



Coaching & Mentoring

Qualifications launch

28th September 2026



Your speakers today



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Technical Advisor Manager



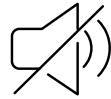
Dom Green
Technical Advisor

Housekeeping



This session is being recorded

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



Everyone is on mute

Everyone is on mute but can you hear us?
Emoji use welcome



Questions & polls

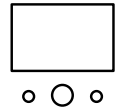
Please add your questions into the question function on. Will we aim to answer all questions although will follow up with the Q&A with the webinar recording.

There will be poll questions, so have your phone to hand.



Captioning

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Agenda

1 New Qualifications

2 Assessments

3 Approval

4 Upcoming events

5 Keeping in touch



New Qualifications

What to expect from the new suite

- Stronger integration of **Coaching and Mentoring** across all levels
- Increased emphasis on **supervision** and reflective practice
- Embedded **guidance** of AI and digital coaching capabilities
- Greater focus on **ethics**, safeguarding and professional accountability
- Explicit inclusion of DEI, psychological safety and **neuro-affirming practice**
- **Stronger alignment** with current Coaching and Mentoring standards and organisational requirements.



Coaching and Mentoring

These qualifications are for individuals wishing to develop or with responsibility for Coaching and Mentoring as part of their daily role within an organisational context. They are also ideal for individuals who wish to move into a development role or start a career as a freelance professional coach or mentor.

3

Award and Certificate in Coaching and Mentoring

- All mandatory units (3 units)
- Knowledge and skills
- Assessed by portfolio (templates provided)

5

Certificate and Diploma in Professional Coaching and mentoring

- All mandatory units (3 units)
- Knowledge and Skills
- Assessed by portfolio (templates provided)

7

Certificate and Diploma in Executive Coaching and Mentoring

- All mandatory units (3 units)
- Knowledge and skills
- Assessed by portfolio (templates provided)



- Suitable for adult learners
- Combined knowledge and skills units to support comparability of outcomes
- Portfolio of Evidence to support flexible assessment approach
- Provides opportunities for progression from level 2 to level 7 and/or career progression

Level 3 Coaching and Mentoring

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 3 Award in Coaching and Mentoring	8687-11	24	99	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
300	Principles of coaching and mentoring	16	3
301	Coaching and mentoring practice	4	4
303	Reviewing to improve own coaching or mentoring practice	4	3

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 3 Certificate in Coaching and Mentoring	8687-21	30	125	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
300	Principles of coaching and mentoring	16	3
302	Coaching and mentoring extended practice	10	6
303	Reviewing to improve own coaching or mentoring practice	4	3

Level 5 Coaching and Mentoring

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 5 Certificate in Professional Coaching and Mentoring	8688-11	43	169	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
500	Principles of coaching and mentoring in a professional environment	32	7
501	Coaching or mentoring practice in a professional environment	6	5
503	Reviewing to develop own coaching or mentoring practice	5	5

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 5 Diploma in Professional Coaching and Mentoring	8688-21	55	372	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
500	Principles of coaching and mentoring in a professional environment	32	7
502	Extended coaching or mentoring practice in a professional environment	18	25
503	Reviewing to develop own coaching or mentoring practice	5	5

Level 7 Coaching and Mentoring

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 7 Certificate in Executive Coaching and Mentoring	8689-11	50	188	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
700	Principles of coaching and mentoring at an executive or senior level	36	8
701	Coaching or mentoring practice at an executive or senior level	8	6
703	Reviewing to advance own coaching or mentoring practice at an executive or senior level	6	5

Qualification title	Qualification number	GLH *	Total qual time	Structure
Level 7 Diploma in Executive Coaching and Mentoring	8689-21	61	394	Learners must complete all three mandatory units

Unit number	Unit title	GLH *	Credit value
700	Principles of coaching and mentoring at an executive or senior level	36	8
702	Coaching or mentoring extended practice at an executive or senior level	19	26
703	Reviewing to advance own coaching or mentoring practice at an executive or senior level	6	5

Coaching & Mentoring

Product closure end registration and certification dates

Product	New reg end date	New cert end date
8585 suite of Level 3 coaching	31.07.2027	31.07.2030
8586 suite of Level 3 mentoring	31.07.2027	31.07.2030
8587 suite of Level 3 coaching & mentoring	31.07.2027	31.07.2030
8588 suite of Level 5 Coaching and Mentoring	31.07.2027	31.07.2030
8589 suite of Level 7 Executive and Senior Level Coaches	31.07.2027	31.07.2030

