

ilm by City & Guilds

# New qualifications

# Leadership & Management Development

## Level 5 launch and Level 3 recap

Bringing our approved centres on the journey

22nd September 2026

# Your speakers today



**Amelia Woodward**
Technical Advisor Manager



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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

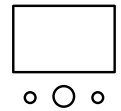
Please add your questions into the question function on. Will we aim to answer all questions although will follow up with the Q&A with the webinar recording.

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



### Captioning

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To join over the telephone, select “Phone Call” in the Audio pane and the dial-in information will be displayed

# Agenda

1. Two pathways
   One Leadership & Management journey
2. Level 5 Leadership & Management Qualifications
3. Assessment approach
4. Support package
5. Approvals
6. Level 3 FAQs
7. Coming soon



# Two pathways. Greater choice. Same high standards.

- **Two distinct pathways** designed to meet the needs of diverse learners, roles and organisational contexts.
- **Greater choice and flexibility** across the leadership and management development journey.
- **Skills and Application Pathway:** focused on demonstrating capability through workplace performance, practical application and evidence of impact.
- **Knowledge and Application Pathway:** assignment-based assessment with flexibility to demonstrate the application of learning within workplace and professional contexts.
- Enables **learners, employers and providers** to select the route that best supports development goals and learning preferences.
- A **broader, more inclusive offer** that supports different approaches to learning while maintaining consistent standards and outcomes.



# New leadership and management qualifications

## Leadership & Management Development qualifications

*September 2026*

- **Shorter, sharper knowledge focused**
- **Assignment-based assessment including application of knowledge**
- **Suitable for commercial / in-house delivery**

**Learner profile**

Current or aspiring managers

Focus on knowledge and lighter skills development

Prefer an assignment-based assessment method

Available Levels 3, & 5

## Leadership & Management Skills qualifications

*January 2026*

- **Skills focused learning leading to demonstration of work-based evidence**
- **Portfolio assessment**
- **Suitable for commercial, in-house & apprenticeship delivery**

**Learner profile**

In employment in leadership / management role

Focus on development and demonstration of skills

Able to generate skills evidence from workplace

Available Levels 2, 3 & 5

# The two routes at a glance

| | Development | Skills |
|---|---|---|
| **Who it is for** | Current and future managers, including those with limited responsibility today | Managers in role, managing people, projects or processes |
| **Assessment** | Structured assignments, consistent across the cohort | Work-based and evidence-led - a portfolio built from real activity |
| **Learning shape** | Knowledge first, then application | Capability grows through application and reflection at work |
| **Employer needs to** | Release learners for the programme - no evidence access required | Open up projects, observations and documentation; engaged line managers |

## Level 3 & 5

# Leadership & Management Development qualifications

# Key features

- **Primarily assignment-based assessment**, allowing learners to apply knowledge within their own organisational context.
- **Additional assessment options** include presentations and professional discussions, providing flexibility in how learners demonstrate their understanding and application of learning.
- **Suitable for current and aspiring managers**, including those not currently in a management role but with an organisational context, such as volunteering or project-based responsibilities.

## Level 3

- Available as an Award and Certificate (no Diploma at this level).
- One mandatory unit: 'Developing Effective Leadership Skills' common to both qualifications
- Launched 4th September

## Level 5

- Available as an Award and Certificate (Diploma under consultation)
- One mandatory unit: 'Developing leadership and management practices' common to both qualifications
- Launch – today **22nd September**

# Level 5 Award & Certificate – Qualification information

*Key qualification information*

| Qualification title | City & Guilds qual number | GLH * | Total qual time | Structure |
|---|---|---|---|---|
| Level 5 Award in Operational Leadership and Management Development | 8721-11/13 | 32 | 50 | Learners must achieve one mandatory unit and two optional units. |
| Level 5 Certificate in Operational Leadership and Management Development | 8721-21/22 | 82 | 130 | Learners must achieve one mandatory unit and seven optional units. |

*Guided learning hours

To achieve the **City & Guilds Level 5 Award in Operational Leadership and Management Development** learners must achieve unit 501 and a minimum of two other units from the available optional units.

To achieve the **City & Guilds Level 5 Certificate in Operational Leadership and Management Development** learners must achieve unit 501 and a minimum of seven other units from the available optional units.

