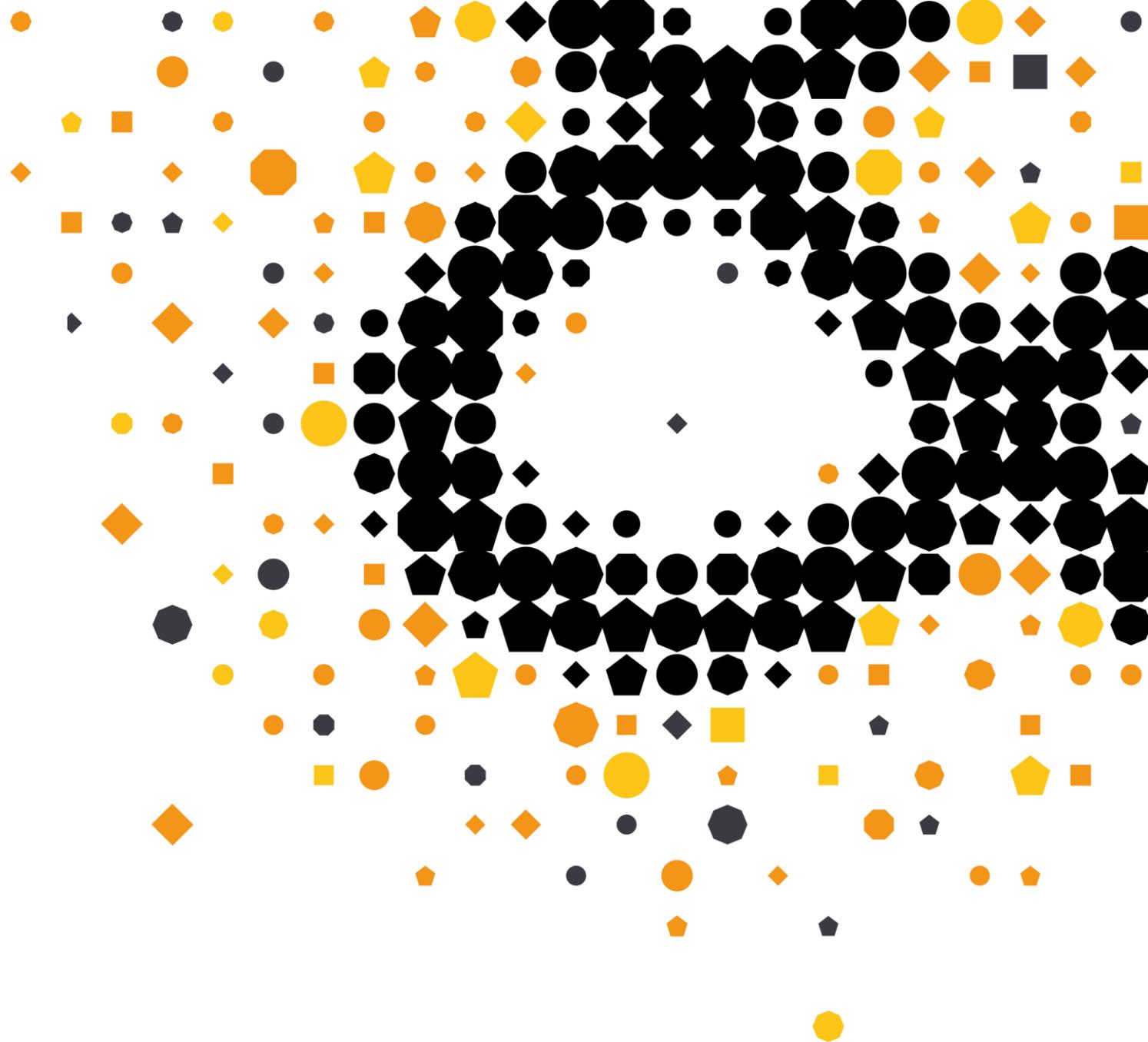


# ILM Quarterly Customer Update webinar

05 October 2021



# 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.



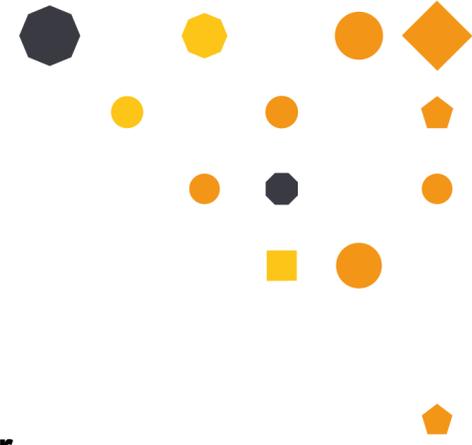
## Slides

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



E: [Joseph.Ballantine@i-l-m.com](mailto:Joseph.Ballantine@i-l-m.com)

