



Quarterly Update

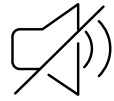
15th October 2025

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

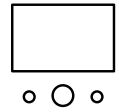
Please add your questions into the question function on the control panel. Will we endeavour to answer all questions although will follow up with the usual Q&A with the webinar recording.

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

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Julie.Rowlett@cityandguilds.com



Joe Ballantine
ILM Product Manager

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Brett Keegan
ILM Product Manager

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Qualification *update*

Brett Keegan and Julie Rowlett

- Leadership & Management
- Level 2, 3 & 5



New suite of Leadership & Management qualifications

- Development underway of new Leadership & Management qualifications at Level 2, 3 & 5 – due to go live in January 2026.
- 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 Oct-Dec to provide updates ahead of the launch in January 2026.

Sign up to our webinar series

We will be launching a refreshed suite of qualifications from Levels 2 to 5 in January 2026, designed for flexibility and evolving learner needs in the modern workplace.

Join our three-part webinar series starting 30 October to learn more.

[Visit our website to learn more](#)

Webinar series – October to December

- **Introduction to the new ILM Qualification Suite for 2026**
30 October – 12 noon to 1pm - [Registration](#)
- **Portfolio Approaches & Inclusive Assessment**
19 November – 12 noon to 1pm – [Registration](#)
- **Support Resources to Help You Deliver**
9 December – 12 noon to 1pm - [Registration](#)

The screenshot shows the ILM website with the following content:

- Header:** ILM by City & Guilds logo, navigation links (Show me information for, Contact us, Help and support, Guides and Resources, Visited Section), and a search bar.
- Main Navigation:** Home, Working with ILM, **Qualifications**, Apprenticeships, Trainers and Centres, Recognition Services, Assessment & Resources, News and Events.
- Breadcrumb:** Home > Qualifications > Leadership and management > Lead the future with new leadership & management qualifications
- Hero Section:** "Lead the Future with ILM's New Leadership & Management Qualifications (Levels 2-5)" with a "Register now for webinars" button.
- Text:** "Human-centred leadership for a changing world. In an era now shaped by AI, automation, and hybrid work, effective leadership is more than knowledge – it's about how you lead. ILM's refreshed qualifications, due to go live in early 2026, are designed to equip learners with the practical, future-ready skills and knowledge that today's workplaces demand. To support your delivery of these new qualifications, we're hosting a three-part webinar series ahead of the launch. Join us to discover how our new qualifications can empower the next generation of leaders."
- Webinar Series:**
 - Webinar 1:** Introduction to the new ILM Qualification Suite for 2026. 30 October – 12pm to 1pm.
 - Webinar 2:** Portfolio Approaches & Inclusive Assessment. 19 November – 12pm to 1pm.
 - Webinar 3:** Support Resources to Help You Deliver. 9 December – 12pm to 1pm.

Roadshows: Bringing our qualifications to you

Early 2026 we will arrange a series of Face-to-Face events to go through the detail of the new qualifications across the UK.

Dates and venues will be confirmed early December 2025.



Coaching *and mentoring*

Redevelopment

Current portfolio and scope of redevelopment

| Suite No | Qualification title | Scope |
|----------|--|--------------------------------|
| 8584 | <ul style="list-style-type: none"> Level 2 Award in Effective Mentoring Skills | Not included for redevelopment |
| 8585 | <ul style="list-style-type: none"> Level 3 Award in Effective Coaching Level 3 Certificate in Effective Coaching | In scope |
| 8586 | <ul style="list-style-type: none"> Level 3 Award in Effective Mentoring Level 3 Certificate in Effective Mentoring | In scope |
| 8587 | <ul style="list-style-type: none"> Level 3 Certificate in Effective Coaching and Mentoring | In scope |
| 8588 | <ul style="list-style-type: none"> Level 5 Certificate in Effective Coaching and Mentoring Level 5 Diploma in Effective Coaching and Mentoring | In scope |
| 8589 | <ul style="list-style-type: none"> Level 7 Certificate for Executive and Senior Level Coaches and Mentors Level 7 Diploma for Executive and Senior Level Coaches and Mentors | In scope |
| 8590 | <ul style="list-style-type: none"> Level 7 Certificate for Coaching Supervisors Level 7 Diploma for Coaching Supervisors | Not included for redevelopment |



Core areas of *improvement*

Accessibility

- Simplify documentation, guidance and requirements
- Use clearer language to ensure no ambiguity

Content

- Update theories and models to reflect up-to-date thinking and practice including areas such as systemic coaching, team coaching, coaching culture, psychological safety, digital coaching, AI, diversity, wellbeing and organisational impact models
- Strengthen links to the Global Code of Ethics and professional competency frameworks (ICF, EMCC, AC).
- Update guidance on appendices and peer supervision.