*Overview of units*

| City & Guilds unit number | Unit title | GLH * | Credit value | Mandatory/Optional |
|---|---|---|---|---|
| 501 | Developing leadership and management practices | 12 | 2 | Mandatory |
| 502 | Personal development planning | 10 | 2 | Optional |
| 503 | Managing and developing high performing teams | 15 | 2 | Optional |
| 504 | Managing inclusive practices and workplace wellbeing | 15 | 2 | Optional |
| 505 | Coaching in a leadership role | 14 | 2 | Optional |
| 506 | Artificial intelligence in leadership practice | 15 | 2 | Optional |
| 507 | Optimising the use of technology | 10 | 2 | Optional |
| 508 | Operational workforce planning | 10 | 2 | Optional |
| 509 | Planning projects | 12 | 2 | Optional |
| 510 | Principles of strategic planning and organisational risk | 10 | 2 | Optional |
| 511 | Setting and managing budgets | 10 | 2 | Optional |
| 512 | Problem-solving and decision-making in organisations | 12 | 2 | Optional |
| 513 | Continuous improvement and change management in organisations | 10 | 2 | Optional |
| 514 | Planning and managing resources | 14 | 2 | Optional |
| 515 | Principles and purpose of quality management | 15 | 2 | Optional |
| 516 | Operational and contingency planning | 10 | 2 | Optional |
| 517 | Organisational culture and ethics | 14 | 2 | Optional |
| 518 | Managing stakeholder relationships | 15 | 2 | Optional |
| 519 | Organisational sustainability practices | 12 | 2 | Optional |

# Level 3 Award & Certificate – Qualification information

*Key qualification information*

| Qualification title | City & Guilds qual number | GLH * | Total qual time | Structure |
|---|---|---|---|---|
| Level 3 Award in Leadership and Management Development (610/7553/X) | 8720-11 | 36 | 46 | Learners must complete one mandatory unit and a minimum of two optional units |
| Level 3 Certificate in Leadership and Management Development (610/7554/1) | 8720-21 | 95 | 121 | Learners must complete one mandatory unit and a minimum of seven optional units |

*Guided learning hours

**To achieve the City & Guilds Level 3 Award in Leadership and Management Development**, learners must achieve: Unit 301 and a minimum of two other units from the available optional units.

**To achieve the City & Guilds Level 3 Certificate in Leadership and Management Development**, learners must achieve: Unit 301 and a minimum of seven other units from the available optional units.

*Overview of units*

| City & Guilds unit number | Unit title | GLH * | Credit value | Mandatory/Optional |
|---|---|---|---|---|
| 301 | Developing effective leadership skills | 14 | 2 | Mandatory |
| 302 | Managing own personal and professional development | 13 | 1 | Optional |
| 303 | Supporting others and managing their performance | 13 | 1 | Optional |
| 304 | Using coaching techniques to develop others | 11 | 1 | Optional |
| 305 | Leading projects | 13 | 2 | Optional |
| 306 | Change management within an organisational context | 14 | 2 | Optional |
| 307 | Problem solving and decision making within an organisational context | 15 | 2 | Optional |
| 308 | Managing conflict | 11 | 1 | Optional |
| 309 | The organisation and its environment | 12 | 1 | Optional |
| 310 | Effective communication in an organisational context | 11 | 1 | Optional |
| 311 | Developing an effective team | 11 | 1 | Optional |
| 312 | Workplace legislation and compliance | 12 | 1 | Optional |

**ILM Level 5 Award in Responsible Leadership with Artificial Intelligence now available**

# ILM Level 5 Award in Responsible Leadership with Artificial Intelligence

A short CPD qualification that gives leaders the confidence to manage AI responsibly. Whether using AI in their own role or guiding AI adoption within their team, learners develop the governance, judgement and oversight needed to reduce risk and lead with confidence.

## Why Choose This Qualification?

- Build the confidence to lead AI adoption responsibly and effectively
- Develop knowledge of governance, risk, security and ethical considerations
- Understand the importance of human oversight, judgement and accountability
- Flexible delivery options to meet learner and organisational needs

## Core Content

- AI fundamentals and functions
- AI governance, ethics and security
- Applying AI tools in leadership environments
- AI risks, bias and human oversight

## Qualification Details

- Level 5 Award (single-unit qualification)
- GLH: 15 | TQT: 24
- Assessment: Assignment-based
- Age: 18+ (no formal entry requirements)

## Strategic Fit

- Unit is available as a standalone qualification or as part of the Level 5 Leadership & Management Development qualification
- Supports digital transformation, data-informed decision making, governance and security priorities
- Provides progression to wider ILM Level 5 and Level 6 leadership and management qualifications

# Assessment approach
## Assignments

# Assessment

**Assignments may be completed using the following methods:**

- written submission
- Presentation
- professional discussion with assessor/tutor.

**Important guidance for completing the assignments**

You must meet **all** ACs listed in the mark sheet.

Ranged terms are highlighted in **bold** and identified within the mark sheet in italics to help you understand what must be evidenced.