Coaching & Mentoring

Product extensions

Product	New reg end date	New cert end date
Level 2 Award Effective Mentoring Skills	31.12.2029	31.12.2032
Level 7 Certificate and Diploma for Coaching Supervisors	31.12.2029	31.12.2032

ILM Assessments

Assessment overview

- Assessed via a portfolio of evidence
- Internal quality assurance and external quality assurance
- All learning outcomes and assessment criteria need to be met
- All evidence must be clearly labelled and mapped to the assessment criteria
- A declaration of authenticity will be required

5. Declaration of authenticity

Candidate name

Candidate number

Centre name

Centre number

Candidate:

I confirm that all work submitted is my own, and that I have acknowledged all sources I have used.

Candidate signature

Date: Click or tap to enter a date.

Assessor

I confirm that all work was conducted under conditions designed to assure the authenticity of the candidate's work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the candidate.

Assessor signature

Date: Click or tap to enter a date.

Note:

Where the candidate and/or assessor is unable to or does not confirm authenticity through signing this declaration form, the work will not be accepted. If any question of authenticity arises, the assessor may be contacted for justification of authentication.

Portfolio of evidence overview

- Typically contain a few pieces of evidence in the main from naturally occurring activities and tasks
- Holistic evidence is encouraged
- Tasks and activities need to include: • participation in supervision • observation of practice • undertaking of coaching or mentoring sessions.
- Declaration of authenticity
- It is encouraged that learners build their own portfolios
- Optional templates provided
- Can be paper or electronic
- Supporting evidence can be provided
- Evidence could be written work, presentations, assessor observations, professional discussion/oral questions, reflective accounts

Coaching or Mentoring Plan

Name of Coach/Mentor:			
Individual/team or group being coached or mentored Ref/ID/Name:			
Start Date of Activity:			
Upon completion of the mentoring activity:			
Signature of Coach/Mentor:		Date:	Click or tap to enter a date.
(For confirmation that the activity took place – client signature can be anonymised prior to submission)			
Initial correspondence and meetings			
Records of initial: • correspondence • meetings for rapport building/establishing of relationship. 301/2, AC1.1 (initial contact)			
Date	Details of correspondence	Details of meetings	
Details from initial contact and rapport building and establishing relationship			
Outline: • expectation of coaching/mentoring • any stakeholder involvement. 301/2 AC1.1 (expectations, stakeholders, relationships) AC2.3 (initial communications)			
Note: Include contact details of any stakeholders if appropriate			
Session Planning for the individual 301/2, AC1.3			
Profile of individual			
301/2, AC1.3 (profile)			
Desired goals and outcomes			
301/2, AC1.3 (goals/outcomes)			

ILM Coaching or Mentoring Hours Log

This template is designed for coaches or mentors to record coaching or mentoring sessions and evidence coaching and mentoring qualifications.
301/2, 501/2, AC2.3 701/2 LO2, AC2.4

Tick qualification being undertaken

☐	L3 Award in Coaching or Mentoring	(6 hours of practice required)
☐	L3 Certificate in Coaching or Mentoring	(12 hours of practice required)
☐	L5 Diploma in Professional Coaching or Mentoring	(18 hours of practice required)
☐	L7 Certificate in Executive Coaching or Mentoring	(20 hours of practice required)
☐	L7 Diploma in Executive Coaching or Mentoring	(60 hours of practice required)

Add additional rows as required

Session No.	Date	Name	Coaching /Mentoring Topic	Coaching /Mentoring Model/Approach Used	Session Summary
1					
2					
3					
4					
5					
6					

Total Coaching or Mentoring Hours:

Total Hours Completed

Contract for Coaching or Mentoring

In signing this agreement, all parties agree to the following expectations:
Review and tick the standard requirements below, then complete the open text contract.
301/2AC1.4 (expectations, record keeping)

Tick (as required)

☐	To be honest and committed to the contracted activity
☐	To keep all appointments and ensure prompt rescheduling when cancellation is unavoidable
☐	To maintain overall confidentiality regarding discussions between coach or mentor and individual
☐	Coach or mentor will maintain records of coaching or mentoring activity for the duration of the relationship in line with relevant data protection regulations
☐	To be open to receiving and giving feedback

Coach or Mentor has explained:

☐	What happens if terms need updating
☐	Processes for monitoring renewals/expiry dates
☐	Their responsibilities regarding– confidentiality, safeguarding and data protection

Record any adjustment or changes to expectations

Coaching or Mentoring Record

For completion by the coach/mentor when carrying out each of their sessions with an individual. One record required per session.