Core areas of improvement

Assessment

- Streamline repetitive assessments into Portfolio
- Clarify client requirements.
- Provide standardised templates
- Ensure consistent requirements for a coaching profile across levels.
- Consider increasing minimum client numbers and coaching hours for the qualifications leading to professional practitioners
- Clarify peer supervision expectations and standards.



ILM Coaching & Mentoring CPD & Network Event

What to expect

- Challenging Coaching - Author Ian Day
- Research into Digital Coaching - Dr Karine Mangion-Thornley UWE Bristol
- Transformative learning – Sarah Bailey of EMCC
- Neurodiversity in Coaching
- Coaching Supervision – Led by Judith Barton
- Professional body membership route: EMCC, Universal Coaching Alliance, Institute of Leadership

[Save your spot](#)



Event details

- Date: 11th November 2025
- 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

Supporting *the nations*

We are..

Supporting the nations

L7 now designated and available on QiW

[Award](#)

[Certificate](#)

[Diploma](#)

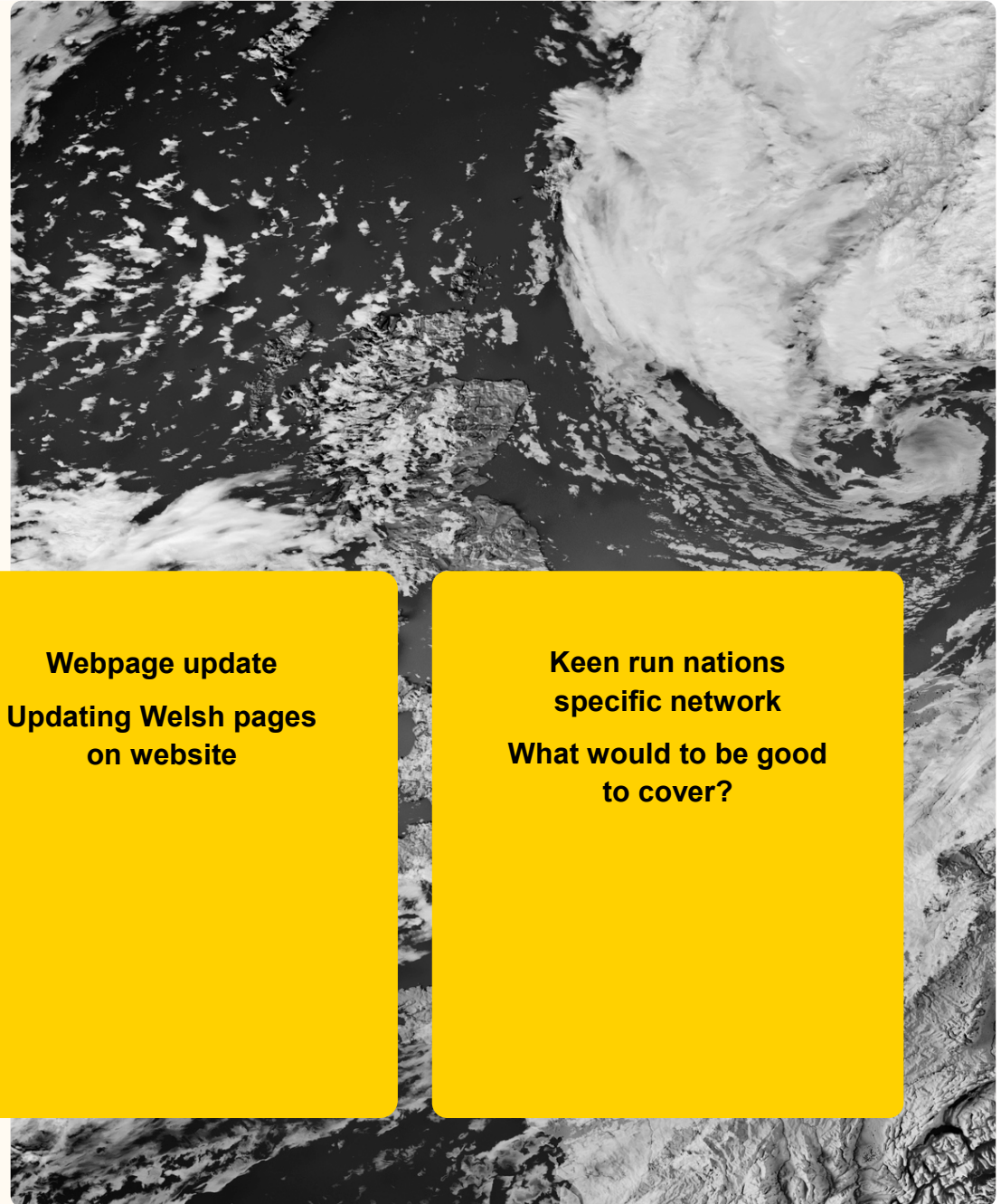
[Extended Diploma](#)

