Technical specifications for

ILM Level 3

Qualifications in Coaching and/or Mentoring (8577)

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**Note:** This a qualification specific document and should always be read in conjunction with the Supporting Notes for ILM VRQs document available at [*www.i-l-m.com*](http://www.i-l-m.com)or from ILM Customer Services (*customer@i-l-m.com*)and the ILM Centre Guide *www.i-l-m.com/centreguide*

**Qualification Purpose and Aim**

**Level 3 Award and Certificate in Coaching**

**Who are these qualifications for?**

The Award and Certificate in Coaching are designed for people in their first management roles, including team leaders and first-line managers. They are both ideal for individuals seeking to develop the tools, knowledge and confidence to coach people as part of their normal working role.

**Benefits for individuals**

* Know what it takes to be an effective coach in your workplace
* Understand how coaching works – learn a coaching model, and the tools and techniques to support it
* Put your new skills into practice in your job – carry out supervised coaching sessions
* Analyse, assess and plan to improve your own coaching ability.

**Benefits for employers**

* Implement coaching to improve performance in your organisation
* Ensure the managers you develop as coaches are properly equipped with the skills, knowledge and ethical understanding they need
* Develop a coaching culture in your organisation by developing your managers as truly effective coaches.

There are three mandatory units in each qualification. *‘Understanding good practice in workplace coaching’* covers the role of coaching, basic coaching processes and the abilities and qualities individuals need to be a good coach*. ‘Reflecting on workplace coaching skills’* will give learners tools to analyse and improve their own performance as a coach. *‘Undertaking coaching in the workplace’* requires learners to plan and carry out at least six hours of coaching, with supervision and support. At Certificate level, this unit is replaced by *‘Undertaking an extended period of coaching in the workplace’*, which requires at least 36 hours of coaching for a deeper level of skill and experience.

**Level 3 Award and Certificate in Mentoring**

**Who are these qualifications for?**

The Level 3 Award and Certificate in Mentoring are designed for people in their first management roles, such as team leaders and first-line managers. It is ideal for individuals seeking to develop the skills, knowledge and confidence to mentor people as part of their normal working role.

**Benefits for individuals**

* Learn about mentoring as a powerful development tool
* Understand the role and responsibilities of good mentors
* Explore different mentoring models
* Put your new skills into practice in your job – carry out supervised mentoring sessions
* Analyse, assess and plan to improve your own mentoring ability.

**Benefits for employers**

* Implement mentoring at first line management level in your organisation
* Ensure the managers you develop as mentors are properly equipped with the skills, knowledge and ethical understanding they need
* Develop a culture of mutual support for performance development by ensuring your managers can act as truly effective mentors.

There are three mandatory units in each qualification. *‘Understanding good practice in workplace mentoring’* covers what mentors do and how they do it. *‘Reflecting on workplace mentoring skills’* will give individuals the tools to analyse and improve their own performance as a mentor. *‘Undertaking mentoring in the workplace’* requires learners to plan and carry out at least six hours of mentoring, with supervision and support. At Certificate level, this unit is replaced by ‘*Undertaking an extended period of mentoring in the workplace’*, which requires at least 36 hours of mentoring for a deeper level of skill and experience.

**Level 3 Certificate in Coaching and Mentoring**

**Who are these qualifications for?**

This qualification is designed for junior managers seeking to gain the skills, knowledge and confidence to coach and mentor people as part of their normal role. It’s also the ideal starting point for a career in coaching and mentoring.

**Benefits for individuals**

* Learn about coaching and mentoring as powerful development tools
* Understand the role and responsibilities of an effective coach and mentor
* Explore different coaching and mentoring models
* Develop practical skills, tools and techniques to support these models
* Put your new skills into practice – carry out supervised coaching and mentoring sessions
* Analyse, assess and plan to improve your own mentoring ability.

**Benefits for employers**

* Implement coaching and mentoring in your organisation
* Benchmark your organisation’s coaching and mentoring practice against nationally recognised standards
* Ensure the managers you develop as coaches and mentors are properly equipped with the skills, knowledge and ethical understanding they need
* Create a coaching and mentoring culture in your organisation that means that all managers are able and willing to coach and mentor others and support their professional development.

There are six mandatory units in this qualification. Two units cover understanding good practice in workplace coaching and mentoring, which introduces what coaches and mentors do, the processes they follow and the qualities and abilities individuals need to be effective in these roles. There are two units that deal with reflecting on learners’ own skills as a coach or mentor in the workplace, which give them tools and techniques to develop and improve their practise. Finally, there are two units which require learners to plan and carry out 36 hours each of coaching and mentoring, with supervision and support.

