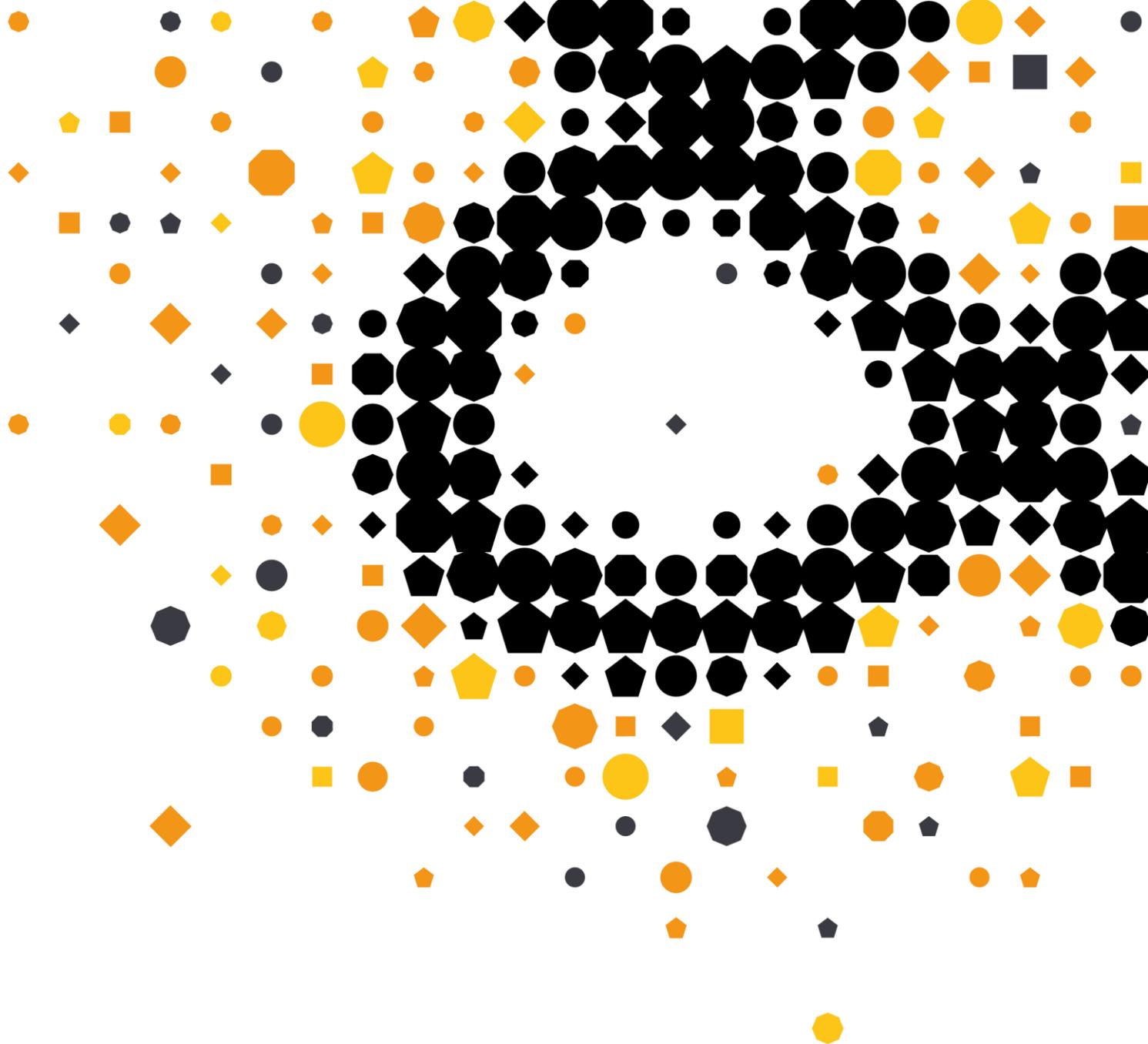


Launching our new

**ILM Level 3 Diploma  
for Team Leaders (8411)  
&  
ILM Level 5 Diploma  
for Operational Leaders  
and Managers (8421)**  
(including updated workbooks)

January 2022



# Housekeeping



## This session is being recorded

The session is being recorded, which will be sent to all attendees after the webinar.