**Daniel White**  
Lead Quality Manager



E: [Daniel.White@cityandguilds.com](mailto:Daniel.White@cityandguilds.com)

**Karen Egan**  
ILM Technical Advisor



E: [Karen.Egan@i-l-m.com](mailto:Karen.Egan@i-l-m.com)

# Agenda

- 1) A detailed overview of our Quality Assurance Standards and new centre handbook
- 2) An update on the latest funding and policy news
- 3) An update on our qualification developments.
- 4) Q&A





# Quality Assurance Standards: Revising our quality assurance centre guidance

Daniel White

# Reviewed and revised

We have comprehensively revised our **centre approval and quality assurance policies, processes and guidance**, across City & Guilds/ILM.

This is to provide a **single set of clear, consistent** requirements to support centres in delivering valid, meaningful and reliable qualifications and assessments.

This was for several key reasons:

- To reflect our **range** of regulated qualifications, assessments and their related quality assurance requirements
- To **align** City & Guilds and ILM guidance and processes
- To respond to our **regulatory** responsibilities
- To **help** our centres



# Alignment

We needed to produce an aligned, unified **centre approval and quality assurance model** for both City & Guilds and ILM, with shared policies, processes and guidance.

As such, all key customer-facing quality assurance documents for **City & Guilds** and **ILM** have been reviewed to establish:

- any crossover / duplication
- relevance
- applicability to each organisation

We then decided whether to **merge, replace** or **remove** each document. All key documents will be co-branded.





# Quality Assurance Standards

We wanted to give these revised documents a clear identity and purpose. As such we are calling them our **Quality Assurance Standards** suite of documents.

This is because we want to make it clear

- the level of **quality** we expect from our centres
- how we will **monitor and support** them to meet this, from approval through to issuing results.

We also wanted to give these documents a distinct identity and have worked with Marketing to produce a set of **clear, user-friendly and eye-catching** documents that detail our complete City & Guilds / ILM quality assurance model.

# Quality Assurance Standards centre documents (1/2)

The core documents in the Quality Assurance Standards suite are:

## Centre Approval Process

This document outlines the key steps in the approval process for prospective centres, from the initial expression of interest through to approval being granted. It is for use for use by any staff involved in the approval process.

## Centre Contract General Terms

This forms the written and enforceable agreement between City & Guilds/ILM and an approved centre.

Where a centre application is accepted by City & Guilds/ILM it forms an agreement between them, for the delivery of City& Guilds / ILM qualifications.



# Quality Assurance Standards centre documents (2/2)

The documents in the Quality Assurance Standards suite are:

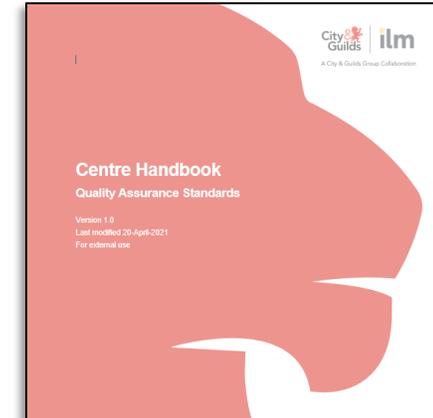
## Centre Handbook

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities.
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities

## Centre Assessment

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.



# Centre Contract General Terms

## City & Guilds and ILM centre terms and conditions are now joint

As a result of these changes, we are **varying** our current agreements:

- with approved City & Guilds centres for delivery of City & Guilds qualifications
- with approved ILM centres for delivery of ILM qualifications

The key City & Guilds / ILM documents currently in place are to be replaced (see next slide) with the documents comprising the **Quality Assurance Standards** suite (including the Centre Contract General Terms).

The new Quality Assurance Standards suite of documents will come into effect automatically on 16 September 2021.

Approved centre staff involved in the delivery of our qualifications will need to familiarise themselves with the new documentation.

