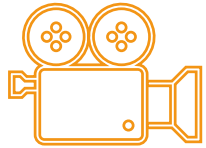


ILM Quarterly Update

22nd July 2025

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



Questions & polls

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

A few poll questions throughout.



Captioning

A captioning function is available, which you can activate individually from the banner at the bottom of the screen.



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

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Upcoming events and webinars

Your speakers today



Julie Rowlett
ILM Technical
Advisor

Contact email:

Julie.Rowlett@cityandguilds.com



Brett Keegan
ILM Product
Manager

Contact email:

Brett.keegan@cityandguilds.com



Morice Hole
Partnership
Manager

Contact email:

Morice.Hole@cityandguilds.com



Eric Oliver
Funding and Policy
Advisor

Contact email:

Eric.oliver@cityandguilds.com



Qualification update

Brett Keegan / Julie Rowlett

- Leadership & Management
- Wellbeing for Self and Others
- School Business Management

New suite of Leadership & Management qualifications

- Development underway of new Leadership & Management qualifications at Level 2, 3 & 5.
- New suite of core Award, Certificate and Diploma sized qualifications expected early 2026.
- Refreshed content, ensuring current topics are included which reflect the changing role of leaders and managers
- More flexible and inclusive assessment approach
- Webinars will run in late 2025 to provide updates ahead of the launch – dates and links to register will be shared soon.





Level 2 Award in Supporting Wellbeing and Mental Health of Self and Others

City & Guilds

City & Guilds Level 2 Award in Supporting Wellbeing and Mental Health of Self and Others



Driven by increased inclusion of topic in occupational standards across many of our skills pathways and request for a specific qualification across these sectors.

Worked closely with our employers, who have endorsed the pathway:

This qualification is groundbreaking. Recognising when our own wellbeing and mental health is suffering is an important life skill for the balance and restoration of everyone.

With the fast pace of life and day to day pressures, it is crucial for the next generation to empower themselves and their clients on how to maintain a healthy mind and body to enable a happy lifestyle.

Zoe Cullis
Child and Adolescent Mental Health Coach,
Reiki Master and Holistic Therapist

We are excited to support the development and launch of this City & Guilds Level 2 Award in Supporting Wellbeing and Mental Health of Self and Others. This will be a fantastic tool to equip learners with the knowledge needed to support their own wellbeing and others in the Hair and Beauty Industry.

Adam Sloan CEO MHFed
Chair, City and Guilds
Hair & Barbering Employer Industry Board

Why do we want to develop this?

Customer Feedback – There is a real focus on this topic in all industry areas.

Provides a clear, evidenced piece of learning in the form of a regulated qualification.

Toolkit for learners – supporting softer skills through their learning journey.

Ofsted are looking for evidence of where providers are supporting the wellbeing and mental health of learners within a classroom environment and in preparation for work.



CPD opportunities and solution for supporting soft skills.

Added value to any qualifications that do not have this element running through it.

Preparing learners for the world of work.

Opens doors to further learning in the wellbeing and mental health space.

What does it look like?

Purpose	To equip learners with the skills and knowledge needed to support their own wellbeing and mental health for themselves and others in the workplace
Structure	Single-unit award
GLH/TQT	GLH 6 hours / TQT 7 hours
Assessment method	Multiple choice questing exam (online through Evolve)
Suggested fee	Approx £25 TBC (Non funded provision)

Who is this Award suitable for?

- 16+ Learners
- Employers
- Teaching and training staff
- Managers
- England
- The Nations
- Prison and probation service
- *International
- *TBC during the development phase



Approval process & launch timeline

Approval process

Current C&G / ILM approval:

- Walled Garden C&G access
- Fast-track approval

Current ILM only approved customers:

- Walled Garden ILM Access
- Complete CUF_ILM requesting contract to opened up to ILM
- Walled Garden C&G access
- Fast-track approval

Qualification launch webinar

Tuesday 2nd September 12pm

[Register here](#)

Webpage – 'coming soon'

Level 2 Award in
Supporting Wellbeing
and Mental Health of
Self and Others

QUICK SURVEY



Level 4 Diploma in School Business Management

Recently launched Level 4 Diploma in School Business Management – (8392-31 full payment route, 8392-33 unit payment route).

