



October 2020

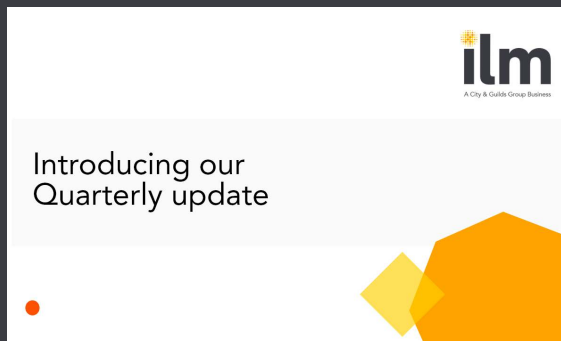
## The latest update from ILM

### A word from Joseph Ballantine

Firstly, I hope this email finds you, your family, your colleagues and your learners safe and well.

If you missed our previous update, you can read our [ILM quarterly update in June here](#). We have prepared a short introduction video covering the latest news and updates.

[Watch our video below](#)



Best regards,

Joseph Ballantine ILM  
Industry Manager



### Don't miss our purpose driven leadership webinar

**Date: Tuesday 6 October 2020**

**Time: 10.00 - 10.40 (BST)**

Purpose driven leadership - identifying impactful leaders during Covid-19  
Covid-19 has uncovered a self-confident society, not promoting 'strong leaders' but seeking leadership from everywhere. Join Nick Cutland, Director of Quality at ILM, along with academics and business leaders on 6 October, to reflect on what we can learn from the leadership styles that emerged during the pandemic.

[Book your place now](#)

### There's still time to register for our quarterly update webinar

Join our quarterly webinar for the latest ILM products and services update. There will also be opportunity for Q and A.

The webinar is aimed at all ILM customers; including Tutors, Head of Centre/Departments, Quality team, Programme managers and anyone connected to ILM.

This online event will be hosted by:



Joseph Ballantine  
Industry Manager



Jill Hansen  
Technical Advisor



Karen Egan  
Technical Advisor

[Book your place now](#)

You can register for all of our webinars via our events page: [ilm.com/news-and-events/events](https://ilm.com/news-and-events/events).

You can access our past webinars from our [recording page](#).



### New Guide to fees

Our new guide to fees is now available on our website.

We regularly benchmark our fees to ensure they remain highly competitive, and all profits are reinvested to drive innovation in leadership and management learning and development.



### Important update: change to the Quality inbox email address

As a part of our ongoing alignment of City & Guilds and ILM centres we are updating the email address for quality enquires. We will phase out the use of [qualityILM@i-l-m.com](mailto:qualityILM@i-l-m.com) and will be communicating with you very soon with a new email address to use. Once we have communicated the revised address this should be used with immediate effect. It would be really helpful if you can advise your wider team of the imminent change and then advise them all once the new email address is available.



### ILM Assessment Service

We'd like to introduce Charlotte Okwera as the new service owner for our ILM Assessment Service.

Charlotte will lead the service which provides an efficient and quality-assured way to mark your assessments. Our team of qualified assessors and lead assessors mark your learners' assessments and provide feedback against each assessment criterion. It includes access to an easy to use portal to submit assessments and receive results and feedback.

The service is available for several of our most popular qualifications, including Leadership and Management from Levels 2 to 5 and Coaching and Mentoring. See page 13 and 14 of the [Guide to Fees](#) for details of qualifications available with the ILM Assessment Service.

Charlotte will be focusing on service improvements to make an even better customer experience for our centres. The first change is to streamline your enquiries through just one email and contact number.

Website updates coming soon and we'll keep you updated.

If you'd like more information about the service or to contact Charlotte please get in touch on 01543 266 867 or by email [customer@i-l-m.com](mailto:customer@i-l-m.com).



## Supporting digital delivery

ILM are committed to supporting providers and centres as they make the transition from traditional face-to-face learning models to remote delivery. From digital learning and content, to remote invigilation and digital credentials, we can help you take your delivery online.

[Find out more about what we offer](#)

[Check out our video on digital](#)



## Flexible Assessment

Over the past few months we have received an increasing number of queries, relating to making changes to assessment methods for units within ILM qualifications.

We want to take this opportunity to remind our centres of the process to follow.

Each ILM Unit has an assignment brief which suggests assessment via either a written piece or a presentation. If you wish to propose an alternative assessment method you are free to do this using a Change of Assessment form which provides the rationale for the change and should be accompanied by the proposed assignment brief for learners. Please note that the Assessment Criteria must remain unchanged and the assessment must be capable of being assessed using the original ILM mark/result sheet.

