

**New qualifications**

# **Leadership & Management Development - Levels 3 and 5**

Bringing our approved centres on the  
journey

4<sup>th</sup> September 2026

## Your *speakers* today



**Amelia Woodward**  
Technical Advisor Manager



**Joe Ballantine**  
ILM Product Manager

# Housekeeping



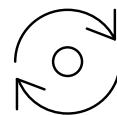
## This session is being recorded

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



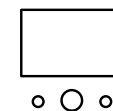
## Questions

Please add your questions into the question function on. We will aim to answer all questions through FAQs.



## Captioning

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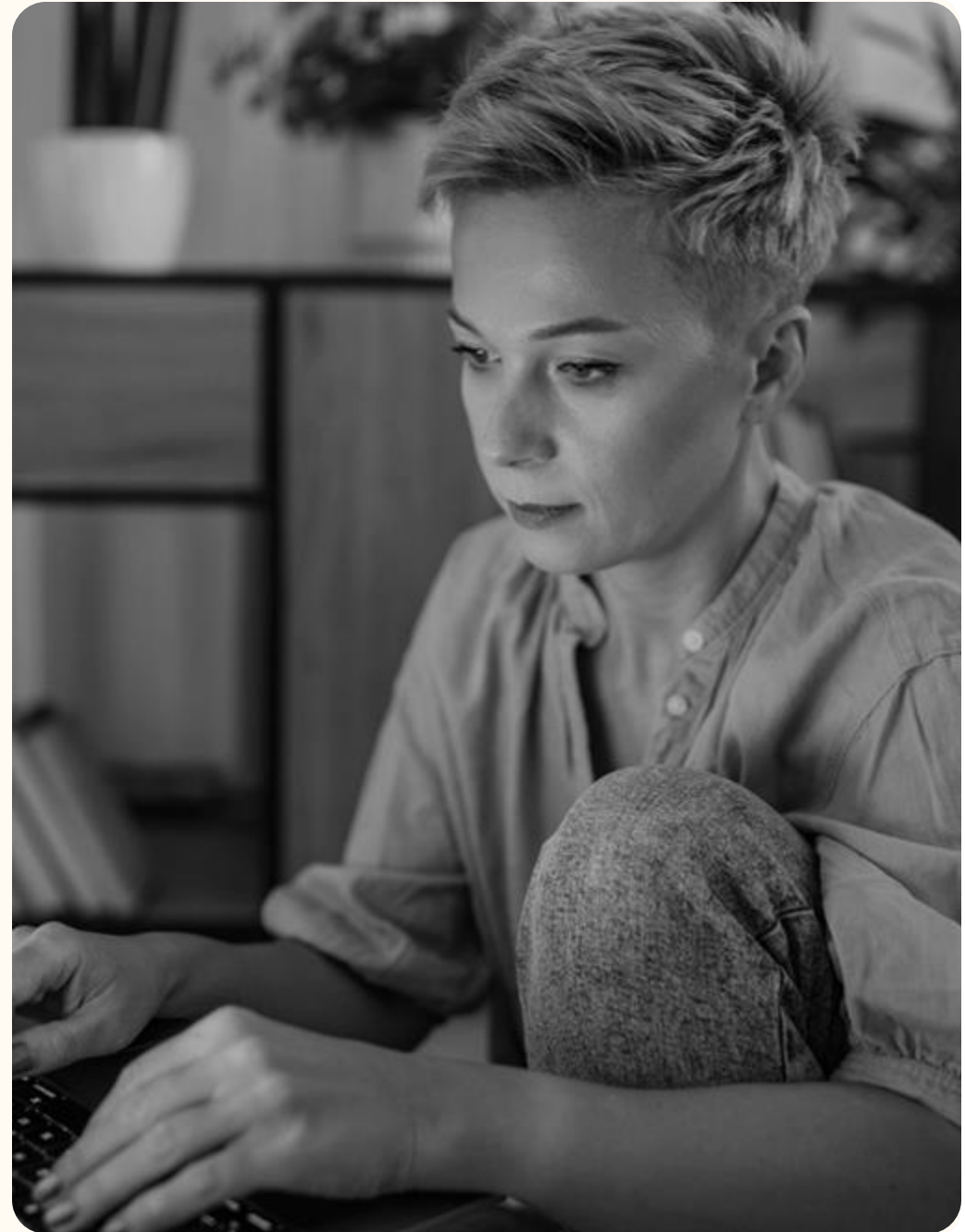
Please use the original webinar link to gain access back into the session.  
To join over the telephone, select “Phone Call” in the Audio pane and the dial-in information will be displayed