New qualifications referenced earlier will be available to all customers.

We intend to retain all provision in place for apprenticeship frameworks across Wales and Northern Ireland.

**Webpage update
Updating Welsh pages on website**

**Keen run nations specific network
What would to be good to cover?**





What would you like see to included in the Nations webpages?

Do not edit
How to change the design

① The Slido app must be installed on every computer you're presenting from

slido



What are you current pain points in the Nations?

Do not edit
How to change the
design

① The Slido app must be installed on every computer you're presenting from

slido



We are keen to run Nations networks. Where would you like to see them held and what would you like to be included?

Do not edit
How to change the
design

ILM Assured *skills workshops*

Julie Rowlett



Exciting new proposition

- Short, bitesized workshops
- Programmes are already ILM Assured
- Aimed at anyone 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 on our [website](#)

Workshops available

10 high-impact, 3-hour workshops

Focused on solving real-world leadership and management Challenges. Expand your existing portfolio with high-quality, ready-to-deliver content.

Coaching skills

Managing stress
to build resilience

Presentation skills

Enabling high
performance

Navigating
uncertainty

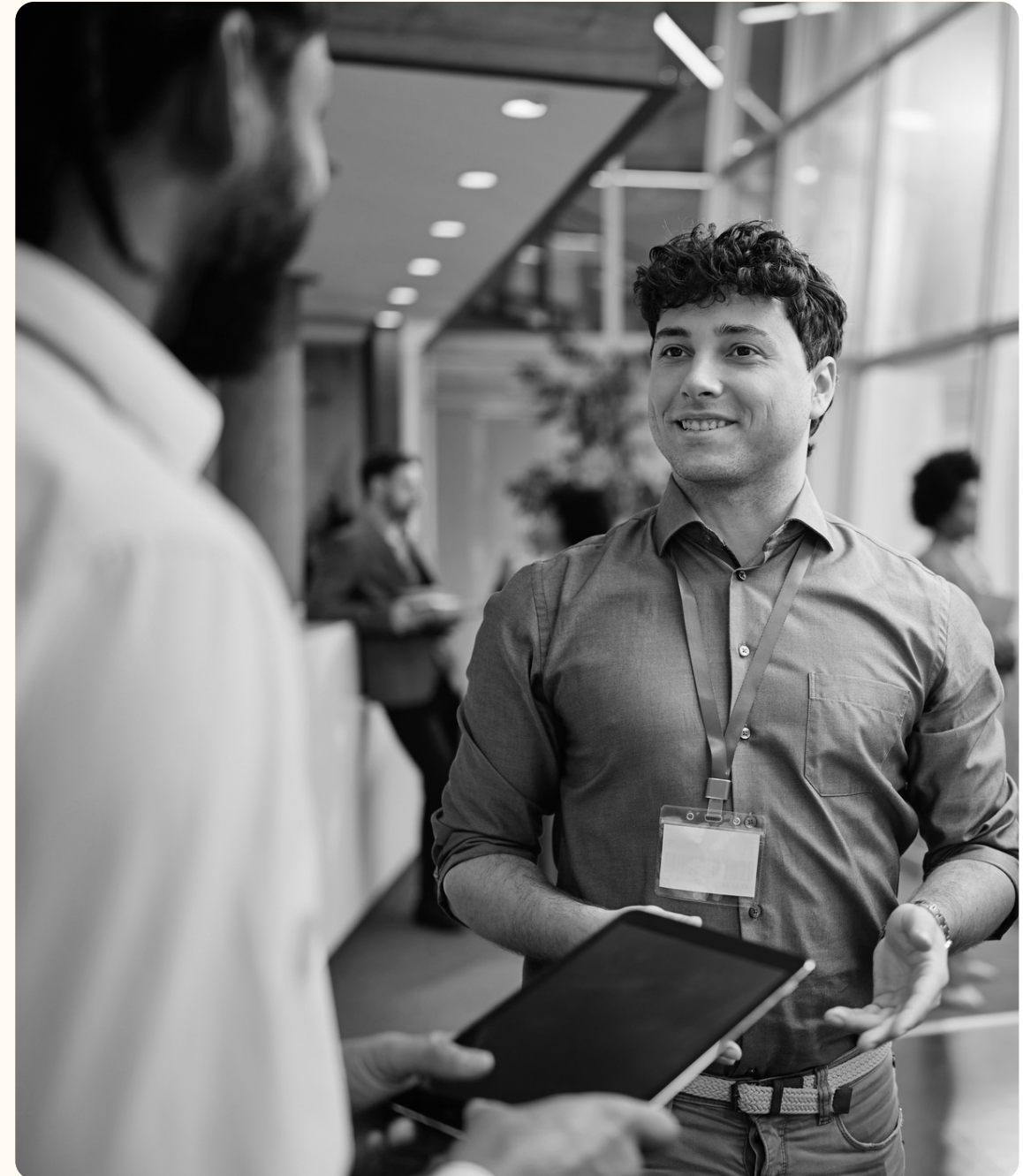
Managing
effective change

Storytelling for
leaders

Psychological
safety

Influencing skills

Managing hybrid
teams



Royal Chartered
Post-Nominals

Lifetime professional *recognition*

In April we were delighted to 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