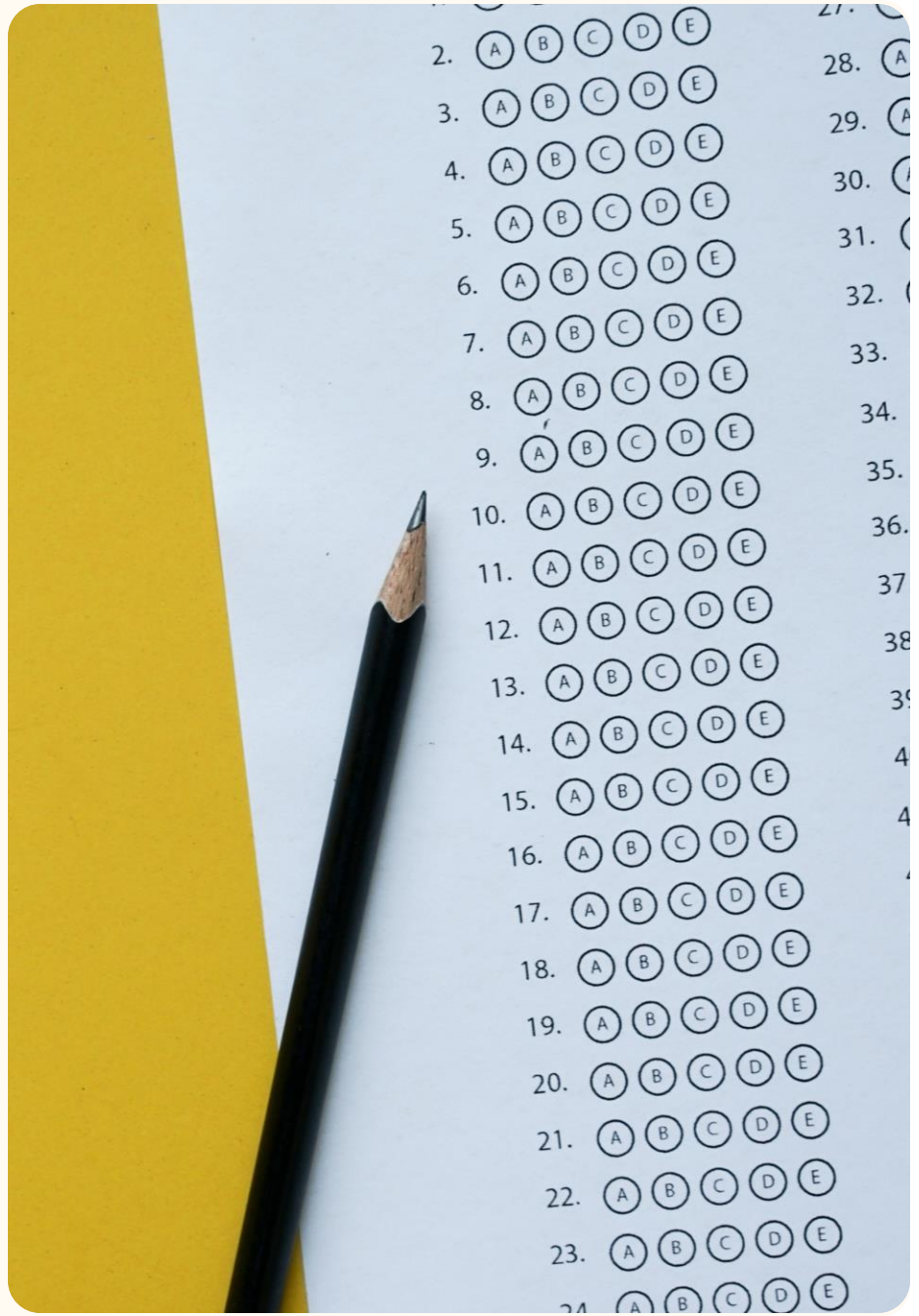
Where a range is specified, you are expected to cover the entire range in your response.

Failure to cover the full range will result in ACs not being met.

Minimum evidence requirements shown in the mark sheet must be fully met.

Plurals in ACs must be evidenced twice as a minimum. For example, AC2.1 Evaluate coaching models must evaluate a minimum of two models.

Assessment outcome – are Pass/Refer.



# Assignment Completion

## Written

- Indicative word count guidance
- Resubmitted evidence must be clearly documented e.g. different colours of fonts and/or clear labelling of any additional evidence provided

## Professional Discussion

- Avoid leading questions
- Must be audio recorded
- Indicative guidance for timings
- Resubmission must focus solely on the assessment criteria not met

## Presentation

- Needs to be audio and video recorded
- Can be live face to face or online
- Could be pre-recorded and submitted
- A presentation deck must also be available along with any additional evidence which is referenced
- Assessors should not review evidence before the presentation

## Indicative word counts and suggested timings

| Assessment method | Indicative word count/suggested timing |
|---|---|
| Written submission | 2000–2500 words |
| Presentation | 20–30 minutes |
| Professional discussion with assessor/tutor | 20–30 minutes |