**Please note:** we are contacting all centres and giving them a 30-day notice period, but **do not** require any action from them





# Which documents are being replaced?

The following key documents are being 'retired', with information incorporated into the new documents:

## ILM:

- ILM Customer Handbook for Centres and Providers
- ILM Customer Handbook - policies and guidance
- ILM Customer Handbook - Working with ILM
- ILM Customer Handbook – Contract
- Internal Quality Assurance Requirements
- ILM Policies at Approval
- Use of Materials Policy
- ILM Centre Closure and Merger Policy

## City & Guilds:

- Centre Manual
- Our Quality Assurance Requirements
- Cross Border Policy
- Alternative Locations and Subcontractors policy





# Quality Assurance Standards key changes

## Centre Approval Process

- Removed from Centre Manual to become its own document aimed at prospective centres
- Joint approval is automatically granted for City & Guilds / ILM

## Centre Assessment

- OQAR document expanded to cover both key external QA methods (Verification & Moderation)
- Reinforcement of internal standardisation requirements
- Qualification Risk Status criteria table revised
- Information on conducting Controlled Assessments and Portfolio assessments

## Centre Contract General Terms

- A joint, aligned set of general terms for City & Guilds / ILM.
- Centres are no longer require separate approval for City & Guilds / ILM
- Separate, standalone document that can centres can easily be directed to

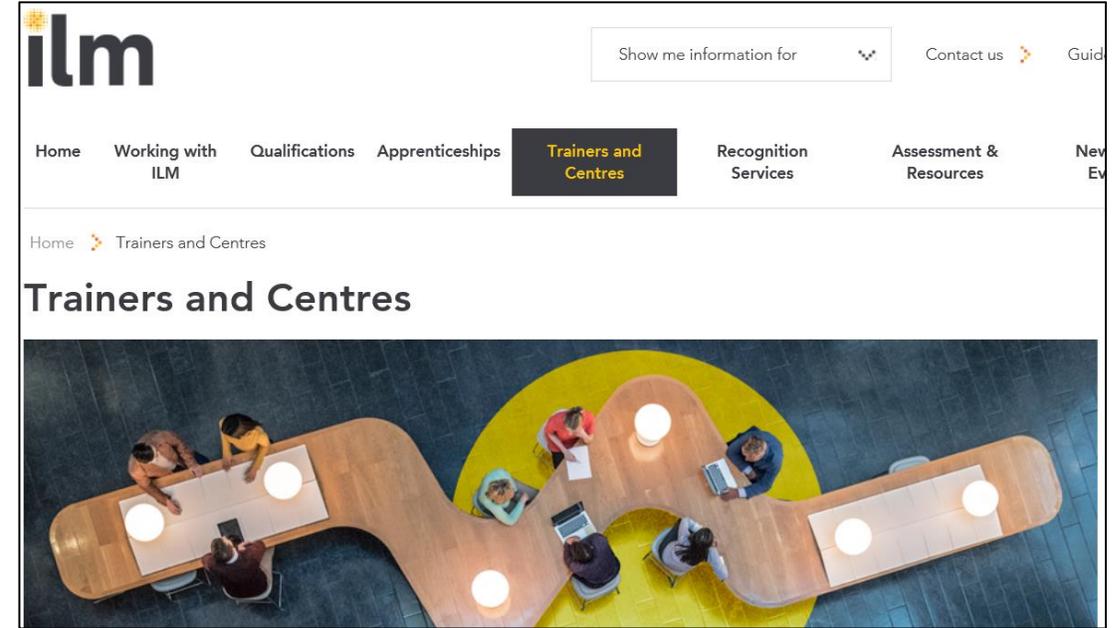
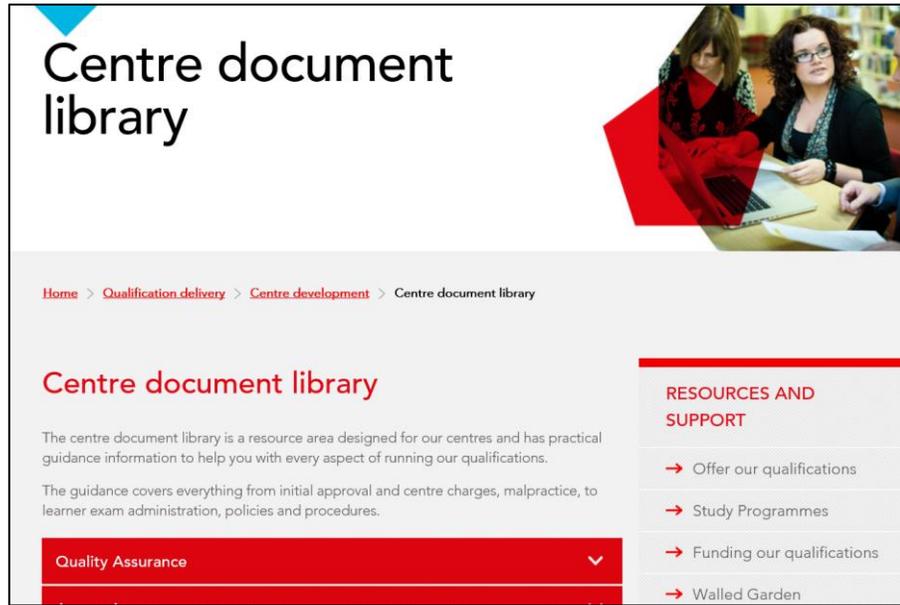
## Centre Handbook