- Qualification page - [Level 4 Diploma in School Business Management](#)
- Qual handbook link - [8392-level-4-diploma-in-school-business-management-handbook.pdf](#)

This qualification is an update to the outgoing Level 4 Diploma for School Business Manager, the update is to align the qualification content to the revised Institute for School Business Leaders (ISBL) professional standards.

Learners eligible for 12 months free student membership with ISBL and the Institute of Leadership





Launching Royal Chartered Post-Nominals

Lifetime Professional Recognition

We are excited to announce the launch of our new post-nominal offer for ILM qualifications and EPAs.

Professional designations that recognise skills and achievements.

Awarded to learners who complete Levels 4-7 ILM qualifications/ EPAs.

- LCGI - (Level 4) Licentiate of the City and Guilds of London Institute
- AfCGI - (Level 5) Affiliate of the City and Guilds of London Institute
- GCGI - (Level 6) Graduate of the City and Guilds of London Institute
- MCGI - (Level 7) Member of the City and Guilds of London Institute



Benefits

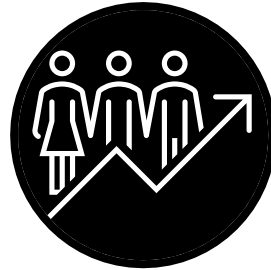
- Post-nominals are designations or letters placed after an individual's name to signify professional achievements and qualifications.
- Available for ILM qualifications and EPAs at Levels 4-7.
- Automatically awarded on completion of relevant qualification/ EPA with E-Certificate and Digital Credential.



Validation of Skills



Enhance Programme Value and Marketability



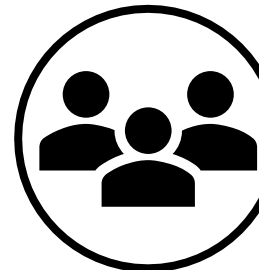
Enhance Employability; Career Progression



Attract New Learners



Lifetime Recognition



Improve Retention

Retrospective Awarding

Launch 28th April 2025

Learners certificated the launch date of 28th April 2025 should automatically be issued with the Post Nominal associated to their qualification level. Ensure learners have live email address and issue the e-certificate.

Eligibility

Learners certificated after 1 April 2024 can claim retrospectively either direct or through their provider.

Submission Process

Email customer@i-l-m.com with:

- First name & surname
- ENR
- Email address
- Certification date
- Qualification code
- Learners applying direct need to include some personal ID such as passport and copy of their certificate

Important Notes

- Ensure current email addresses are provided



What are digital credentials?

- Easy-to-share, online badges that showcase skills and achievements instantly.
- Fully verifiable and trusted proof of competency, anyone can confirm what a learner can do.
- Data-rich credentials that include detailed information about the qualification and learning outcomes.
- Ideal for sharing on LinkedIn and professional platforms to boost visibility and credibility.
- Poised to replace traditional CVs as the primary signal of learning achievement.
- Ensures learners are equipped for a digital future with modern recognition tools.



Importance of learner email addresses

To ensure learners receive their full benefits, it's essential to include their email addresses when registering in Walled Garden:

- Enables access to complimentary Studying Membership from the Institute of Leadership
- Receive link to their qualification digital credential
- Receive link for the Royal Charter Post Nominal credential (where applicable)

Registration guidance here:

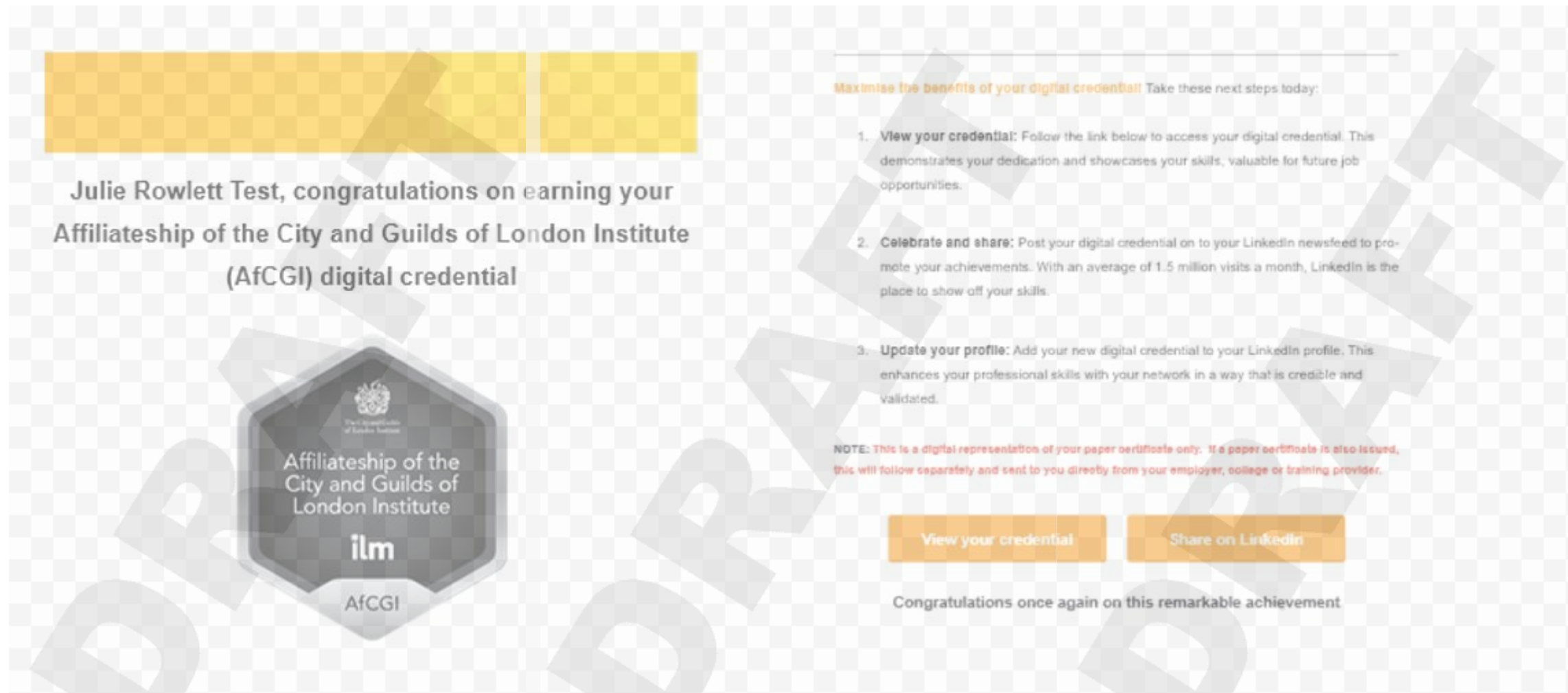
[Digital Credentials and Walled Garden](#)

For support with the bulk upload process to include email address, please contact the DCServiceTeam

dcserviceteam@cityandguilds.com

Informing your learners

Ensure your learners know they will receive an email from
ILM Digital Credentials <noreply@digitalcredentials.i-l-m.com



Sharing your Achievements: Digital Credentials



Digital credentials are digital forms of recognition issued as proof of authenticity, achievements, and learning.

Digital credentials are verified, data-rich proof of competency, containing comprehensive data:

- who has earned the credential
- learning evidence
- who has issued it

Celebrate success: Credentials can easily be shared via professional social platforms to showcase achievement, helping to build professional digital networks

CV for life: They are a great way to demonstrate your abilities

No more lost certificates: Digital credentials store your achievements safely and securely so you can proudly display them anytime, anywhere and with anyone.

- Guidance on digital credentials: [Digital Credentials | ILM \(i-l-m.com\)](https://www.ilm.com/digital-credentials)
- Learner guide to claiming credentials: [digital-credentials-quick-start-guide-pdf.ashx \(i-l-m.com\)](https://www.ilm.com/digital-credentials-quick-start-guide-pdf.ashx)
- Learner video about digital credentials: <https://youtu.be/haK8EW85J38?si=6ooVNq4jhyl6WbpZ>

Apprenticeship update

Funding update

Eric Oliver

Access to mapped resources

Julie Rowlett

New OFJT Rules

OTJ training hours will now be determined on a standard-by-standard basis

OTJ training figures in the DfE calculator assume the learner has no relevant prior learning

In setting the minimum requirement for each apprenticeship standard DfE considered a range of information, including current durations (both the IfATE typical duration and actual time on programme) and the volume of planned and actual hours being reported in the Individual Learner Record by providers.