Another alternative to changing the assessment method is to Integrate units. A single integrated assessment instrument can be designed to assess two or more units. A rationale is needed for integration as this is not suitable for any combination of units. The usual logic is either sequencing (i.e. one unit naturally follows and builds on another) or overlap (i.e. common ground between units).

It is a requirement that it must always be possible to award unit credit. Even when a learner does not pass an integrated assessment overall, they he/she may well have passed one of the units from which it was comprised. Therefore, all integrated assessments must be capable of de-construction back to unit level to identify unit achievement. This involves simply tracing each assessment criterion back to its original unit and then, for each unit, totaling the marks given for the criteria relevant to that unit.

If you would like more information on this please contact your Quality Team. Alternatively, email our Customer Services Team at [customer@i-l-m.com](mailto:customer@i-l-m.com).

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## e-Certificates

### Update

We're pleased to confirm that ILM will continue to issue e-Certificates moving forward. You can continue to use MyCertis to download PDF copies of the e-Certificates.

### Results, information and e-Certs

If you need to download certificates for your learners, please refer to our [e-certs service](#).

Our e-certs are globally accessible, totally secure and completely reliable. They can be verified by visiting the [e-Certification verification web page](#) and manually entering the learner name and certificate authentication code.

If you have any issues, please contact our Customer Services team at [customer@i-l-m.com](mailto:customer@i-l-m.com) so we can continue to support you.

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## Introducing Portfolio Plus: supporting your qualifications delivery online

Following the publication this month of an extract from our [Recovery and Resilience report](#) on digital delivery we have been developing a new content and e-portfolio solution to support your qualifications delivery.

Portfolio Plus covers a number of qualifications including the Level 2 Award and Certificate in Leadership and Team Skills and will be available at the beginning of this month.

We will be offering ready-made content, mapped to specific AEB funded qualifications, to support learners, and save you time and effort in creating your own learning resources.

[Find out more on our Portfolio Plus webpage](#)

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## Coaching and Mentoring: Special Interest Groups

We are delighted to report that we have now held two successful meetings of the Coaching and Mentoring Special Interest Group the first in July and the second in September. We plan to continue to meet monthly and this is shaping up to be a very valuable gathering of like-minded colleagues looking to discuss everything related to coaching and mentoring, sharing ideas, practice and even resources.

Whilst these meetings are facilitated by ILM staff, they will not appear on our events page as they are not ILM events in the usual sense. There is no planned content and we are there as members of the group to offer our opinion and guidance in relation to the qualifications. If you are interested in joining us, please contact [Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com).

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## Updates on revisions to the Apprenticeship end-point assessment (UK only)

### Team Leader (Level 3)

We are pleased to say that we opened to registrations for version 2 at the end of July. Throughout July Karen Egan hosted a series of webinars to support our EPA customers prepare for the new assessment plan.

If you missed any information on the launch of the new Team Leader assessment plan you can [view a summary message from Karen Egan here](#).

### Operations Departmental Manager (Level 5)

The assessment plan for this standard is still under review but is now nearing completion. We will soon be able to share more detailed news on the new assessment plan and our planned roll-out.

### Chartered Manager (Level 6)

The assessment plan for this standard is also still under review but has been paused for the time being while the focus is on the Senior Leader review.

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### Senior Leader (Level 7)

At the request of the Secretary of State for Education this apprenticeship standard is currently being revised to ensure it is fully compliant with the Institute of Apprenticeship and Technical Education policies.

The review on Senior Leader has covered both the standard and the assessment plan and has been progressing at pace. The new standard has now been published and is available [available here](#).

We are in the final stages of agreeing the revised Senior Leader Standard and Assessment Plan with IFATE as part of the Trailblazer Group and expect it to be fully approved by the end of the year and open for registrations around February 2021. This will give providers time to develop new programmes following final publication. If you would like to share your views on this, please contact [Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com).

For a detailed summary of progress, read this [blog](#) from IfATE Relationship Manager, Sally Timmins.

### Coaching Professional (Level 5)

As previously reported the above apprenticeship is now approved. Although ILM currently will not be offering an EPA service for this Apprenticeship we are pleased to share with you that we have undertaken a [detailed mapping exercise](#) which clearly demonstrates where the ILM Level 5 Certificate in Effective Coaching and Mentoring meets the requirements of the Standard. This means that our customers can use this as part of their on-programme development for apprentices. We have highlighted where there are gaps between the requirements of the qualification and that of the Standard so that additional content can be included.

We also have a full set of purchasable delivery and learning resources available for the tutor and apprentice, which will provide you with expertly designed resources to deliver the ILM Level 5 Certificate in Effective Coaching and Mentoring.