**Progression Routes**

These qualifications will provide progression opportunities to a range of qualifications such as:

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| **Level 3 Award in Coaching** | * ILM Level 3 Certificate in Coaching * ILM Level 3 Certificate in Coaching and Mentoring * ILM Level 3 Certificate or Diploma in Leadership and Management * ILM Level 5 Certificate or Diploma in Coaching and Mentoring |
| **Level 3 Certificate in Coaching** | * ILM Level 3 Certificate in Coaching and Mentoring * ILM Level 3 Certificate or Diploma in Leadership and Management * ILM Level 5 Certificate or Diploma in Coaching and Mentoring |

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| **Level 3 Award in Mentoring** | * ILM Level 3 Certificate in Mentoring * ILM Level 3 Certificate in Coaching and Mentoring * ILM Level 3 Certificate or Diploma in Leadership and Management * ILM Level 5 Certificate or Diploma in Coaching and Mentoring |
| **Level 3 Certificate in Mentoring** | * ILM Level 3 Certificate in Coaching and Mentoring * ILM Level 3 Certificate or Diploma in Leadership and Management * ILM Level 5 Certificate or Diploma in Coaching and Mentoring |

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| **Level 3 Certificate in Coaching and Mentoring** | * ILM Level 3 Certificate or Diploma in Leadership and Management * ILM Level 5 Certificate or Diploma in Coaching and Mentoring |

**Qualification Specific Occupational Competency Requirements**

ILM VRQs are derived from the Framework Level Descriptors and are designed to develop learners knowledge, understanding and skills which are then assessed through a range of work related assessments. Centre tutors, assessors and internal verifiers are therefore required as a team to have a combination of appropriate competences in learning, assessment and internal quality assurance methodologies together with knowledge and experience of leadership and team skills within operational environments and sectors relevant to their learners.

ILM qualifications in coaching and/or mentoring are specifically designed to focus on using coaching and/or mentoring to develop management and leadership capability in organisations. This requires tutors, assessors and internal verifiers to demonstrate both occupational competence in Coaching and/or Mentoring at the appropriate level and also occupational competence in management and leadership at the appropriate level. The evidence provided must support the specific content of the qualification, be it coaching or mentoring or a combination of both.

In conjunction with the specific occupational competency requirements listed below for the Level 3 Coaching and/or Mentoring qualifications, Centres should also refer to the generic occupational competency listed in the *Supporting Notes for ILM VRQs* document which is downloadable from the ILM website [*www.i-l-m.com/centres*](http://www.i-l-m.com/centres)

**Specific Occupational Competency Requirements for the Level 3 Qualifications in Coaching and/or Mentoring**

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| **Tutors Occupational Competence Requirements** | **Evidence Indicators** |
| Relevant and sufficient occupational competence in Coaching and/or Mentoring. | * Be able to demonstrate relevant and sufficient Coaching and/or Mentoring experience within an organisational context over the last three years with first line managers or above. |
| A thorough knowledge and understanding of the subject areas of the Level 3 Coaching and/or Mentoring qualification(s). | * Have a relevant and sufficient qualification in the subject areas of Level 3 Coaching and/or Mentoring qualification(s) units that must be equal to Level 3 or at higher level. |
| Continuing Professional Development in Coaching and/or Mentoring. | * Show sufficient evidence of participation in Continuing Professional Development (CPD) in relation to Coaching and/or Mentoring over the past three years. * Desirable but not essential to have membership of a relevant professional Coaching and/or Mentoring institute or association for e.g. Association for Coaching (AC) or European Mentoring & Coaching Council (EMCC) or International Coach Federation (ICF) or equivalent. |
| Relevant and sufficient occupational experience in Leadership or Management or Team Leading Skills to understand the job roles and organisational context within which learners are operating. | * Current (within the last three years) occupational experience in Leadership or Management or Team Leading Skills. |
| Continuing Professional Development in Leadership or Management or Team Leading Skills. | * Have a relevant and sufficient qualification in Leadership or Management or Team Leading Skills at Level 3 or higher.   **or**   * Show sufficient evidence of participation in CPD in relation to Leadership or Management or Team Leading Skills over the past three years.   **or**   * Desirable but not essential to have membership of a relevant professional institute or association. |
| Knowledge, understanding and application of a range of teaching and learning methodologies relevant to the Level 3 qualification(s) in Coaching and/or Mentoring. | * Hold a valid and recognised teaching/training qualification.   **or**   * Show evidence of current (within the last three years) experience of delivering training appropriate and relevant to the Level 3 qualification(s) in Coaching and/or Mentoring. |
| Knowledge of the ILM Level 3 qualification(s) in Coaching and/or Mentoring - structure, learning and assessment processes. | * Previous experience of delivery of ILM VRQ qualification(s).   **or**   * Knowledge of the Qualifications Credit Framework and level descriptors.   **or**   * Planned CPD by centre. |
| Continuing Professional Development in training and learning. | * Show sufficient evidence of participation in CPD in relation to training and learning over the past three years relevant to the Level 3 qualification(s) in Coaching and/or Mentoring. |