# Frequently asked questions

- **What happens to level 2 qualifications and are replacements planned?**
  *The new skills-based Level 2 Award and Certificate in Developing Leadership and Teams Skills was released in January 2026. At present there is no level 2 development qualification planned but we will keep this under review. The previous level 2 qualifications are being phased out but have been extended until 31st July 2029.*

- **Why has the level 5 certificate increased in size/number of units?**
  *The Ofqual requirements are based on guided learning hours (GLH) and total qualification time (TQT) and while the number of units has increased, these units are smaller in size. A certificate is a medium-sized qualification with a TQT of 121 to 369.*



# Frequently asked questions

- **What are the plans for levels 4, 6 and 7 qualifications?**
  *These qualifications have been extended until 31st July 2029. Nothing has changed in these qualifications.*

- **Can I complete the current award and the new certificate?**
  *Through use of the RPL policy and process you could transfer learning, but registration for the new certificate will be required.*

- **Can learners carry credits forward from award to certificate?**
  *Yes, credits can be carried forward.*

- ***Will the new qualifications attract UCAS points?***
  *The development qualifications are only available as awards and certificates so they are not large enough to be awarded UCAS points.*



# Frequently asked questions

- **Can qualifications be delivered in languages other than English?**
  *English and Welsh are the only accepted languages for ILM qualifications.*

- **Will qualifications be available in Wales and what regional support exists in Scotland?**
  *We are in the process of applying for approval from Qualification Wales. We will keep customers updated on progress. While there is no specific regional support for Scotland, all customers can access support by emailing customer@i-l-m.com or via their Technical Advisor.*

- **Does the credit value make any difference to the optional units we can choose?**
  *No, it is the number of optional units which matters, 2 for the award and 7 for the certificate.*



# Frequently asked questions

- **What is the policy on AI tools such as Grammarly?**
  *To help learners, tutors and assessors complete non-exam assessments (NEAs), coursework and other internal assessments, we have published a position statement on AI. Staff delivering ILM qualifications must ensure they are familiar with the statement.*
  *We have also produced a guide – using AI with confidence*

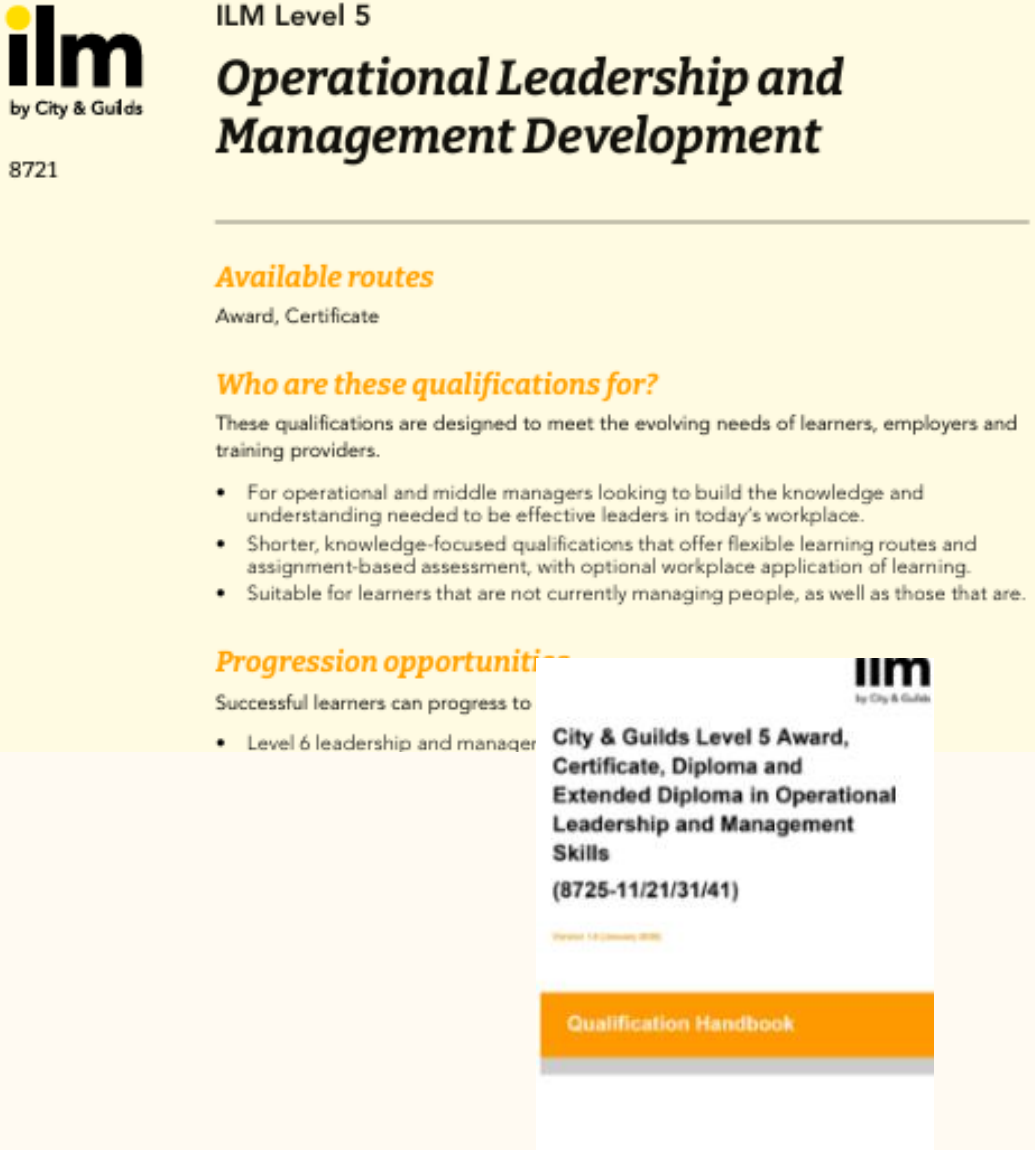
- **What are the fees and registration costs?**
  *Fees can be found in our guide to learner fees.*