## Everyone is on mute

Everyone is on mute



## Questions

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.



## Slides

The slides will be sent to all attendees alongside the recording after the webinar



## If the session cuts off

Please use the original webinar link to gain access back into the session. To join over the telephone, select "Phone Call" in the Audio pane and the dial-in information will be displayed

# Speakers

**Joseph Ballantine**  
ILM Industry Manager



**Karen Egan**  
ILM Technical Advisor



**Gill Harper**  
Development Manager



**Giusy Polisenio**  
Development Manager



**Elaine Bate**  
Quality Manager



# Agenda

- **Why change?**
- **What is changing?**
- **What do the new Qualifications look like?**
- **How will they be assessed?**
- **When will these be available from?**
- **Which resources will be available?**
- **What will the approval process look like?**
- **What support will be available?**



# Why change?

**We listened to your feedback on the Level 3 Diploma for Managers and Level 5 Diploma for Leaders and Managers**

## **You said**

- They are too 'assessment heavy'
- A lot of work to extract evidence for EPA
- Duplication of content/assessment (learner confusion)
- Content that isn't essential – lack of correlation between qualification assessment and EPA
- Knowledge and skills need to align

**The Assessment Plans have changed for the standards and these qualifications are designed to support**

Level 3 Team Leader/ Supervisor

Level 5 Operations/ Departmental Manager

- Addresses the feedback from you
- Groups the KSBs to align to the new Assessment Plans
- Includes behaviours

# New Suite of Qualifications

**Level 3  
Diploma for  
Team Leaders**

[Webpage](#)

**Level 5  
Diploma for  
Operational  
Leaders and  
Managers**

[Webpage](#)

**Level 7  
Diploma for  
Senior Leaders**

[Webpage](#)

# From 28 February L3 Diploma for Team Leaders and L5 Diploma for Operational Leaders and Managers

**Level 3 Team  
Leader and Level 5  
Operations/  
Departmental  
Manager Standards**

**100% KSBs & Pass  
Grading Descriptors**

**Stand-alone  
Qualification**

**Stand-alone  
Units**



# Units

## Level 3 Diploma for Team Leaders

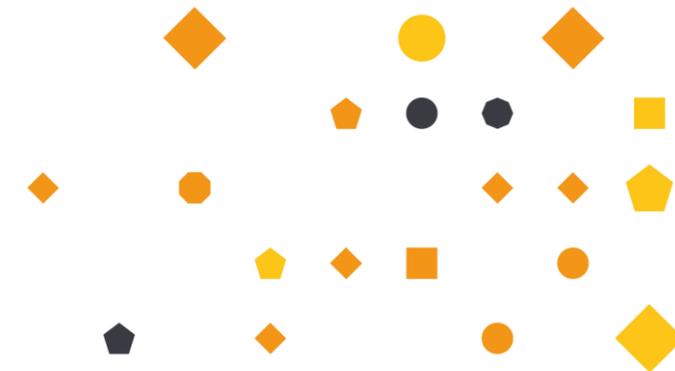
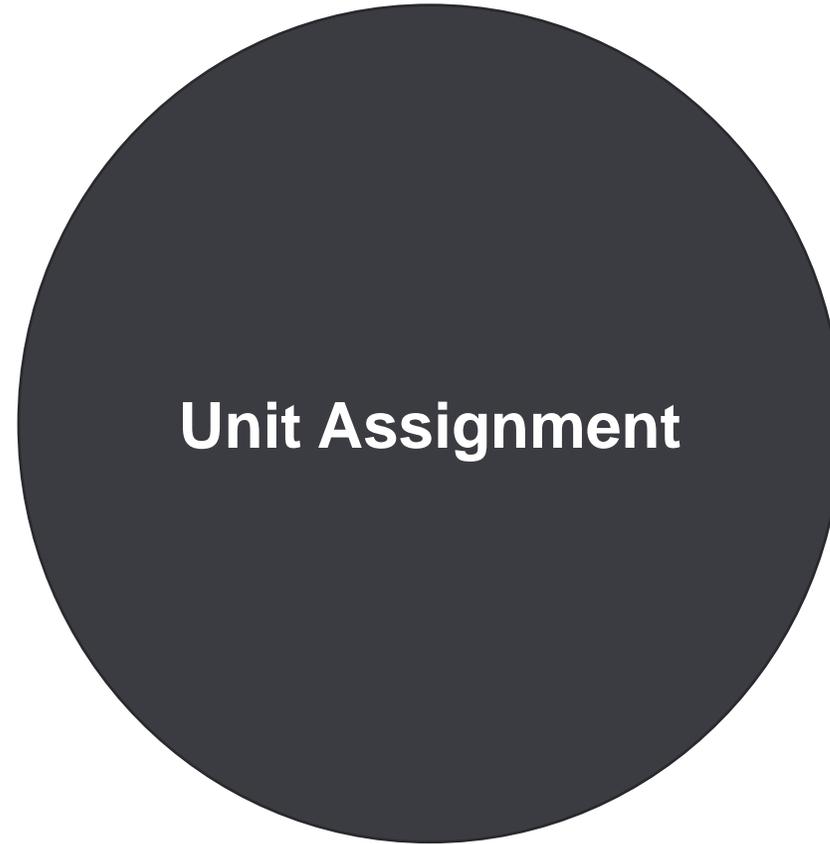
- 320 - Team Development & Resource Management
- 321 - Building a High Performance Team
- 322 - Managing Self
- 323 - Communication and Interpersonal Skills
- 324 - Organisational Culture and Strategy
- 325 - Problem Solving and Decision Making
- 326 - Data Management
- 327 - Organisational Governance
- 328 - Project Management