## *Re-launch* of the ILM leadership and management portfolio – why now?

### A trusted portfolio ready for the future

Widely used and highly valued qualifications since launch in **2012**

- Leadership and management practices have evolved significantly
- New workplace challenges require different leadership capabilities
- Growing demand for more flexible learning and assessment approaches
- Opportunity to ensure ongoing relevance for learners, employers, and providers



*Let's take a look at what is happening today*

## Agenda

- 1** Re-launch of the ILM L&M Portfolio – why now?
- 2** Two pathways  
One Leadership & Management journey
- 3** Level 3 & 5 Leadership & Management  
Development qualifications
- 4** Assessment approach
- 5** Support package
- 6** Approvals
- 7** Coming soon



# What's *changing?*

## Modern, flexible and accessible

- Simplified and clearer assessment language
- Broader range of assessment methods
- Greater flexibility for learners and providers
- Content aligned to contemporary leadership and management practice
- Enhanced focus on real-world application and workplace impact



Two pathways  
One leadership and management *journey*

## 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<br>- no evidence access required            | Open up projects, observations and documentation;<br>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
- Launch today - **4<sup>th</sup> 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 **22<sup>nd</sup> September**

# 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           |

# 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           |

# Assessment approach

## *Assignments*

# Assessment

These new level 3 & 5 qualifications have a flexible approach to assessment, whilst retaining the unitised assignment-based approach we know many of our customers want from this type of qualification.

Within these qualifications learners must complete one assignment for each unit.

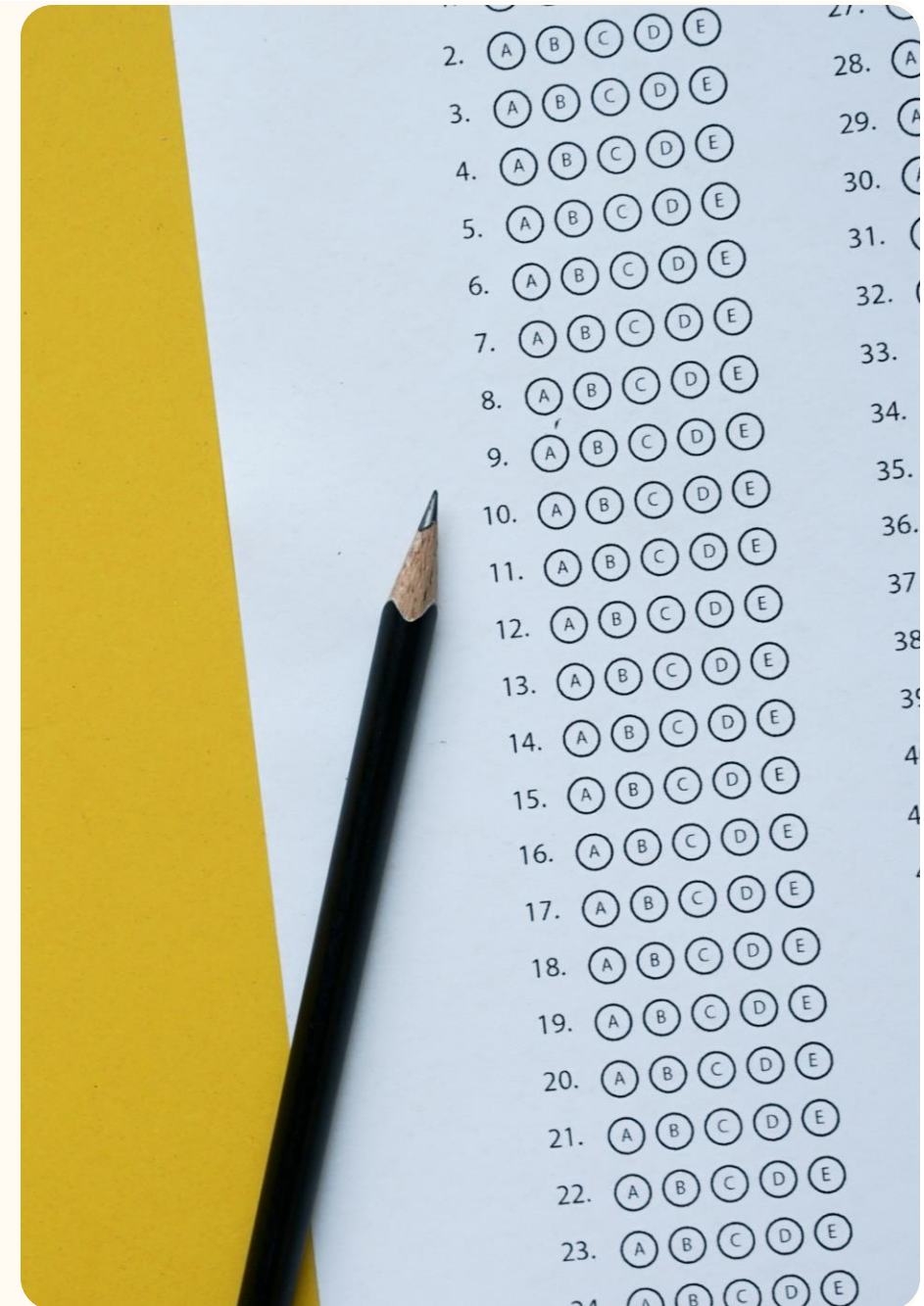
## Assignments may be completed using the following methods:

