



January 2020

The latest update from ILM



A word from Joseph Ballantine

Firstly, a very Happy New Year to you and all our Centres and Providers across the globe. As we start the new calendar year, we reflect on what has been a busy year for ILM.

As we continue to settle into our new operating model and ways of working, we'll continue to communicate with you to ask your views on how we're performing in serving your business needs.

We're very excited about this year's Annual Apprenticeship Conference (AAC) that City & Guilds and ILM are headline partners for. If you haven't already booked your space, we highly recommend you do, and we're looking forward to seeing you there.

We're proud to see the significant progress being made by our customers who are embracing our new suite of Coaching and Mentoring qualifications. The purpose-built delivery packs have done well, and we're thrilled to hear your feedback.

Throughout 2020 we'll be focusing on you and ensuring you receive the support you need. In this newsletter, we have some exciting news and some great content for you to digest.

Kind Regards,
Joseph Ballantine

Industry Manager



Regional events

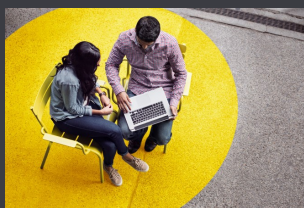
We want to say a huge thank you to everyone who attended our regional network events in November.

It was great to connect with you personally, and we'd like to thank you for completing our feedback survey – we received some invaluable insights that will help us to improve our future products and services.

Some of the key points that came out from this survey are:

- the importance of meeting us and putting faces to the names
- information around end-point assessment (EPA)
- changes and apprenticeships
- online events should take place three times a year.

[Register for webinar events here](#)



Introducing our quarterly update webinar series - starting this January

To ensure that you're kept up to date on our products and services we're launching our quarterly customer update webinar series. Where we'll be hosting a webinar update every quarter, starting with our first quarterly

Date: Thursday 30 January 2020

Time: 09.00 - 10.00

This online event will be hosted by Joseph Ballantine, Industry Manager and Karen Egan, Technical Advisor.

Book your place now



Introducing our newly appointed Technical Advisor, Karen Egan

Karen has been with ILM since 2014 and has recently moved into the role of a Technical Advisor. Karen is a qualified executive coach and has worked within leadership and management for over 10 years. She's passionate about her work and values the importance of leadership and management as well as Coaching and Mentoring.

In her role as Technical Advisor, Karen will share her passion and knowledge of the sector and our offer, so that you can develop your learners to be the best leaders, managers and coaches that they can be.

Karen will be hosting several network events across the UK, and she's keen to hear your ideas on topics you'd like her and the team to cover. Share your ideas with Karen.

Karen.Egan@i-l-m.com

Autumn webinar series recordings

Last year we launched our autumn webinar series, so far, we've hosted:

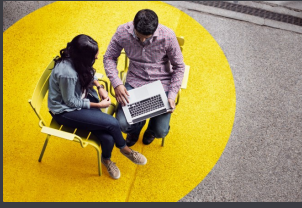
[Funding and Policy Update](#), hosted on 26 September

[Level 3 Team Leader / Supervisor EPA Update](#), hosted 1 October

[Level 7 Senior Leader EPA Update](#), hosted 15 October

[Customer Update](#), hosted 1 November

[explore the benefits on The Institute of Leadership and Management's studying membership](#), hosted 5 December



Coming soon: register your preferences and we'll keep you posted

We're committed to keeping you informed with relevant information that matters to you. That's why we're developing our new preference centre.

How it works

Tell us what you would like to receive information about and we'll send updates straight to your inbox. You'll simply need to register your preferences via our online form. We'll let you know once this is ready.

[Book your place now](#)



Coaching and Mentoring Network events coming soon

We're delighted to announce that we will be hosting some Coaching and Mentoring networking meetings.

These events will allow you to meet with our Coaching and Mentoring Technical Experts and network with other Coaching and Mentoring professionals.



The Institute of Leadership and Management

The Institute of Leadership and Management (The Institute) has been working hard this autumn and has produced several leading articles. Don't forget to stay up to date with the latest news, views and thought leadership from the Institute.

If you haven't already, please activate your 'Tutor Membership' with The Institute. You'll receive additional newsletters providing you with specific updates about tutor resources to support you in delivering ILM qualifications.

[The Institute news and views](#)

[View latest tutor newsletter](#)

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