualifications](#), you will not be able to deliver or register any new learners.

To get started, please complete the free add-on form available to download below along with the the following for each qualification level:

- A scheme of work/delivery plan
- An assessment strategy
- Confirmation that there are no staffing changes

Please return the completed form and supporting documentation to [Qualityilm@i-l-m.com](mailto:Qualityilm@i-l-m.com). The approval process can take up to 20 working days from the receipt of submission.

[Download the add-on form](#)

## Meet your ILM team

Brett Keegan



Technical Advisor

Brett is our dedicated ILM Technical Advisor for Leadership and Management, Apprenticeships and End-point Assessment (EPA).

[Email Brett](#)

Joseph Ballantine



Industry and Propositions Manager

Joseph is our dedicated Industry and Propositions Manager for the ILM Portfolio of Products and Services.

[Email Joseph](#)

Jill Hansen



Quality Lead

Jill is our lead for all quality matters relating to the HEI sector and Coaching & Mentoring, including our mapping service.

[Email Jill](#)

Charlotte Rigden



Quality Lead

Charlotte is our lead for all quality matters in the Defence sector, including the mapping service for this sector.

[Email Charlotte](#)

## Quality matters – ILM quality team



### Louise Kelsey – Territory Quality Manager

Louise Kelsey is our Territory Quality Manager, and manages the Quality Delivery team and also our two specialist Quality Managers above – HEI, C&M and Defence.



The Quality Delivery team manage and process all of the External Quality Assurer (EQA) activities and any centre updates. They also handle certification queries.

Our skilled and dedicated quality team consists of:

Suzanne Rogers  
– Quality Territory  
Manager  
Ellen Gibbon  
Jenny Porch

Hazel Sadler  
Amanda Taylor  
Zoe Badger  
Kate George  
Kate Sadler

Get in touch with the quality team 

## ILM assessment services

Our assessment service will guide customers who need support in delivering our qualifications and the associated assessments. The assessment team will also mark your candidate's assignments for you.

If you have any questions about our ILM assessment service please don't hesitate to get in touch

Contact ILM assessment services team 



## Committed to customer service

Our ILM customer services team is headed by Sharon Ramsden – Head of Customer Service and Daniel Moss – ILM Customer Service Team Leader.

The team are responsible for providing customer service support for product issues, Walled Garden assistance and a wide range of general enquires.

Contact customer services 



---

## Sales team

Alan Howard



Head of Sales

Leads our customer facing sales teams regionally and telephone based across the whole of the UK and manages our customer facing Digital Solutions and Client Support teams.

If you are an existing ILM centre and would like further information around new qualifications you wish to deliver or support resources to help with your delivery, or you want to find out how you can work further with the ILM & City and Guilds Group. Please feel free to contact us

Email Sales 