- **A full set of FAQS can be found on the ILM website below;**

FAQs - New ILM Leadership and Management Development qualifications | ILM



# ILM support package


ILM Level 5

*Operational Leadership and Management Development*

8721

*Available routes*

Award, Certificate

*Who are these qualifications for?*

These qualifications are designed to meet the evolving needs of learners, employers and training providers.

- For operational and middle managers looking to build the knowledge and understanding needed to be effective leaders in today's workplace.
- Shorter, knowledge-focused qualifications that offer flexible learning routes and assignment-based assessment, with optional workplace application of learning.
- Suitable for learners that are not currently managing people, as well as those that are.

*Progression opportuniti*

Successful learners can progress to

- Level 6 leadership and manager


City & Guilds Level 5 Award, Certificate, Diploma and Extended Diploma in Operational Leadership and Management Skills

(8725-11/21/31/41)

Qualification Handbook

# Support resources

## Q Cards

- Key qualification information at a glance
- Assessment and delivery requirements
- Essential guidance for staff and learners

## Qualification Handbook

- Qualification overview and requirements
- Delivery and assessment expectations
- Quality assurance processes
- Learner support and policies
- Certification and progression pathways

## Assignment Pack

- Assessment guidance
- Unit assignment briefs
- Marksheets and assessment criteria
- Quality assurance guidance
- Assessment records and declarations

## Frequently Asked Questions

# The Institute of Leadership

- Professional membership body
- Supporting leaders, managers, coaches and mentors, learners
- Host of robust E-learning resources, practical research, webinars, blogs, toolkits
- Unlock leadership potential
- Pathways to professional membership from studying