Individual Ref/ID /Name:		Session No:	
Date of Session:	Click or tap to enter a date.	Duration:	
Initial planning for session			
Review notes from previous session/ initial plan ²	301/2, 501/2, 701/2 AC2.1		
Proposed coaching or mentor model/s to be used	301/2, 501/2, 701/2 AC2.1		
In session notes			
Checking in ¹ • Progress since last session (as appropriate) • Focus of session /confirm goals 301/2, 501/2, 701/2 AC2.1 301/2, 501/2, 701/2 AC2.3/2.4 (progress)			
Notes on session and relationship building • model used to move towards goals • application of skills and behaviours 301/2, 501/2, 701/2 AC2.2 301/2, 501/2 AC2.3 701/2, AC2.4 (progress) 701/2 AC2.3			

Evidence matrix

4. Centre evidence matrix

The following evidence matrix has been developed to support providers to capture evidence for the units within the City & Guilds Level 3 Award/Certificate in Coaching and Mentoring. The words in **bold** in some of the assessment criteria refer to the range. Full range are listed in the units of assessment and must be covered.

Qualification:								
Candidate name/number:								
Unit: 300 Principles of Coaching and Mentoring		Provider Evidence					External Use Only	
		Candidate	Assessor		IQA		EQA	
LO/AC	¹Summary of Evidence Requirements	Source reference	Review Date	Comments	Date	Comments	Sample	Comments
LO1 Understand effective coaching and mentoring within an organisational context All ACs (1.1 to 1.2 must evidence both interventions, ACs 1.3 to 1.5 must evidence one intervention All ACs can be met by one piece of evidence Evidence must include any of the following or a combination of: • written narrative/questions and answers • table format • recorded presentation • oral questions and answers.								
AC1.1 Describe the different features of coaching and mentoring	• features for coaching and mentoring.							
		AC1.2 Explain the role, responsibilities, required of an effective coach and mentor	• 2 roles & 2 responsibilities for coaching - plus • 2 roles & 2 responsibilities for mentoring.					
		AC1.3 Describe the Skills knowledge and behaviours an effective coach or mentor	• 4 Skills, 4 knowledge and 4 behaviours for coaching for coaching or mentoring.					

Additional Guidance templates

Supplementary templates mapped to assessment criteria

Mapped unit, assessment criteria (including any relevant range)	Document
301/2 AC1.1 301/2 AC1.2 301/2 AC1.3 301/2 AC2.3 (range: initial communications, diagnostics and individual needs)	Coaching or Mentoring Plan
301/2 AC1.4 301/2 AC2.3 (range planning and contracting)	Contract for Coaching or Mentoring
301 LO2 Evidence requirements 6 hours maximum of 2 individuals 302 LO2 Evidence requirements 12 hours across a minimum of 2 and a maximum of 3 individuals 301/2 AC2.3	Coaching or Mentoring Hours Log
301/2 AC2.1 301/2 AC2.2 301/2 AC2.3 (range: individual progress, conclusion/outcomes) 301/2 AC2.4 (range: feedback from individuals)	Coaching or Mentoring Record
301/2 AC2.1 301/2 AC2.2	Observation Record Form (section 7) for assessor to observe coaching or mentoring practice
301/2 AC2.4 (range: feedback from individuals)	Individual Feedback Form/s
301/2 AC3.1 301/2 AC3.3	Reflective log
301/2 AC2.4 (range: feedback from supervisor) 301/2 AC3.2	Outcomes of Supervision
303 AC2.2 303 AC2.3	Personal Profile Statement
303 AC2.4 303 AC2.1	Professional Development Plan