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

## Assignment Packs

An Assignment Pack will be available for each qualification, these will provide assessment guidance and assignment briefs for each unit, including marksheets and indicative wordcounts and timings for assessment activities.

Assessment outcome – these qualifications are Pass/Refer.



## 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
- Launch today - 4<sup>th</sup> September

### Level 5

- Available as an Award and Certificate (Diploma to follow)
- One mandatory unit: 'Developing leadership and management practices' common to both qualifications
- Launch 22<sup>nd</sup> September

## Frequently asked *questions*

- **Why is there a mandated unit?**  
*Increasing compliance from Ofqual requires comparability of outcomes.*
- **Can learners complete more than the 'minimum' units?**  
*Yes - up to the next level of qualification size e.g. in Level 5 Award learners could complete up to 6 optional units*
- **Why are there fewer units to choose from?**  
*Many units within outgoing qualifications didn't have any registrations so these were removed. We've also removed overlap in unit coverage, giving us a much clearer offer*
- **Why isn't the spiky profile available?**  
*Clearer offer; comparability of outcomes required by Ofqual. Feedback from customers didn't request we have that structure.*
- **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.*
- **Will the ILMA service be available?**  
*Yes, for the Development routes*

**ILM** *support package*



8720

ILM Level 3

## Leadership and Management Development

### 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 current and aspiring managers looking to develop their leadership and management knowledge and skills in their current role
- Shorter, knowledge-focused assignment-based assessments
- Suitable for learners with prior experience

### Progression opportunities

Successful learners can progress to:

ILM Level 4 Award and Certificate



## City & Guilds Level 3 Award and Certificate in Leadership and Management Development (8720-11/21)

Version 1.0 (August 2026)

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

## ILM *support package*

- **Handbooks and Q Cards**  
*Key qualification delivery information, content for all units.*
- **Portfolio Packs**  
*Portfolio guidance and best practice, structured templates for showcasing achievements and progress.*
- **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*