THE INSTITUTE OF LEADERSHIP

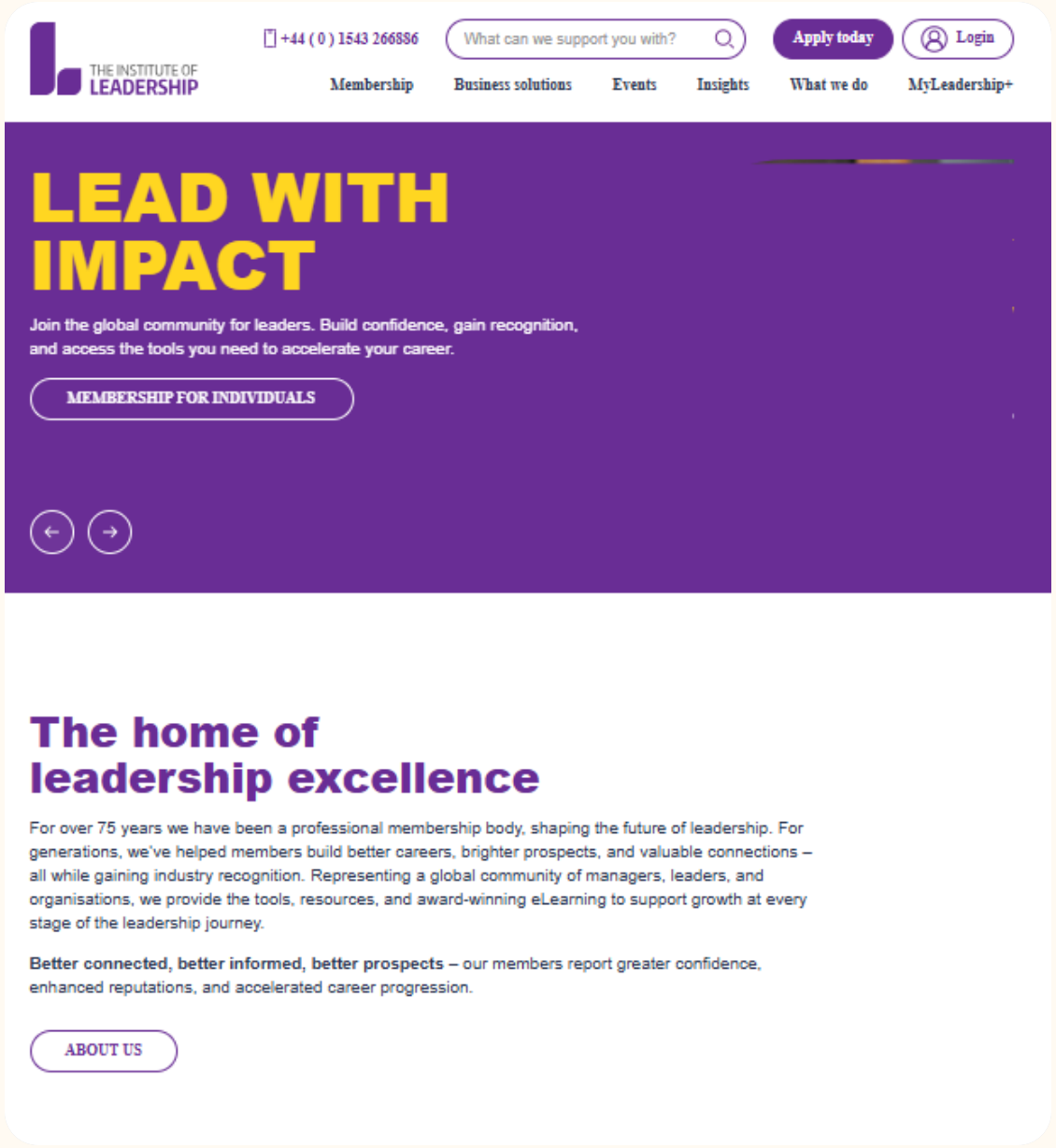
# ILM's membership partner

Who **can** have complimentary access:

- All learners undertaking an ILM Qualification for 12 months
- All learners undertaking EPA in the Management Standards for the duration of their programme
- Tutors delivering an ILM qualification or apprenticeship – renewable on a rolling 12-month basis