A provider can deliver the published minimum number of hours over any timeframe (subject to meeting the minimum duration), without it impacting on the volume of OTJT required

Providers will no longer need to automatically extend the programme for a part time apprentice. However, the duration must be realistic and consider working hours



OFJT Transitional Period

Feedback from stakeholders flagged that time required to change delivery models and curriculum for some standards new OTJT hours, and to also engage with existing employers on this change, was too short.

Also, that in some instances, the required OTJT minimum hours had been set too high.

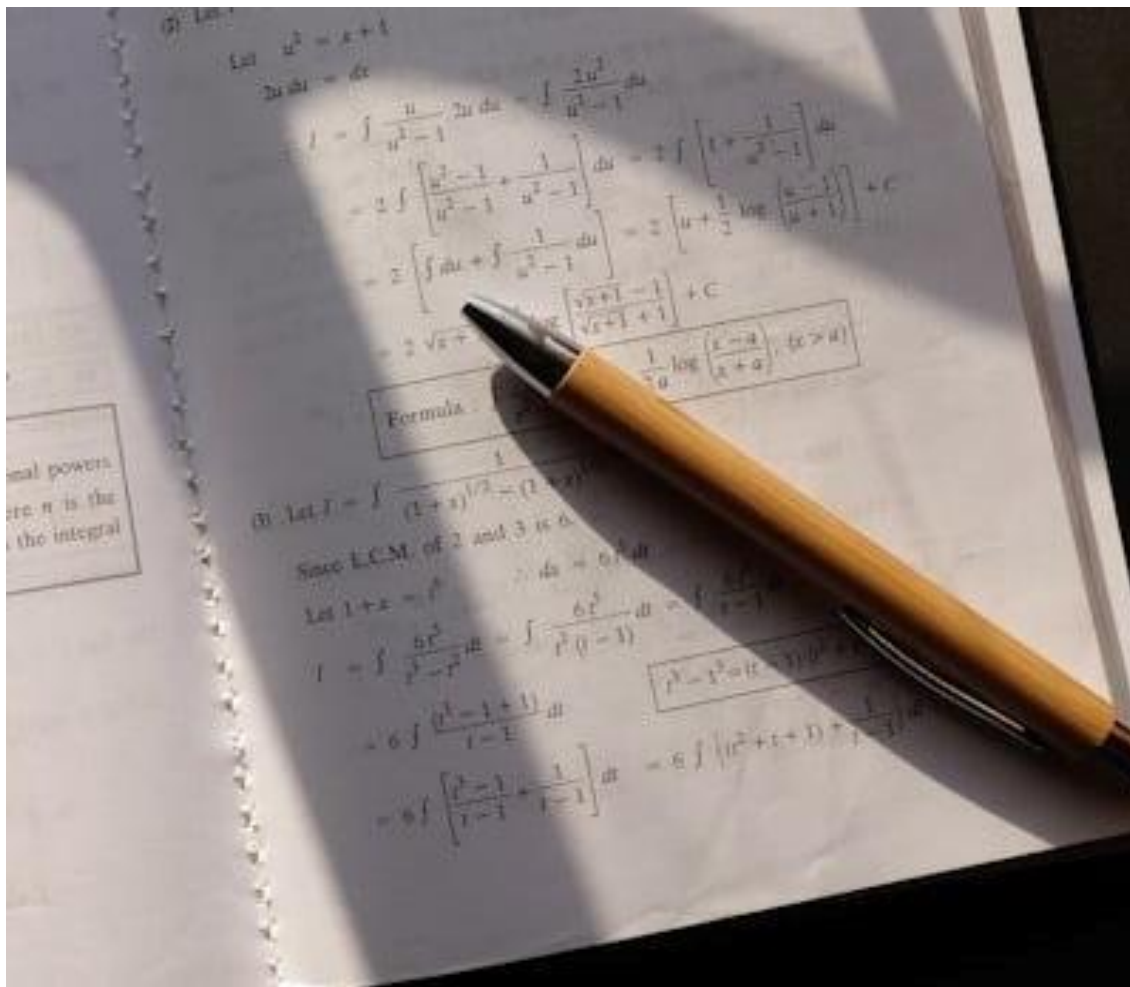
73 standards have been given interim revised OTJT training hours whilst SE and DfE review.

List of transitional OTJT hours for affected standards has been released.

The transitional OTJT hours apply until end of Dec 2025. DfE will confirm final OTJT hours list later this year for delivery from 1st Jan 2026.