- Simplified to be more of an administrative and quality guide for approved centres
- Terms and Conditions removed (becoming 'Centre Contract')
- Details of functions of centre support teams added

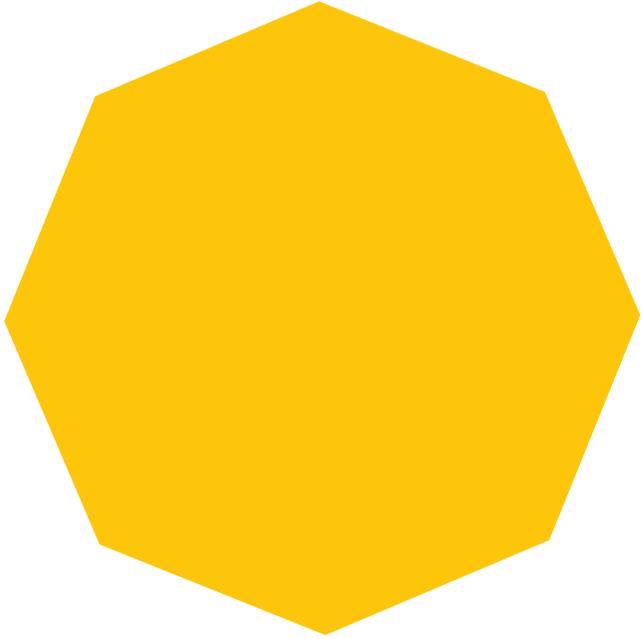


# Where can I find them?

The Quality Assurance Standards suite of centre guidance documents are on the 'centre document library' at: [cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](https://cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)



This page will be linked to from the ILM website to avoid any duplication of documents. Visit: [i-l-m.com/trainers-and-centres](https://i-l-m.com/trainers-and-centres)



# Update on the latest funding and policy news

Karen Egan



# Why Adult Skills and digital skills matter

With over 800 qualifications (Awards, Certificates and Diplomas) from Entry Level to Level 3 that are funded by the Adult Education Budget (AEB), we have one of the largest ranges of AEB funded qualifications available.

We've worked with employers and training providers to ensure our programmes are fit for purpose and give learners the skills they need to succeed in their chosen career and life.

As we emerge from the pandemic, we're starting to see a higher take-up of our adult skills and qualifications due to the demand for further development in both basic and specialised skills for employment.

**In summary Adult Skills are needed now more than ever!**

[cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/digital-transformation-and-the-adult-education-budget-report-pdf.ashx](https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/digital-transformation-and-the-adult-education-budget-report-pdf.ashx)



Source:  
*Digital Transformation and the Adult Education Budget Report, City & Guilds Group and Emsi, 2020.*

# Support Information

## City & Guilds New Adult Skills webpage contains:

- Links to past and future webinars
- City & Guilds and ILM Research Reports
- Contact details for support
- Visit: [Adult Skills - Funding | City & Guilds \(cityandguilds.com/adult-skills\)](https://cityandguilds.com/adult-skills)
- Links to information on all Adult Skills ILM Funded Course Directory programmes – AEB, Traineeships, Restart, Apprenticeships.
- [i-l-m.com/assessment-and-resources/funding](https://i-l-m.com/assessment-and-resources/funding)

The screenshot shows the ILM website's 'Funding' page. The navigation bar includes 'Home', 'Working with ILM', 'Qualifications', 'Apprenticeships', 'Trainers and Centres', 'Recognition Services', 'Assessment & Resources' (highlighted), and 'News and Events'. A search bar is located on the right. The breadcrumb trail reads 'Home > Assessment & Resources > Funding'. The main heading is 'Funding'. A sub-menu on the left lists 'Covid-19', 'Training Resources', 'Funding' (selected), 'ILM Assessment Service', 'ILM Assessment Guidance', and 'Digital credentials'. The main content area features a large image of a meeting. Below the image, the text asks 'Are you looking for funding for leadership and management qualifications?' and provides information about ILM's selection of market leading qualifications. A yellow button with a document icon says 'Download our funded courses directory'. On the right, a sidebar contains a 'Share this page' button, a 'Don't miss the latest update on funding' section with a 'Register for funding webinar' button, and a 'Supporting your Adult Skills provision with our Digital Solutions' section.