All apprentices that undertake an ILM qualification will also be eligible for student membership from the Institute of Leadership and Management, which gives access to a research backed catalogue of resources. Tutors will also be eligible for tutor membership and access to the tutor toolkit.

Apprentices can become a member of the European Mentoring and Coaching Council (UK) at a discounted rate, which will further enhance the apprentices' exposure to EMCC's professional coach community and professional resources curated by EMCC. If you have any questions, please contact [Jill.Hansen@i-l-m.com](mailto:Jill.Hansen@i-l-m.com).

### Guidance from our Lead Independent End-Point Assessors (LIEPA's)

We're delighted to share the latest edition of our EPA customer reports. The purpose of these documents is to provide our EPA customers with feedback on the performance of apprentices for both 9308-12 Level 3 Team Leader Supervisor and 9309-12 Level 5 Operations Departmental Manager.

They have been designed to be used as a feedback tool for EPA customers who have apprentices on the above-named standard. It highlights areas of good performance, as well as areas for improvement for each assessment method within the standard. In addition, it offers recommendations and advice for EPA customers.

[Download the Team Leader report](#)

[Download the Operations Departmental Manager report](#)

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## Centre declarations for External Quality Assurer (EQA) visits

In agreed circumstances, for some EQA activities, we may need to undertake face-to-face activities. We have put in place an online declaration form for centres to complete which will provide assurances that the venues in which EQA activities are to take place meet government health and safety guidelines for Covid-19. The centre declaration must be submitted in advance and kept on your centre file. Should you need to undertake a face-to-face EQA activity, please fill out the online declaration form.

[Online declaration form](#)

## Traineeships (UK only)

### Help your learners start their career with a Traineeship from City & Guilds

Traineeships are a short programme with a minimum duration of six weeks and a maximum of six months. They are aimed at 16 to 24 year-old-learners who need support in developing their learning and skills, to subsequently help them to progress to an apprenticeship, employment or further education.

In response to economic challenges following the COVID-19 pandemic, the government has pledged to expand its existing Traineeship scheme to provide 30,000 new traineeships under a new funding boost to help young people in England get work experience.

We have a wide range of resources to support your learners kickstart their career with a traineeship.

To help you discover more, you can always get in touch with our team on the details below. Alternatively, you can learn more about City & Guilds Traineeship offer at [cityandguilds.com/traineeships](https://cityandguilds.com/traineeships).

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## Reminder that our Leadership and Management qualifications have been updated

As you are probably aware, we revised our Coaching and Mentoring suite of qualifications recently and we have now replaced the expired coaching and mentoring knowledge units within our Leadership and Management qualifications with the current versions. Learners now have the option to include the current coaching and mentoring knowledge unit as an optional unit in their programme of learning.

The expired units will still be available to claim on Walled Garden for those that wish to Accredited Prior Learning (APL) these units where they have been previously achieved.

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## Maximise your students career development (UK only)

Enhance your student's experience through ILM dual-accreditation

[If you missed our previous update you can read it here](#)

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## A quick reminder about our partnerships

### The Institute of Leadership & Management

Don't forget that all ILM learners registered onto an ILM qualification are eligible to have access to studying membership with The Institute of Leadership & Management. Access to studying membership will open doors to a range of resources to develop leadership skills, boost confidence and enhance the learning experience.

The Institute have recently published their guide to online learning. Also, look out for news about International Leadership Week, hosted by The Institute. The four-day, global, online event will feature international thought-leaders and business leaders exploring how leadership can meet the economic, social and environmental challenges the world now faces.

[Read the last news from The Institute](#)

[Visit our webpage for more information on how to activate your membership](#)

One of the exciting new guides developed by The Institute of Leadership & Management is their guide to Online Learning.

[Download the guide](#)

### International Leadership Week

Join the four-day, global, online event featuring international thought-leaders and business leaders exploring how leadership can meet the economic, social and environmental challenges the world now faces. #LeadershipWeek20



### European Mentoring and Coaching Council - UK

Remember, all ILM learners undertaking an ILM Coaching and Mentoring qualification can access discounted membership to EMCC.

Don't forget to stay up to date with the latest blogs from the EMCC.

[Read the latest EMCC blog](#)

[Visit our webpage for more information](#)

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## Are you looking for funded ILM qualifications? (UK only)

You can find key information about funding, the rules that apply and the eligibility criteria for accessing skills funding in the UK and download our funded courses catalogue from our funding page.

[Find out about ILM funded courses](#)

Register your email preferences today  
Get the latest updates straight to your inbox

Register now 