Standard	Level	OFJT Min Aug-Dec 25	OTJT Min Jan 26+
Chartered Managed	6	835	926
Senior Leader	7	348	557

Functional Skills



Learners who started the apprenticeship aged 19+ no longer need to undertake functional skills

If not undertaking Functional Skills, the provider does not need to conduct a diagnostic assessment or seek evidence of the learner's prior achievement level

19+ learners can still withdraw from functional skills if they continue after the 1st April deadline:

- They must still attempt the FS assessment
- Circumstances which led to missing the deadline for withdrawal must be recorded in the training plan and re-signed by the provider, employer and apprentice.
- The provider must withdraw the learner back to their last day of FS learning.

EPA Reforms

The assessment process and plans will be streamlined in consultation with assessment experts, employers, providers, regulatory bodies and EPAO's so that:

- Assessment is more proportionate to the competency being tested and removes duplication.
- Where appropriate, assessment plans will be designed to allow a proportion of assessment to take place on programme by providers.
- Behaviours are signed off by employers.
- End point assessment and quality assurance remain independent.
- End-point Assessment Organisations (EPAOs) will continue to shape the assessment, design assessment materials, and ensure the validity of outcomes.
- The 80/20 funding methodology will remain in place. No standards will have the funding band reduced due to changes in the assessment plan.

These changes will apply to all apprenticeships, at all levels.



EPA Reforms – Key Takeaways

- Greater flexibility and innovation expected in assessment design and delivery.
- Requirement for synoptic assessment across all standards -proposed example is 40%
- Awarding organisations will be expected to design and develop all assessments
- Typically, 40% of total assessment should be externally marked (marked by the AO)
- Increased responsibility for marking will sit with the centre/provider.
- Potential for verification within centres, and in turn different approval criteria linked to verification model



Skills England Research Findings

Apprenticeship standards do not respond to sectoral changes quickly enough and that they should be developed and defined in a way that can cover new technology and processes as they are adapted by business – SE can create standard without a trailblazer group or EPAO consultation

Content and delivery frameworks can be too restrictive (e.g. in duration, delivery of off-site learning or curriculum content). Standards and delivery need to be more adaptable to meet employer's specific skills challenges.

Employers noted they would like to see further changes in these areas:

- Increase reactivity of training routes to keep pace with rapid changes in technology
- Develop bolt-on training to supplement prior learning and attainment, particular for AI, digital and transferable skills
- Build on the success of skills boot camps, to provide levy funded accelerated training programmes in priority areas skills areas.
- Reduce admin burden and complexity of apprenticeship system for employers

Apprenticeship Rules V2

8 months/187 OTJT Hours
new apprenticeship
minimum

Employer statement re-
introduced where under
delivery has occurred on
planned hours

187 Hours minimum for first
foundation apprenticeships

Level 7 Apprenticeships

Level 7s on the way out for people over 22

16–21-year-olds will be funded for some level 7 apprenticeships

Learners who have already started a level 7 will be funded to completion

Level 7 apprenticeships not funded nationally will remain available for employers to fund



Level 7 going forward

QUICK POLL



Resource mapping to apprenticeship pathways

Event: Discover the Full Potential of ILM Qualifications & Resources for Apprenticeships in England

Webinar: 1 August 2025, 09:00 AM BST

What You'll Discover:

- **Enhanced Qualification Mapping Guidance** - Learn how to design effective programmes and add real value with our updated qualification mapping support.
- **Brand-New Apprenticeship Mapping Tool** - Instantly align available resources with the latest *Team Leader* and *Operations Manager* standards, saving time and boosting impact.

Join our webinar



Join our upcoming webinar where we will share full details of our apprenticeship on-programme support and guidance documents.

[Sign up here - Registration](#)

Coming soon

ILM Assured Ready-to-Run programmes

Julie Rowlett



Exciting new proposition

Launching September 2025

- Short, bitesized programmes - approx 3 hours
- Programmes are already ILM Assured
- Aimed at managers and leaders looking to develop core skills in specific topics.
- Includes all materials for you to deliver straight out of the box:
 - Presentations
 - Facilitator notes
 - Wrap around resources.
- Can be delivered virtually or face to face
- Light touch approval for existing centres
- Digital credentials on completion
- One off approval fee, per learner registration fees and annual review fee.
- More information to follow

Programmes

- | | |
|-----------------------------------|------------------------------------|
| ➤ Coaching Skills | ➤ Building Resilience |
| ➤ Presentation Skills | ➤ Enabling High Performance |
| ➤ Navigating Uncertainty | ➤ Managing Effective Change |
| ➤ Storytelling for Leaders | ➤ Psychological Safety |
| ➤ Influencing Skills | ➤ Managing Hybrid Teams |

Expand your existing portfolio with high-quality, ready-to-deliver content.