Assessment criteria mapped to supplementary templates

Unit and Assessment criteria/range	Mapped template/document
Templates relevant to: Units 501/2 Coaching or mentoring practice/extended practice	
501 LO2 Be able to undertake and record a minimum of 18 hours of coaching or mentoring with a minimum of two and maximum of four individuals. 502 LO2 Be able to undertake and record a minimum of 54 hours of coaching or mentoring with a minimum of four and maximum of 11 individuals.	Coaching Hours Log
1.1 Undertake preparation activities with individuals Range: preparation activities: - initial contact and communications - expectations of coaching or mentoring - establish relationships.	Coaching or Mentoring Plan
1.2 Use assessment tools and/or exercises to establish developmental goals and agree outcomes.	Coaching or Mentoring Plan
1.3 Create a plan for coaching or mentoring Range: Plan: - profile of individual - goals and outcomes - type of coaching or mentoring approach - reasons for location - timing and duration of sessions - meet individual needs.	Coaching or Mentoring Plan
1.4 Design a contract that meets individual requirements and stakeholders requirements where applicable Range: Contract: - purpose - expectations - methods of communication - commitment - timescales - any stakeholders requirements and responsibilities	Contract for Coaching or Mentoring

ILM Support resources

Everything in one place

**Level 3 webpage – QHB,
Q-card and fast-track request form**

[Level 3 Award and Certificate in Coaching and Mentoring | Coaching & Mentoring Qualifications | ILM](#)

**Level 5 webpage – QHB,
Q-card and fast-track request form**

[Level 5 Certificate and Diploma in Professional Coaching and Mentoring | Coaching & Mentoring Qualifications | ILM](#)

**Level 7 webpage – QHB,
Q-card and fast-track request form**

[Level 7 Certificate and Diploma in Executive Coaching and Mentoring | Coaching & Mentoring Qualifications ILM](#)



ILM FAQ's

Frequently asked questions

- **Have the coaching templates been improved to better meet the assessment criteria?**

Yes, the handbook contains all the templates with clear guidance on use. Mapping to the assessment criteria is available across the documents.

- **Are the credits for the new C&M qualifications the same as the existing qualifications?**

No, the new Coaching & Mentoring qualifications now contain all mandatory units so credits being achieved within each qualification do not differ e.g. The level 3 award has 10 credits and the level 3 certificate has 12 credits.

- **Will the collateral that can be purchased for ILM 5 Coaching & Mentoring qualification be updated?**

This will be reviewed as we keep our plans going to continue updating things for you.



Frequently asked questions

- **Is there any difference in the number of coaching hours required for level 3 or 5?**

L3 Award in Coaching or Mentoring (6 hours of practice required)

L3 Certificate in Coaching or Mentoring (12 hours of practice required)