# Restart & Adult Education Budget Working together

Over 22 million workers feel they lack skills needed for future opportunities - HRreview

# What is Restart?

**Restart is a new multi-billion pound funding scheme commissioned by The Department for Work and Pensions (DWP).**

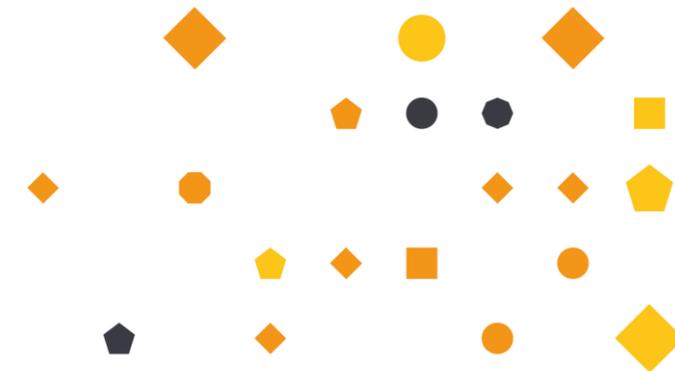
It's aim is to give enhanced support to Universal Credit claimants aged 18 and above and who have been unemployed for 12 to 18 months. The Scheme is designed to support individuals from across England and Wales back into employment over a three-year period, through a structured and tailored support plan of up to 12 months.

Over the last few years, we have been championing the need to retrain and reskill individuals to combat the skills and employment crisis. We have done this by lobbying with government and policy makers through our research and reports such as:

- **Building Bridges Towards Future Jobs:** focusing on the reskilling and retraining of displaced adults.
- **Missing Millions:** discussing the displacement of many workers that will need to partially retrain over the next decade.
- **Recovery and resilience:** calling for lifelong learning hubs to be developed to help adults who were displaced by the Covid-19 pandemic to retrain.

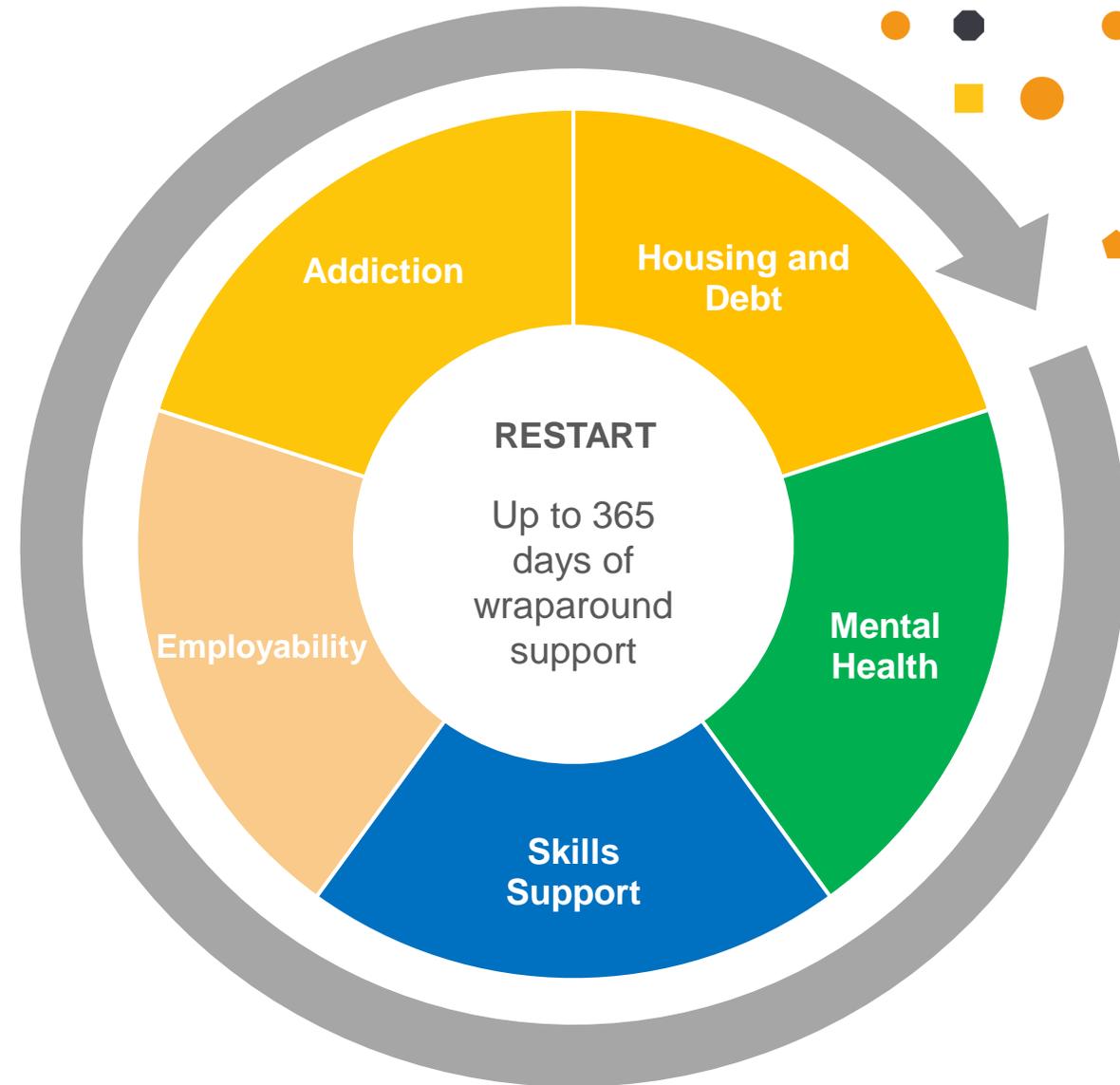
For more information on **Restart** please visit:

[cityandguilds.com/  
delivering-our-  
qualifications/fundi  
ng/restart](https://cityandguilds.com/delivering-our-qualifications/funding/restart)



# Restart overview

- The RESTART Scheme was announced in the November 2020 Spending Review.
- It is a 3-year long, £2.9 billion programme that will give Universal Credit claimants (aged 18 and over in England, and 16 and over in Wales), who have been out of work for at least 12 months, enhanced support to find jobs in their local area. The scheme will provide up to 365 days of tailored support for each participant.
- Funding for the scheme sits with Department of Work and Pensions (DWP), it is NOT a DfE programme.
- AEB funding can be used to support skills needs – additionality for DWP Primes
- The functional aspect of the programme will be managed via Jobcentre Plus (JCP). JCP will assess claimant suitability and refer eligible/suitable claimants to the relevant DWP prime provider.
- The prime providers and their delivery partners (specialist charities, small and medium-sized enterprises) are intended to complement the work of JCP with extra expertise, investment, innovation, and the additional capacity needed for intensive support.





# Restart Contact Details and **Support Resources**

Restart Lead Business Support Manager, Joe Bell [Joe.Bell@cityandguilds.com](mailto:Joe.Bell@cityandguilds.com)

Visit our Restart website: [cityandguilds.com/delivering-our-qualifications/funding/restart](https://cityandguilds.com/delivering-our-qualifications/funding/restart)

# Introducing Adult Skills

Flexible programmes for future adult skills

## Leadership & Management

# Persona: Juno

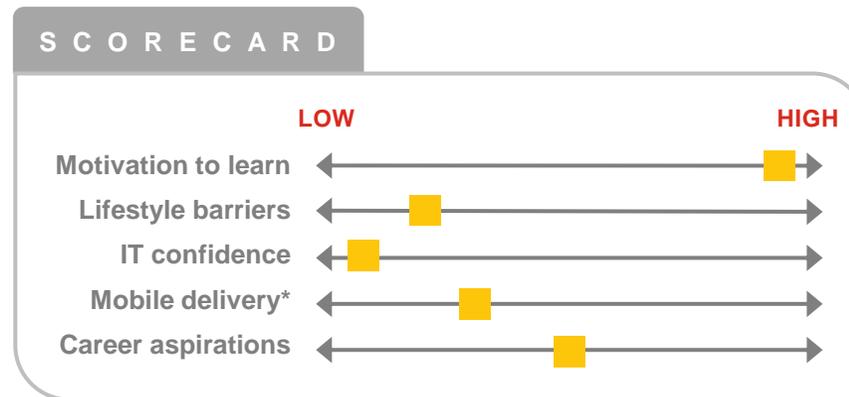


## ABOUT JUNO (she/her)

After 5 years in the same job, Juno was made redundant as a full time cleaner within commercial premises. She is looking to get back into work and is happy to consider moving into another sector.