## 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



## ILM's membership partner

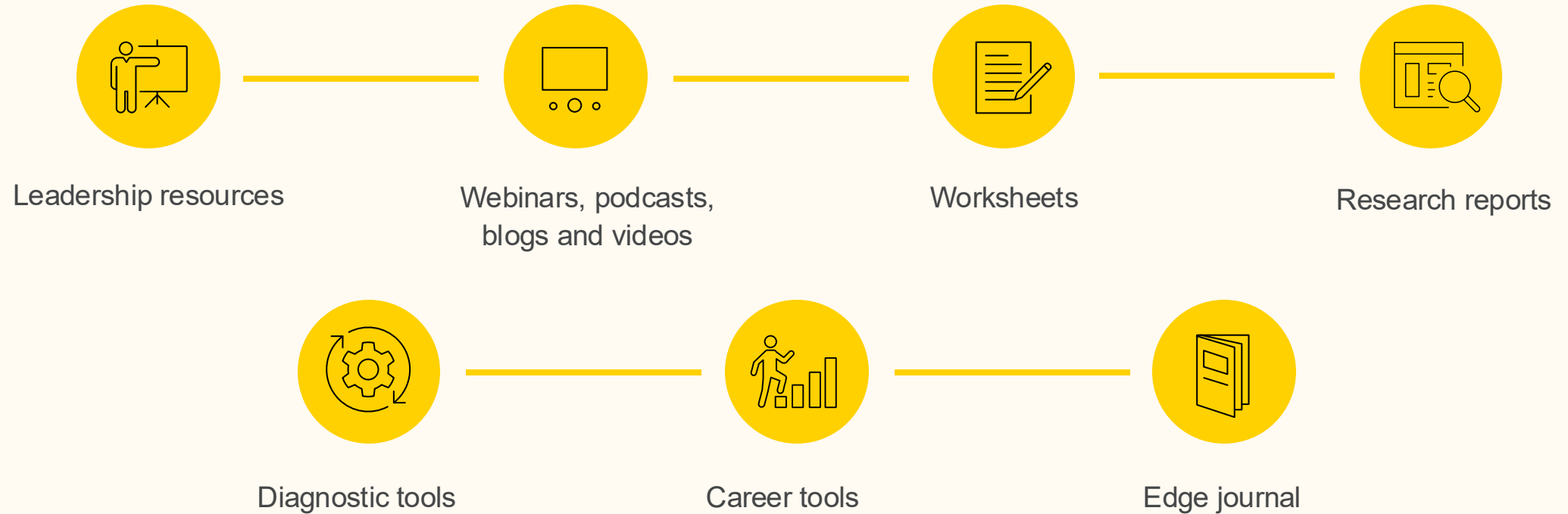
Who **can** have complimentary access:

- 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



## Gaining access to *resources*:

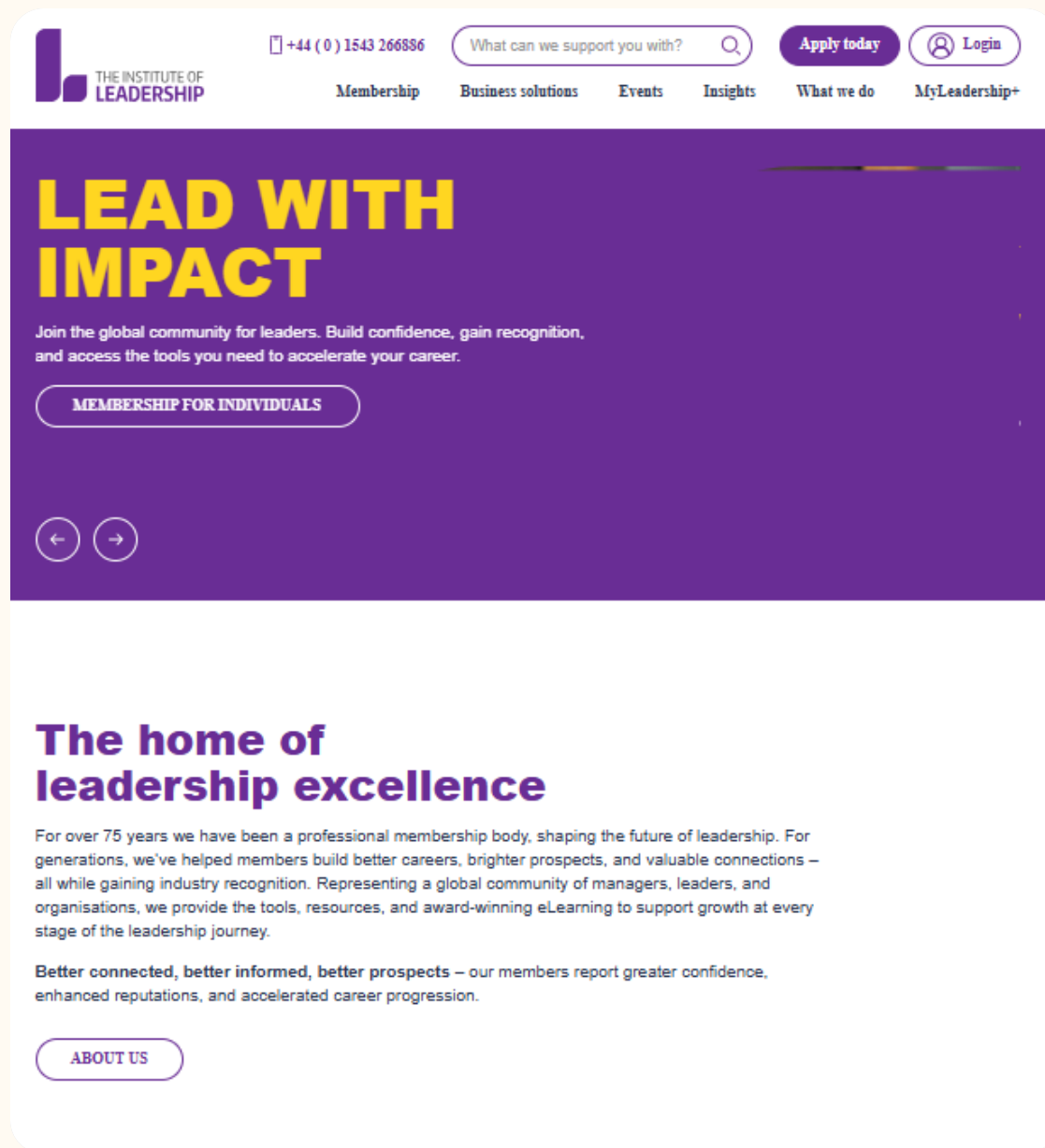
Membership resources and benefits for learners and tutors



Institute of Leadership access for all Tutors supporting ILM learners and apprentices

# 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 *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 eg 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.

### 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.

**Contact Direct Sales for any support:**  
[directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)

# 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 - Q-card and fast-track request form**

[Level 5 Operational Leadership and Management Development | Leadership & Management Qualifications | ILM](#)

Customers can access the level 5 draft handbooks using the below request form:

[Draft handbook request form](#)



*More to come!*

**ILM Level 5 Award in Responsible Leadership  
with Artificial Intelligence *coming soon***

# ILM Level 5 Award in Responsible Leadership with Artificial Intelligence

A future-focused qualification that equips leaders to understand, evaluate and apply AI responsibly, confidently and effectively in leadership and management practice.

## Why Choose This Qualification?

- Build the knowledge and confidence to lead in an AI-enabled workplace
- Analyse, select and evaluate AI tools for leadership applications
- Understand AI governance, security, risk and responsible use
- Apply learning directly in the workplace through real-world assessment
- Flexible delivery and assessment to meet learner and organisational needs

## Core Content

- AI in leadership and management practice
- AI risks, governance and security considerations
- Applying AI tools in leadership environments

## 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 upcoming 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

**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 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        |

# 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 |                      |

## Upcoming *launch events*

Amelia

## Join our upcoming *webinars*



**ILM Level 3, 5, 7  
Coaching & Mentoring  
qualifications pre-launch**

**4th September  
13:00-13:30**

**Register here**



**ILM Level 5 Operational  
Leadership & Management  
Development qualifications  
launch with Level 3 update**

**22nd September  
09:00-10:15**

**Register here**



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

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

**Register here**

*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](mailto:directsales@cityandguilds.com)



**Contact customer support**

[customer@i-l-m.com](mailto: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](https://i-l-m.com))

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