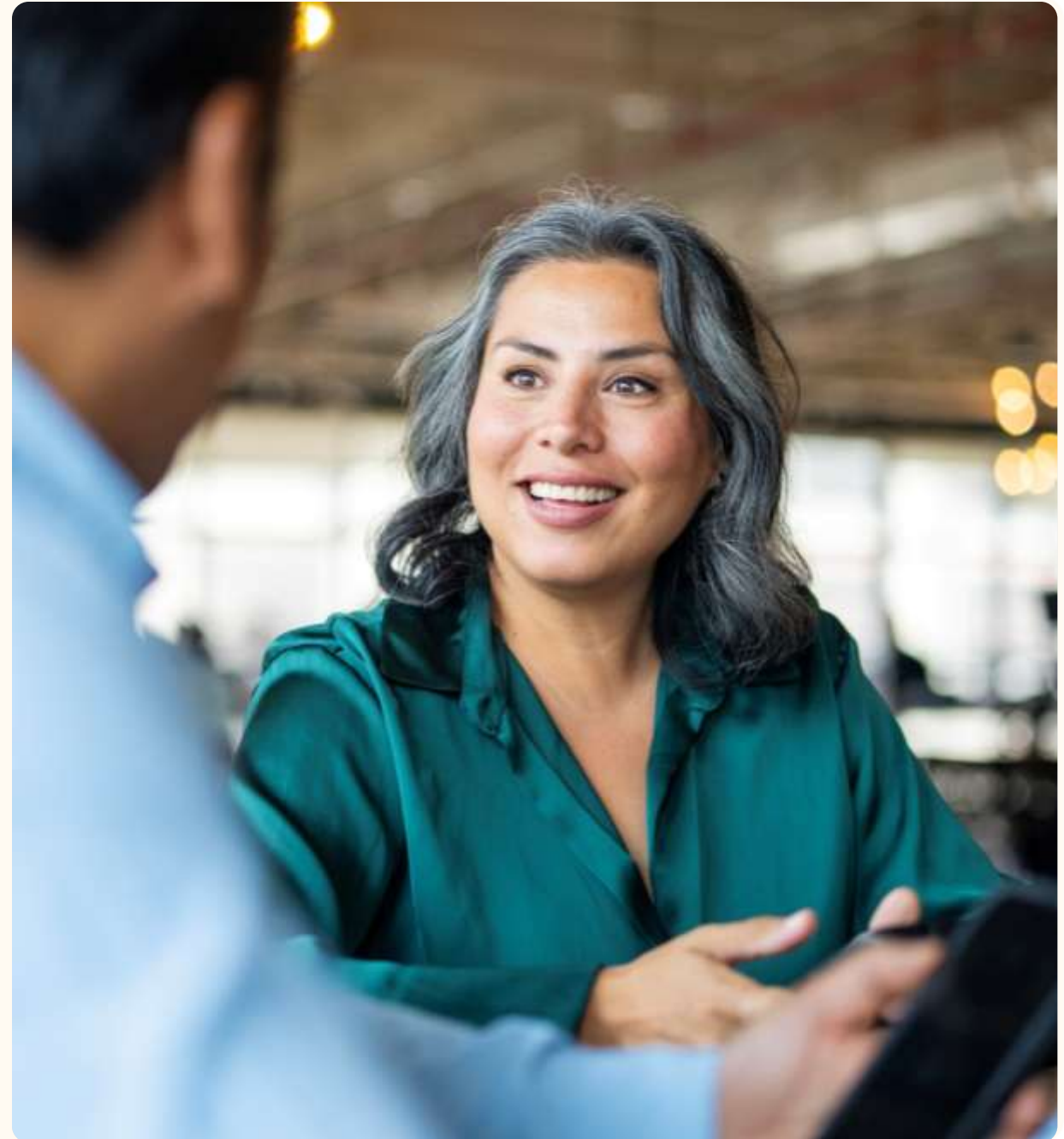
L5 Diploma in Professional Coaching or Mentoring (18 hours of practice required)

L7 Certificate in Executive Coaching or Mentoring (20 hours of practice required)

L7 Diploma in Executive Coaching or Mentoring (60 hours of practice required)

- **Which professional bodies are you aligning the quals with in terms of accreditation?**

We are mapping against EMCC, more details to follow on this.



ILM Approvals

Fast Track – Apply for your next qualification

- 1 Apply** Submit your application via our qualification landing page.
- 2 Confirm your details** Confirm you meet the prerequisites.

Not quite eligible yet? No problem — we'll be in touch to talk through your options.
- 3 We review it** Your account contact checks everything's in order.
- 4 You're all set** Added straight to your contract within 5 working days, ready to go.

Contact Direct Sales for any support:
directsales@cityandguilds.com

WHY IT'S EASIER

-  **Faster turnaround**
No lengthy paperwork once you're eligible.
-  **Simple self-service**
Apply directly online, whenever suits you.
-  **One point of contact**
Your account manager handles it all for you.
-  **Clear communication**
You'll always know exactly where things stand. Fast Track will only be available for 12 months.

Fast track available for outgoing Level 3 & 5 & 7 qualifications

Registration end dates 31/07/2027: Certification end dates 31/07/2030

Phasing out	Replacement qualification
8585 Level 3 Effective Coaching	• 8687-11 Level 3 Award in Coaching and Mentoring • 8687-21 Level 3 Certificate in Coaching and Mentoring
8586 Level 3 Effective Mentoring	
8587 Level 3 Effective Coaching and Mentoring	
8588 Level 5 Effective Coaching and Mentoring	• 8688-21 Level 5 Certificate in Professional Coaching and Mentoring • 8688-31 Level 5 Diploma in Professional Coaching and Mentoring
8589 Level 7 Executive and Senior Level Coaches	• 8689-21 Level 7 Certificate in Executive Coaching and Mentoring • 8689-31 Level 7 Diploma in Executive Coaching and Mentoring

Upcoming events

Join our upcoming **Special Interest Group**



**Coaching and Mentoring
Special Interest Group
(SIG)**

**9th November
12:00-13:00**

[Register here](#)

Talk to us...

**Keep in touch
via our updates
and channels**



Sign up to receive
funding and
leadership and
management updates



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We would like to say...

Thank you