She has lots of transferable soft skills, but no formal qualifications in maths & English. Juno is a great team worker and made friends easily at work. Prior to redundancy she had just been promoted to a team leader, overseeing 4 other cleaners. Juno has great time management skills but lacks confidence in interviews. Juno hasn't used technology much in her previous role and feels she will need to be upskilled. She does however use the internet at home.

<b>Name</b>	<b>Juno</b>
<b>Age</b>	<b>25</b>
<b>Previous Job</b>	<b>Commercial Cleaner – team leader</b>



\* Whether mobile delivery is a priority to this person

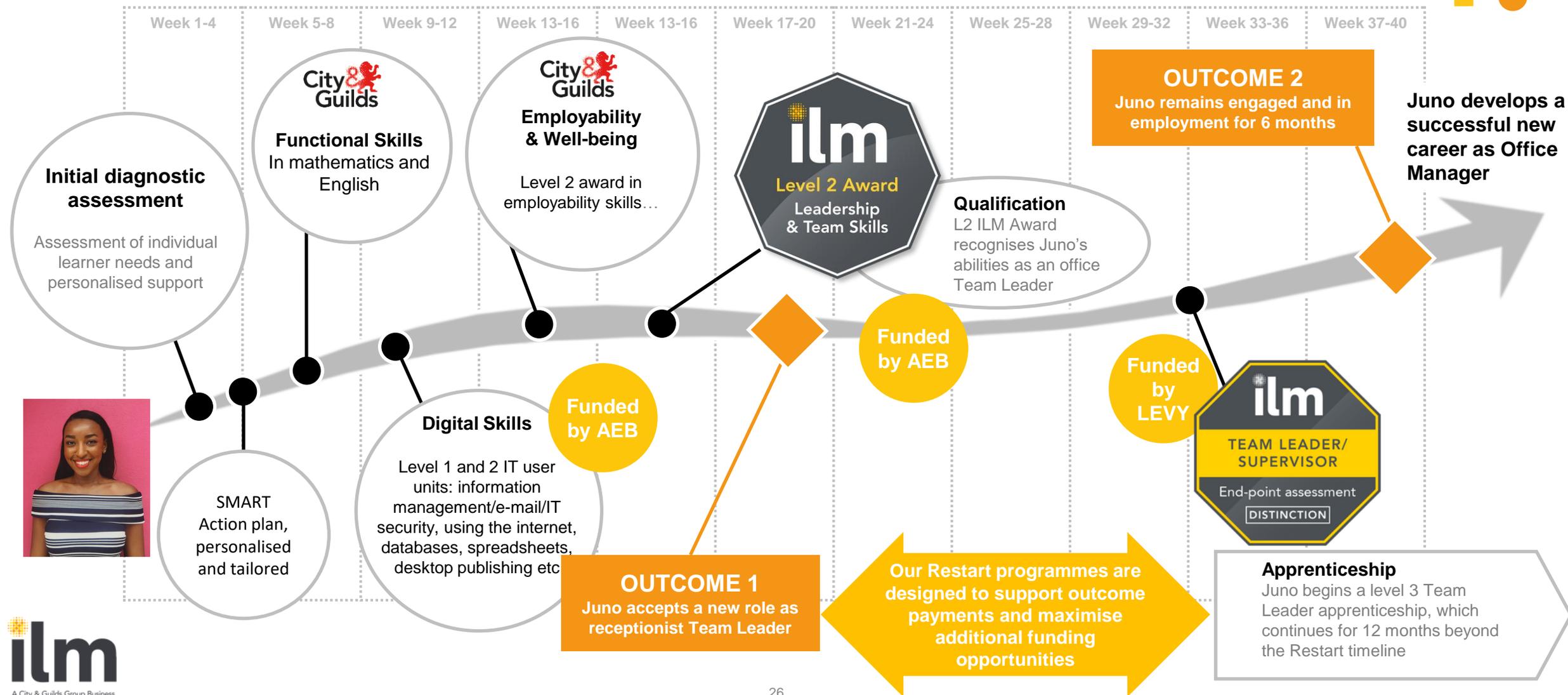
### Challenges

Juno has no formal qualifications but is very good at managing time and prioritizing workloads. Juno was taught basic IT skills at school but hasn't really put them in to practice in her role. Juno also lacks confidence at interviews as she previously hasn't had many .



# Our Proposition: Juno's skills bridge

Supporting her retraining and reskilling to create a bridge back into employment



# ILM Level 2 Award in Leadership & Team Skills

High-quality digital learning resources supports remote/blended provision of this Level 2 Award. Specifically designed for mobile delivery this offer includes eLearning resources, activities and research tasks. Videos with high production values, humorous scripts, laugh-out-loud gags and a variety of famous faces drive home key learning points.