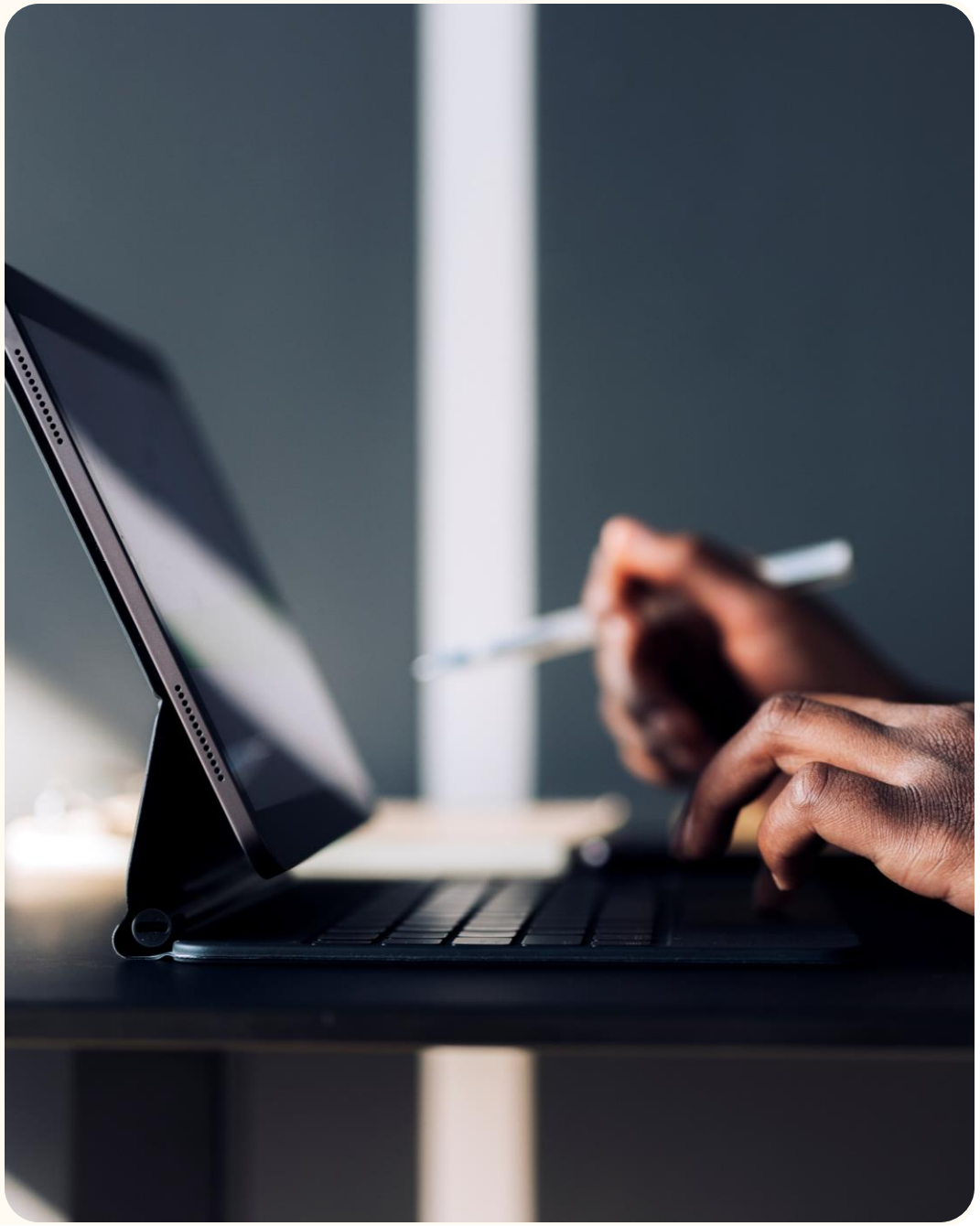
# Student membership activation

- All student members **must be registered with an email address with ILM in Walled Garden** in order for them to receive the IoL membership activation email
- All tutors supporting qualification routes entitled to complimentary tutor membership: Login
- Any problems, advise students tutor to contact **membership@leadership.global**



# ILM support package

- **Technical Advisor Support**
  *Expert guidance, query resolution, and tailored advice.*
- **Digital Learning Resources**
  *Videos, e-learning modules, and interactive tools for flexible learning.*
- **Quarterly Webinars & Newsletters**
  *Regular updates, expert insights, and tips for continuous improvement.*
- **Institute of Leadership Membership**
  *Access to exclusive resources, research, and networking opportunities*
- **Special Interest Groups**
  *Sharing best practise, resources, and supporting networking opportunities*



# ILM Approvals

# Fast track available for outgoing Level 3 & 5 qualifications

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

| Level 3 | |
|---|---|
| 8410 | Level 3 Diploma for Managers |
| 8411 | Level 3 Diploma for Team Leaders |
| 8600 | Level 3 Award, Certificate, Diploma in Leadership and Management |
| 8606 | Level 3 Certificate in Principles of Leadership and Management* |
| 8309 | Level 3 Award in Management of Volunteers |
| **Level 5** | |
| 8607 | Level 5 Award, Certificate, Diploma in Leadership and Management |
| 8322 | Level 5 Award, Certificate in Leadership |
| 8420 | Level 5 Diploma for Leaders & Managers |
| 8421 | Level 5 Diploma for Operational Leaders & Managers |

Fast tracked to equivalent qualifications e.g. Award to Award
Those approved for above Diplomas, will be fast-tracked to the Certificate
*closes to registrations on 31/12/2026. Certification ends 31/12/2029

# 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.

# Everything in one place

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

Level 3 Leadership and Management Skills | Leadership & Management Qualifications | ILM

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

Level 5 Operational Leadership and Management Development | Leadership & Management Qualifications | ILM

**FAQs webpage**

FAQs - New ILM Leadership and Management Development qualifications | ILM



# More to come!

# ILM Assessment and Mapping Service
coming soon

# ILM Assessment and Accreditation Alignment Services

- New service offers are being developed around core Skills and Development qualifications.
- Designed to support providers' with the right service offer that meets the new qualification requirements.
- Services are expected to be available from **early Winter**.



Resources coming soon

# Learner resources

- New e-learning resources are being developed around core leadership and management themes, aligned to Skills and Development qualifications.
- Designed to support learners' knowledge and understanding across **Levels 2, 3, and 5**.
- Resources are expected to be available from **late Autumn**.
- Included at **no additional cost** as part of the new **ILM qualification offer**
- Designed to meet the needs of diverse learners, roles and organisational contexts.



