

# ILM Quarterly Customer Update webinar

12 January 2022

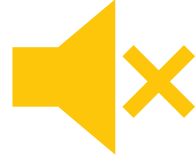


# Housekeeping



## This session is being recorded

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



## Everyone is on mute

Everyone is on mute



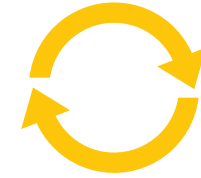
## Questions

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



## Slides

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



## If the session cuts off

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



# Speakers

**Joseph Ballantine**  
ILM Industry Manager



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**Karen Egan**  
ILM Technical Advisor



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**Judith Barton**  
Founder and Director



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# Agenda

- 1) Conversation with Judith Barton
- 2) An update on our qualification developments
- 3) An update on our Coaching and Mentoring qualifications
- 4) Q&A






# Leading Through Values

- Defining organisational purpose and goals
- Standardising strategy and operational delivery
- Directing learning and development
- Performance management
- Talent attraction, recruitment and retention
- Improving customer relations

Leading through values report



Leading Through Values

Leadership through principles and practice

Download the report >

# New Suite of Qualifications

Level 3  
Diploma for  
Team  
Leaders  
2022

Level 5  
Diploma for  
Operational  
Leaders and  
Managers  
2022

Level 7  
Diploma for  
Senior  
Leaders:  
NOW  
available



# How they can work for you





# Level 3 & 5 Diplomas webinar series

## 1<sup>st</sup> Webinar

**What's coming**  
a high-level overview  
of what to expect and  
the fast-track approval  
process

**18<sup>th</sup> January 2022**  
**09.30-10.30**

[Register here](#)

## 2<sup>nd</sup> Webinar

**A deep dive**  
a detailed session on  
the new  
qualifications and  
assessments

**1<sup>st</sup> March 2022**  
**09.30-11.00**

[Register here](#)

## 3<sup>rd</sup> Webinar

**Question and answer  
session**  
an opportunity to  
resolve those last  
queries

**22<sup>nd</sup> March 2022**  
**09.30-10.30**

[Register here](#)



# Coaching and Mentoring handbooks refreshed



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## Level 5 Certificate and Diploma in Effective Coaching and Mentoring

**8588**

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December 2021 Version 2.0

## Qualification Handbook



# ILM Assessment Service

## What is changing?

From 1 January the ILMA service will no longer use numerical marks on the results sheets for ILM Leadership and Management qualifications.

Learners will be provided a pass or referral and feedback against each criterion. This works well for the Coaching and Mentoring qualifications where the use of marks was removed when the qualifications were refreshed.

## Why this change?

We received customer feedback that the marks can cause disagreements between learners which we hope this improvement will mitigate. On the ILMA portal you will see '1' for referrals and '99' for passes in the marks field. We will look to remove this field from the portal in the future.

## Benefits of using ILMA:

- Cost effective! Reduced IQA and tutor resource
- Tutors concentrate on teaching and preparing learners for assessment
- Dedicated support from our Lead Assessors
- Straight to DCS – only 1 EQA visit required for processes
- Fast marking and quality assurance
- We enter results on Walled Garden
- Helps meet minimum spend while saving on resource!





# Next customer update webinar

Join us for our next update:

**Tuesday 5 April 2022**

**09.00 – 10.00 (GMT)**

[Register here](#)

Pop this date  
in your diary...

# Getting more from ILM qualifications and Apprenticeships

Join ILM, the Institute of Leadership and Management, EMCC and guest panellists to discover how you can add value to your learner experience through

**Wednesday 26 January 2022**

**09.00-10.00 (GMT)**

[Register here](#)

Pop this date  
in your diary...

# Questions answers



# Keep in touch

- **Register** to receive the latest 'Funding' and 'Leadership and Management' updates here:

[i-l-m.com/email-updates](https://i-l-m.com/email-updates)

- **Join the conversation, follow us across our social media channels:**



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[@ilm\\_uk](https://twitter.com/ilm_uk)



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# Thank you