Special interest groups & F:F networks

Julie Rowlett



Coaching and mentoring SIG

- Runs approximately every 8 weeks
- Informal coming together of ILM C&M customers
- No structured agenda
- An opportunity to share best practice, challenges etc
- Learn from others in the group

Contact julie.rowlett@cityandguilds.com to find out more.

C&M SIG 2025 dates for your diary

Monday 12.00 – 13.00 *

Monday 21st July

July C&M SIG

Monday 22nd September

September C&M SIG

Monday 17th November

November C&M SIG

Review of scheduling for 2026

Leadership and Management Special Interest Group

- Introduced a Leadership & Management SIG from February 2025
- Same format at C&M SIG:
- May cluster depending on level of interest and product focus
- Complete the links to join which can also be found on the ILM events page

Contact julie.rowlett@cityandguilds.com
to find out more.

Leadership & Management SIG dates

Monday 12.00 – 13.00*

- 15th September
- **Register here**
- 3rd November
- **Register here**

Review of scheduling for 2026

ILM Coaching & Mentoring CPD & Network Event

October November 2025

Booking link coming soon

What to Expect:

- Inspiring speakers & professional body representatives
- Network, share insights & earn a CPD Digital Credential

Event Details:

- Location: University of Wolverhampton, near Wolverhampton train station
- Parking: Free on-campus (first come, first served)
- Refreshments: Tea & coffee provided
- Lunch: Bring your own or buy on-site



Rethinking our quarterly updates Upcoming webinars & events

Julie Rowlett



Rethinking our quarterly updates

We're keen to hear
your thoughts.

A couple of questions
coming up.



Getting out to see you

'Coffee' & Chat

What's It About?

Join me for informal, face-to-face sessions designed to support ILM customers.

- Opportunity to discuss aspect of the portfolio
- Share feedback
- Connect with your Technical Advisor

Where & How?

- Held in easily accessible locations across the UK
- Booking via the Technical Advisor page on the ILM website – coming imminently.

I look forward to seeing you for a 'coffee' and a chat! The brew's on me!

Regional networks

We're keen to introduce regional face-to-face networks to bring ILM customers together for:

- Networking
- Sharing best practice
- Updates and insights

We'd love your input!

And here's another quick poll!!

Upcoming webinars and events

*

2025 ILM Customer Update

Date: Wednesday 15 October 2025

Time: 9:00am – 10:15am BST

[Registration](#)

*

Unlock the Full Potential of ILM Qualifications, Apprenticeships & Resources

Date: Friday 1 August 2025

Time: 9:00am – 10:15am BST

[Registration](#)

*

City & Guilds Level 2 Award in Wellbeing and Mental Health of Self and Others

Date: Tuesday 2nd September

Time: 12.00 – 13:00 BST

[Registration](#)

Recordings of all past webinars, customer updates and slides can be found on the website

[ILM Event Recordings](#)

[Keeping you informed with our customer webinars and updates | ILM Events](#)

Annual price review: Changes from 1 September 2025

How our pricing is changing

We're committed to delivering high-quality qualifications, supported by best-in-class digital platforms and resources. Our reputation for outstanding customer service is built on the strength of our people.

We know how much our customers value direct access to our technical experts, business managers, EPA partners, and customer service team.

We regularly review our fees to stay fair and competitive, while continuing to offer exceptional support through:

- Free network meetings & workshops
- Funding guidance & curriculum support
- One of the widest ranges of free live webinars in the sector

[News and blog – ILM](#)

Pricing review

Pricing Update – Effective from 1 September 2025

As in previous years, a **price increase** will take effect from the new academic year.

Updates will be shared by **August**.

Please contact your **Business Manager** or your **City & Guilds/ILM contact** if you have any questions.