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| **Internal Verifiers and/or Centre Assessors Occupational Competence Requirements** | **Evidence Indicators** |
| Relevant and sufficient occupational competence in Coaching and/or Mentoring. | * Be able to demonstrate relevant and sufficient Coaching and/or Mentoring experience within an organisational context over the last three years with first line managers or above. |
| A thorough knowledge and understanding of the subject areas of Level 3 Coaching and/or Mentoring qualification(s). | * Have a relevant and sufficient qualification in the subject areas of Level 3 Coaching and/or Mentoring qualification(s) units that must be equal to Level 3 or at higher level. |
| Continuing Professional Development in Coaching and/or Mentoring. | * Show sufficient evidence of participation in Continuing Professional Development (CPD) in relation to Coaching and/or Mentoring over the past three years. * Desirable but not essential to have membership of a relevant professional Coaching and/or Mentoring institute or association for e.g. Association for Coaching (AC) or European Mentoring & Coaching Council (EMCC) or International Coach Federation (ICF) or equivalent. |

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| Relevant and sufficient occupational experience in Leadership or Management or Team Leading Skills to understand the job roles and organisational context within which learners are operating. | * Current (within the last three years) occupational experience in Leadership or Management or Team Leading Skills. |
| Continuing Professional Development in Leadership or Management or Team Leading Skills. | * Have a relevant and sufficient qualification in Leadership or Management or Team Leading Skills at Level 3 or higher.   **or**   * Show sufficient evidence of participation in CPD in relation to Leadership or Management or Team Leading Skills over the past three years.   **or**   * Desirable but not essential to have membership of a relevant professional institute or association. |
| Knowledge, understanding and application of a range of assessment and/ or internal quality assurance methodologies relevant to the Level 3 Coaching and/or Mentoring qualification(s). | * Have a relevant qualification in assessment and/or internal quality assurance (e.g. TAQA or equivalent).   **or**   * Demonstrate clear and sufficient evidence of current (within the last three years) experience of assessment and/or internal quality assurance appropriate to the Level 3 Coaching and/or Mentoring qualification(s). |
| Knowledge of the ILM Level 3 qualification(s) in Coaching and/or Mentoring - structure, learning and assessment processes. | * Previous experience of delivery of ILM VRQ qualification(s).   **or**   * Knowledge of the Qualifications Credit Framework and level descriptors.   **or**   * Planned CPD by centre. |
| Continuing Professional Development in assessment and/or internal quality assurance. | * Show sufficient evidence of participation in CPD in relation to assessment and/or internal quality assurance over the past three years relevant to the Level 3 qualification(s) in Coaching and/or Mentoring. |

**Qualification Structures and Details**

**ILM Level 3 Award in Coaching**

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| Qualification Accreditation No: | 600/5782/8 |
| Planned Operational Start Date: | 01/09/2012 |
| Registration End Date: | 31/08/2015 |
| Certification End Date: | 31/08/2018 |
| Credit Value: | 10 |
| Induction: | At least 1 hour |
| Tutorial Support: | Minimum 2 hours |
| Guided Learning Hours (GLH): | The overall guided learning hours for the programme depends on the specific units selected, combined with the additional induction and tutorial support cited above. |
| Duration: | To be completed in 3 years |
| Rules of Combination: | Learners are required to attain 10 credits to achieve this qualification from units 300, 301 and 303 in group 1.  **Refer to the overview of units table.** |
| Assessments: | Criterion assessment applies to all units within this qualification (i.e. the learner must adequately evidence each assessment criterion). For further details see the ILM recommended Mark-Sheet for each unit. |