## Level 5 Diploma for Operational Leaders & Managers

- 520 - Personal & Professional Development
- 521 – Communication Skills
- 522 – Managing Teams
- 523 – Business Planning
- 524 – Operational Planning & Management
- 525 – Financial Practices
- 526 – Project Planning



# Assessment Strategy



# If your learners are undertaking an Apprenticeship.... Units

## Level 3 Diploma for Team Leaders

320 - Team Development & Resource Management

321 - Building a High Performance Team

322 - Managing Self

323 - Communication and Interpersonal Skills

324 - Organisational Culture and Strategy

325 - Problem Solving and Decision Making

326 - Data Management

327 - Organisational Governance

328 - Project Management

## Level 5 Diploma for Operational Leaders & Managers

520 - Personal & Professional Development

521 – Communication Skills

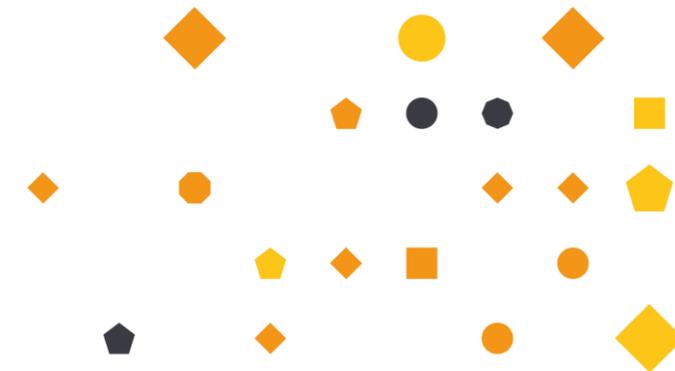
522 – Managing Teams

523 – Business Planning

524 – Operational Planning & Management

525 – Financial Practices

526 – Project Planning



# Approvals

## Fast track approval



# Fast Track Approval is available to centres who are already approved for 8410 and 8420

- Can be achieved through completion of a fast track form
- There is no charge for a fast track
- Once the Fast Track form has been processed and approved learners can be registered from 28<sup>th</sup> Feb
- Please remember to *fully* complete the form before emailing to [quality@cityandguilds.com](mailto:quality@cityandguilds.com)



A City & Guilds Group Collaboration

### Application for fast track qualification approval

Fast track approval is a streamlined approval process for existing centres. Typically, it is used when

- a qualification is replaced or updated.
- approval for an N/SVQ would automatically entitle the centre to offer the corresponding VRQ.