Your Voice

City & Guilds insight
community



Your Voice

Join the City & Guilds insight community

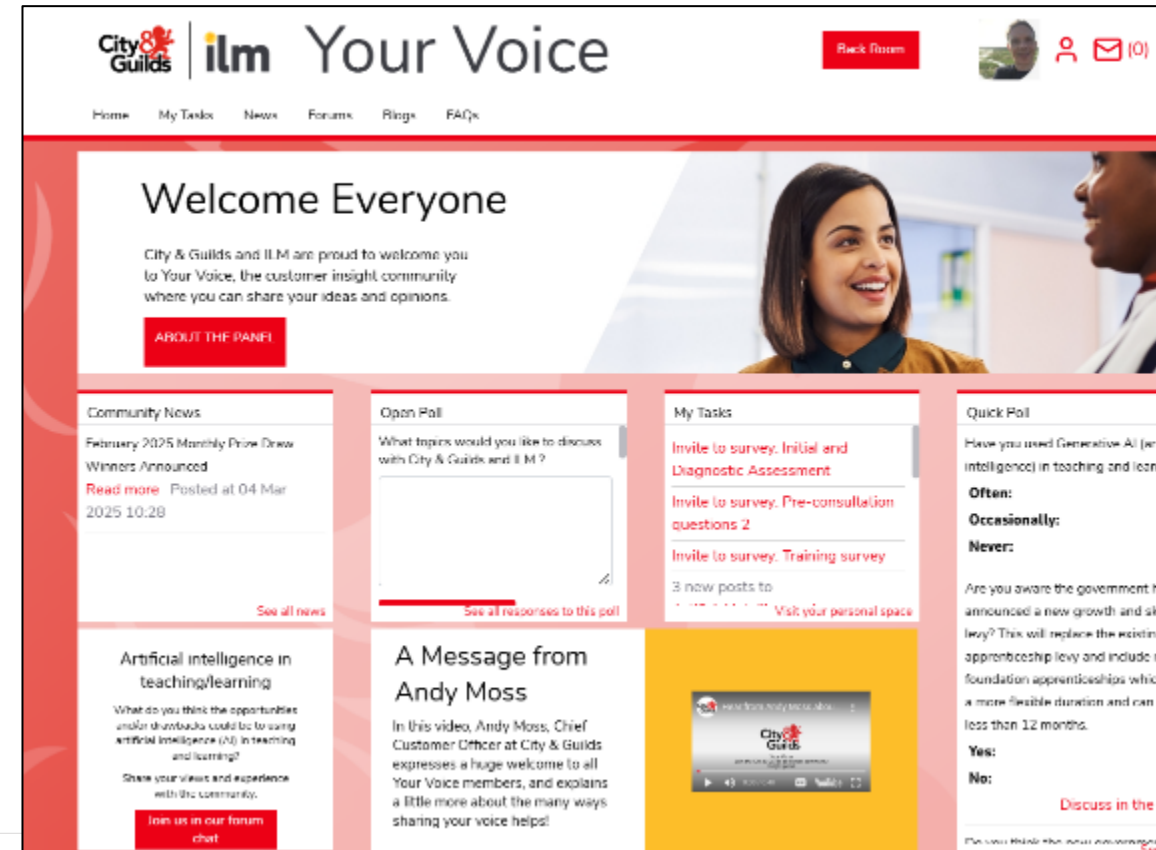
Your Voice is our customer panel that helps us put you at the centre of business decisions

We're building a community of customers who want to engage with us – and each other – to help improve our products and services.

We want you to help us make it easy to work with City & Guilds

This community is for:

- City & Guilds and ILM customers based in UK and Ireland – all roles welcome.
- Assured and recognition services customers.



Can you help shape the future of City & Guilds and ILM?

Join our friendly community of customers today and you can:

- Engage with us directly and with sector colleagues in a genuine two-way conversation
- Help shape the products and services we offer
- Suggest ideas and solutions on topics that matter to you
- Take part in varied engaging activities on an easy-to-use digital platform
- Interact with City & Guilds senior managers directly



Rewards for taking part



Easy to use online platform



Get feedback on the actions we're taking

Sign up here or scan
below



By joining the **Your Voice** community your input will help us to help you and your learners in so many ways.

Keep in touch via our updates and channels



Sign up to receive funding and leadership and management updates



@ILM_UK



@ilmuk1

Questions





Thank you