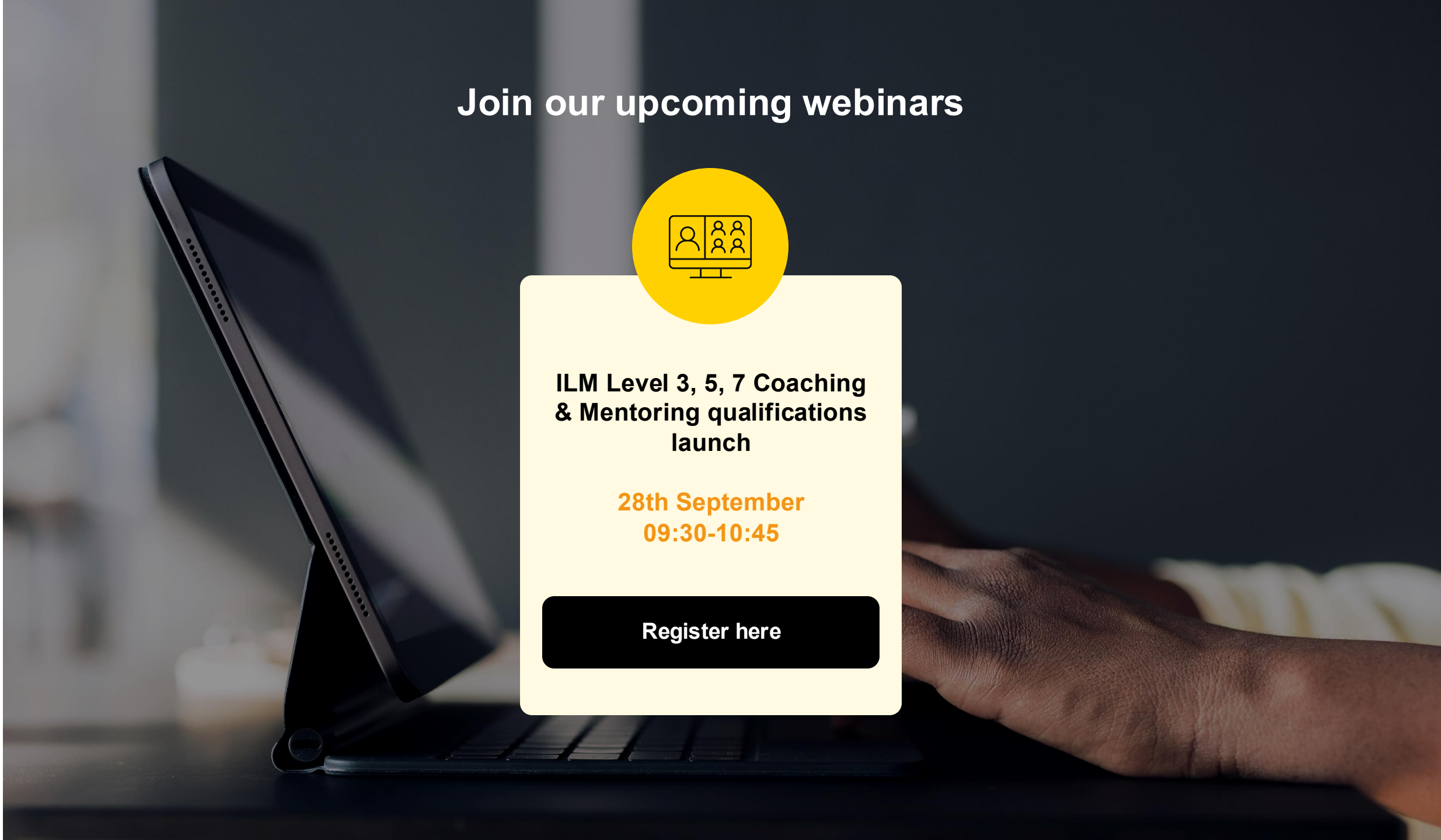
Coaching & Mentoring qualifications coming soon

# Coaching & Mentoring

## Product launches and extensions

| Product | Launch date |
|---|---|
| 8687-11 Level 3 Award<br>8687-21 Level 3 Certificate | September 28th, 2026 |
| 8688-21 Level 5 Certificate<br>8688-31 Level 5 Diploma | |
| 8689-21 Level 7 Certificate<br>8689-31 Level 7 Diploma | |

# Join our upcoming webinars



## ILM Level 3, 5, 7 Coaching & Mentoring qualifications launch

**28th September**
**09:30-10:45**

**Register here**

# Keep in touch

Talk to us..

# Keep in touch via our updates and channels

Sign up to receive funding and leadership and management updates

@ilmuk1

@ILM_UK



Talk to us..

# Support at your fingertips

Our dedicated customer support teams are ready to answer your questions

**Contact Direct Sales**

directsales@cityandguilds.com

**Contact customer support**

customer@i-l-m.com

**Call customer support on**

0192 4930 800



# Thank you

## About ILM

ILM, part of City & Guilds, is the UK's leading provider of practical leadership, management, and coaching qualifications. Spanning Levels 2 to 7 and awarded by The City and Guilds of London Institute, ILM's specialist suite supports learners at every career stage. ILM also offers expert assessment, learning content, and accreditation services.

We believe great leaders can come from anywhere. That's why ILM focuses on developing real-world, work-based skills - empowering individuals to lead with confidence and impact. By helping people unlock their potential, ILM enables organisations to build confident, capable managers who drive performance, engagement, and long-term success.

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ILM (i-l-m.com)

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