The qualification(s) listed below indicate those you may currently offer that would now entitle you to fast track approval for the new qualification(s) overleaf.

If you are unsure of your centre's status regarding your eligibility for fast track approval, please contact the Quality Team. Once completed, please send this form to [quality@cityandguilds.com](mailto:quality@cityandguilds.com)

Centre name  Centre number

Address

Postcode

Quality Team

Name of contact

E-mail address  Telephone number

Please tick the boxes of the qualifications below you **currently offer** which will be replaced

Qualification number	Level	Title	Tick
8 4 1 0 / 0 1	3	Level.3.Diploma.for.Managers	<input type="checkbox"/>

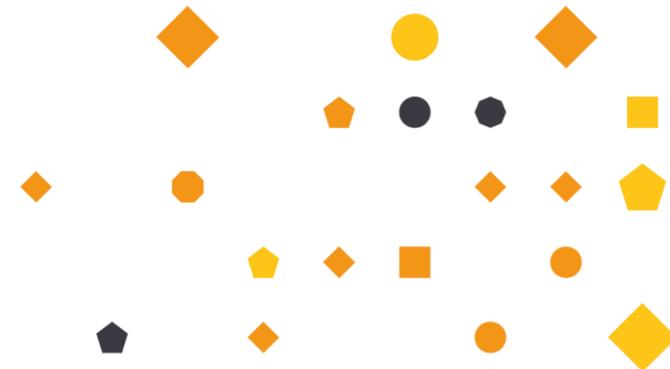
Please tick the boxes of the qualifications below you would like to request **fast track approval** for

Qualification number	Level	Title	Tick
8 4 1 1 / 3 1	3	Level.3.Diploma.for.Team.Leaders	<input type="checkbox"/>
<b>And (please select both)</b>			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

# Fast Track Requirements

By signing the fast track form – the centre are agreeing to:

- The qualification handbook will be shared with the entire delivery and assessment/ IQA team
- Learner journeys will be updated and be made available for the EQA to review at the next EQA activity.
- All scheme of works and lesson plans will be updated and be made available for the EQA to review at the next EQA activity.
- Training sessions will be delivered to update the team on the new qualification and evidence of this training be available for the EQA to review at the next EQA activity.



# Support



# We're here to support you



**Karen Egan**

**Technical Advisor**

**Leadership Management**

**[Karen.Egan@i-l-m.com](mailto:Karen.Egan@i-l-m.com)**



**Jill Hansen**

**Technical Advisor**

**Leadership Management**

**[Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com)**

# Approval and Fees

Centre Approval £2,500

Qualification Approval £300 – each qualification

## Registration Fees

### Level 3 Diploma for Team Leaders

- 8411 – 31 Full payment registration £177
- 8411 – 33 Unit payment route £29 (Reg), £35.90 (Results Entry), £34.80 (Full Cert)

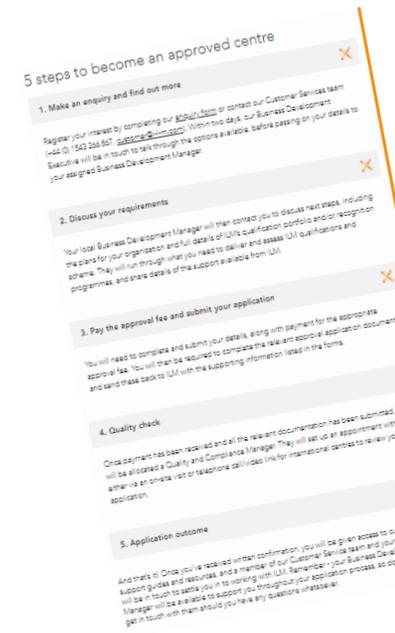
### Level 5 Diploma for Operational Leaders and Managers

- 8421-31 Full payment registration £203
- 8421-33 Unit payment route £29 (Reg), £35.90 (Results Entry), £34.80 (Full Cert)

**Become an ILM Approved Centre in just five easy steps!**

For more information visit our webpage:

[i-l-m.com/working-with-ilm/working-with-centres/5-steps-to-become-ilm-approved-centre](https://www.i-l-m.com/working-with-ilm/working-with-centres/5-steps-to-become-ilm-approved-centre)



# Support Materials

Qualification Handbook – available now!