**ILM Level 3 Certificate in Coaching**

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| Qualification Accreditation No: | 600/5784/1 |
| Planned Operational Start Date: | 01/09/2012 |
| Registration End Date: | 31/08/2015 |
| Certification End Date: | 31/08/2018 |
| Credit Value: | 13 |
| Induction: | At least 1 hour |
| Tutorial Support: | Minimum 2 hours |
| Guided Learning Hours (GLH): | The overall guided learning hours for the programme depends on the specific units selected, combined with the additional induction and tutorial support cited above. |
| Duration: | To be completed in 3 years |
| Rules of Combination: | Learners are required to attain 13 credits to achieve this qualification from units 300, 302 and 303 in group 1.  **Refer to the overview of units table.** |
| Assessments: | Criterion assessment applies to all units within this qualification (i.e. the learner must adequately evidence each assessment criterion). For further details see the ILM recommended Mark-Sheet for each unit. |

**ILM Level 3 Award in Mentoring**

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| Qualification Accreditation No: | 600/5783/X |
| Planned Operational Start Date: | 01/09/2012 |
| Registration End Date: | 31/08/2015 |
| Certification End Date: | 31/08/2018 |
| Credit Value: | 10 |
| Induction: | At least 1 hour |
| Tutorial Support: | Minimum 2 hours |
| Guided Learning Hours (GLH): | The overall guided learning hours for the programme depends on the specific units selected, combined with the additional induction and tutorial support cited above. |
| Duration: | To be completed in 3 years |
| Rules of Combination: | Learners are required to attain 10 credits to achieve this qualification from units 304, 305 and 307 in group 1.  **Refer to the overview of units table.** |
| Assessments: | Criterion assessment applies to all units within this qualification (i.e. the learner must adequately evidence each assessment criterion). For further details see the ILM recommended Mark-Sheet for each unit. |

**ILM Level 3 Certificate in Mentoring**

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| --- | --- |
| Qualification Accreditation No: | 600/5785/3 |
| Planned Operational Start Date: | 01/09/2012 |
| Registration End Date: | 31/08/2015 |
| Certification End Date: | 31/08/2018 |
| Credit Value: | 13 |
| Induction: | At least 1 hour |
| Tutorial Support: | Minimum 2 hours |
| Guided Learning Hours (GLH): | The overall guided learning hours for the programme depends on the specific units selected, combined with the additional induction and tutorial support cited above. |
| Duration: | To be completed in 3 years |
| Rules of Combination: | Learners are required to attain 13 credits to achieve this qualification from units 304, 306 and 307 in group 1.  **Refer to the overview of units table.** |
| Assessments: | Criterion assessment applies to all units within this qualification (i.e. the learner must adequately evidence each assessment criterion). For further details see the ILM recommended Mark-Sheet for each unit. |

**ILM Level 3 Certificate in Coaching and Mentoring**

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| Qualification Accreditation No: | 600/5786/5 |
| Planned Operational Start Date: | 01/09/2012 |
| Registration End Date: | 31/08/2015 |
| Certification End Date: | 31/08/2018 |
| Credit Value: | 26 |
| Induction: | At least 1 hour |
| Tutorial Support: | Minimum 4 hours |
| Guided Learning Hours (GLH): | The overall guided learning hours for the programme depends on the specific units selected, combined with the additional induction and tutorial support cited above. |
| Duration: | To be completed in 3 years |
| Rules of Combination: | Learners are required to attain 26 credits to achieve this qualification from units 300, 302, 303, 304, 306 and 307 in group 1.  **Refer to the overview of units table.** |
| Assessments: | Criterion assessment applies to all units within this qualification (i.e. the learner must adequately evidence each assessment criterion). For further details see the ILM recommended Mark-Sheet for each unit. |

**Overview of Units**

**Group 1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Level** | **CV\*** | **GLH\*\*** |
| 8577-300 | Understanding Good Practice in Workplace Coaching | 3 | 3 | 9 |
| 8577-301 | Undertaking Coaching in the Workplace | 3 | 4 | 6 |
| 8577-302 | Undertaking an Extended Period of Coaching in the Workplace | 3 | 7 | 12 |
| 8577-303 | Reflecting on Workplace Coaching Skills | 3 | 3 | 6 |
| 8577-304 | Understanding Good Practice in Workplace Mentoring | 3 | 3 | 9 |
| 8577-305 | Undertaking Mentoring in the Workplace | 3 | 4 | 6 |
| 8577-306 | Undertaking an Extended Period of Mentoring in the Workplace | 3 | 7 | 12 |
| 8577-307 | Reflecting on Workplace Mentoring Skills | 3 | 3 | 6 |

\*Credit Value

\*\* Guided Learning Hours