### ILM Level 2 eLearning

- Developing Yourself as a Team Leader
- Workplace Communication
- Improving Performance
- Developing the Work Team
- Diversity in the Workplace



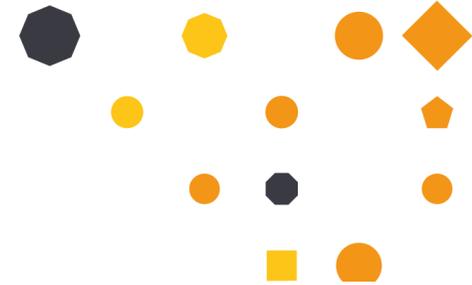
All learners (and tutors) have access to complimentary membership with **The Institute of Leadership & Management** for 12 months, giving access to a range of resources and eLearning



# An update on our qualification developments

Joseph Ballantine

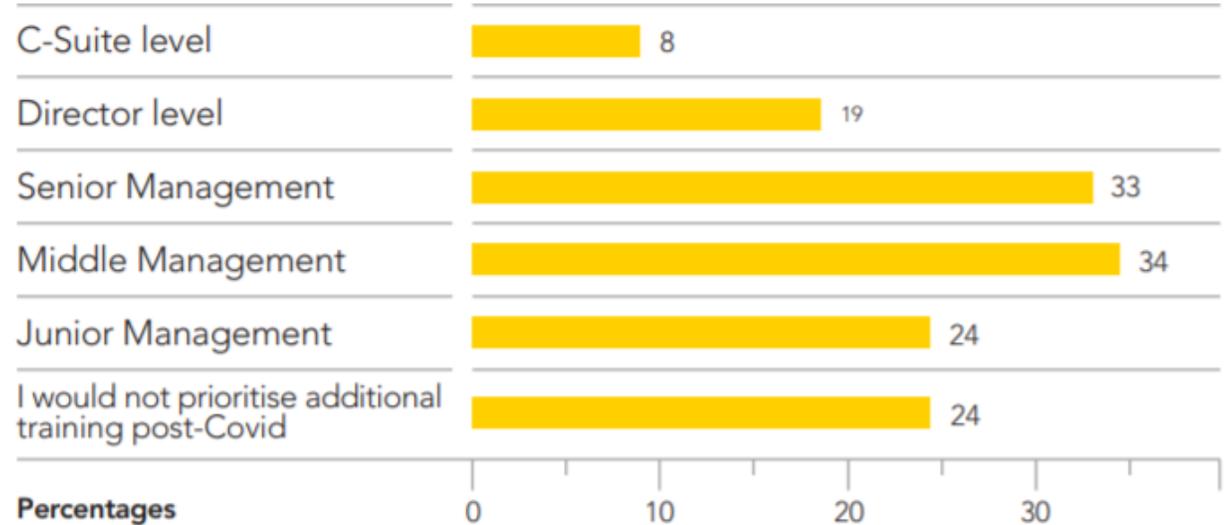




# Leadership Skills Gap – Reports available



## Where is additional leadership and management training most needed post-Covid?



For more information visit:

[Closing Skills Gaps in Senior Leadership through Apprenticeships - News | ILM \(i-l-m.com\)](#)

# 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



# Level 7 Diploma for Senior Leaders



## 7 Mandatory Units:

- 700 Building a High Performance Team
- 701 Strategic Leadership
- 702 Strategic Change Management
- 703 Organisational Values & The Strategic Context
- 704 Strategic Influencing & Negotiating
- 705 Strategic Data Analysis
- 706 Strategic Workforce & Logistics Planning



# Questions answers

# Newly updated webpages for the key updates

Bookmark these webpages!

For our archived webinars and newsletters visit: [i-l-m.com/news-and-events/events/customer-update](https://i-l-m.com/news-and-events/events/customer-update)  
 For the latest news, thought leadership and articles visit: [i-l-m.com/news-and-events/news-and-blog](https://i-l-m.com/news-and-events/news-and-blog)



# Next customer update webinar

Join us for our next update:

**Wednesday 12 January 2022**

**09.00 – 10.00 (GMT)**

[Register here](#)

Pop this date  
in your diary...



# 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:**



[@ILM\\_UK](https://www.linkedin.com/company/ilmuk)



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



[@ilmuk1](https://www.facebook.com/ilmuk1)

# Thank you