- Centre requirements
- Delivering the Qualification
- Assessment
- Assessment Guidance
  - Portfolio
  - Unit Assignments
- Links to EPA
- Mapping to the Standard and EPA
- Guidance for delivery

## Appendix A Guidance for Delivery

The GLH and TQT are based on unutilised delivery. More efficient delivery can be achieved by using the GLH and TQT below. Some ACs will appear under multiple subjects.

Subject	320 Team Building & Resource Mgmt.	321 Building a High Performance Team	322 Managing Self	323 Comms & Interpersonal Skills
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**Learning Outcome 2**  
The learner will be able to use coaching to support people in achieving objectives and improving performance.

Assessment Criteria The learner can....	Depth
<b>AC2.1</b> Describe the concept of coaching and coaching models.  (K1.1 Understand different leadership styles and the benefits of coaching to support people and improve performance.)	The concept of coaching, including: Roles: <ul style="list-style-type: none"> <li>• coach</li> <li>• coachee</li> </ul> Concept e.g.: <ul style="list-style-type: none"> <li>• two-way process</li> <li>• focus on learning and development</li> <li>• encourages coachee to take responsibility for choices</li> <li>• open and honest approach</li> <li>• facilitated process</li> </ul> Coaching models, such as: <ul style="list-style-type: none"> <li>• GROW model (Goals, Reality, Options, Will)</li> <li>• ARROW (Aims, Reality, Reflection, Opportunity)</li> <li>• OSCAR (Outcome, Situation, Choices and Commitment Review)</li> </ul>

### Assignment: 320 Team Building and Resource Management

**Aim:** In relation to your current Team Leader/Supervisor role and duties you will explain your knowledge of how to effectively support and develop individuals and teams in achieving objectives and improving performance. You will also effectively manage resources and change.

All Assessment Criteria and Assessment Requirements must be met and utilised to structure your assignment, supported by work-product evidence. (Refer to the Units or Results Sheets for Assessment Requirements (Sufficiency)).

It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).

### Unit 320 Team Building and Resource Management

Assessment Plan Grouping: Team Building and Development

KSBs & Pass Grading Descriptors	AC1.1	AC1.2	AC2.1	AC2.2	AC2.3	AC3.1
K1.1 Understand different leadership styles and the benefits of coaching to support people and improve performance.	•		•	•		
K3.2 Know how to facilitate cross team working to support delivery of organisational objectives.		•				•
B1.1 Drive to achieve in all aspects of work.						
<b>Pass Grading Descriptor:</b> Explain how they use knowledge of leadership styles and facilitation of cross team working, to develop their team and individuals and improve performance and how this helps them to drive their team to meet their objectives. (K1.1, K3.2, B1.1)	•	•	•	•		•

work situations is required.

Where assessment methods are combined the weightings should be adjusted proportionately: count 2,250 +/- 10%, plus relevant Appendices/Annexes. At least one of the methods should be recorded, limited to 20 minutes, and accompanied by slides and evidence of where criteria are met.

#### Assessment Criteria

The learner can:

**AC1.1**  
Explain leadership styles and how they can be used to improve performance.

**AC1.2**  
Explain how the facilitation of cross team working helps to drive the achievement of objectives.

You are asked to explain three ways that you could facilitate cross team working in an organisation. (AC1.2)

# Resources Available

## We are re-developing:

- Workbooks (previously known as illuminate) will be re-aligned to mirror the new units
- Skills Scans
  - Will be available as we launch the new qualifications
  - Previous ones – the content is still valid but new ones are focussed to the new units
  - Costs (no change)
    - Per Learner L3 £125, L5 £155
    - One-year unlimited licence L3 £12,250, L5 £15,500



# EPA Partnership Managers



**Morice Hole**  
for South & South West  
M: 07718 092138  
[Morice.Hole@cityandguilds.com](mailto:Morice.Hole@cityandguilds.com)

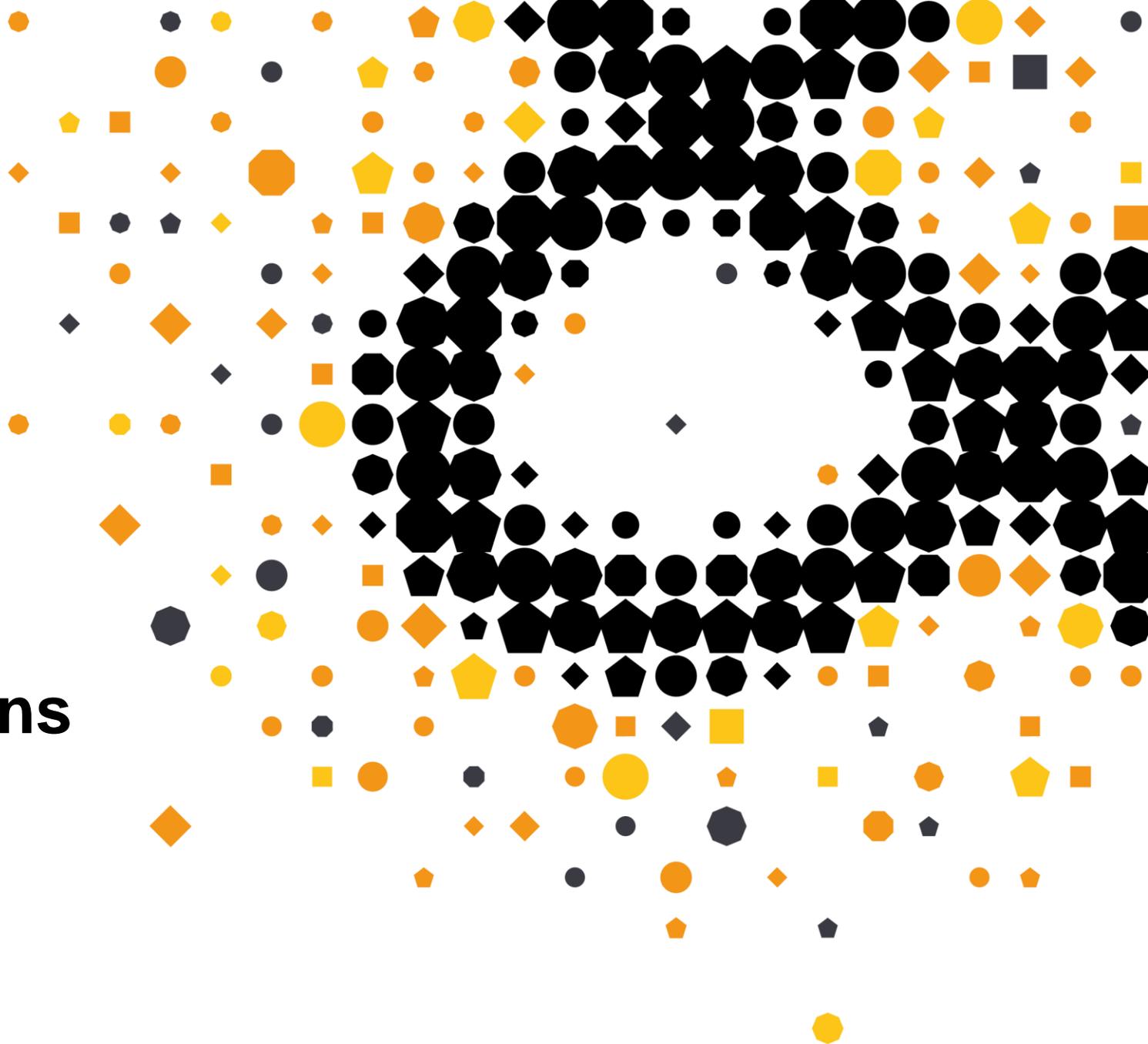


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# Quick Recap & Questions



# Next events in the series



**Tuesday 1 March 2022**

**[New Level 3 and Level 5 Diploma launch: The new qualifications: a deep dive](#)**

**Tuesday 22 March 2022**

**[New Level 3 and Level 5 Diploma launch: questions and answers](#)**



# Other events



**Wednesday 26 January 2022**

**[Getting more from ILM qualifications and Apprenticeships!](#)**



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# Thank you!