Overview

- 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.



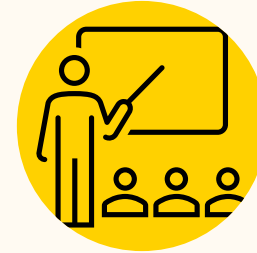
Validation of skills



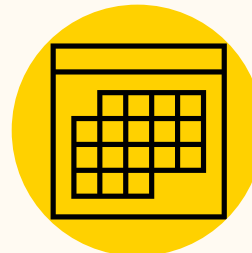
Enhance programme value and marketability



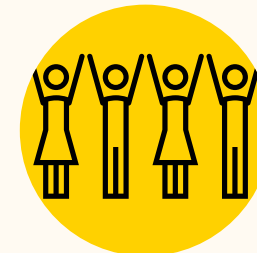
Enhance employability and career progression



Attract new learners



Lifetime recognition



Improve retention

Retrospective awarding



Launch 28th April 2025

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

Eligibility

Learners certificated after 1 April 2024 can be claimed 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)

Additional support

Registration guidance:

[Digital Credentials and Walled Garden](#)

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

dcserviceteam@cityandguilds.com



Important

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.

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.

Resources

- [Guidance on digital credentials](#)
- [Learner guide to claiming credentials](#)
- [Learner video about digital credentials](#)

Institute *of Leadership*

Update to data processing



Institute of Leadership: new resources and changes to data transfer

- On November 10th, the Institute of Leadership will launch a new website with a host of exciting new resources
- From this date, an email address is a mandated component of data transfer from ILM to IoL
- Where registrations do not include an email address, learners will no longer be able self-activate
- Input email address when registering either individually or using bulk upload process
- Considering extending window of data transfer from 1 day to 5
- Tutor's self-serve so membership activation is immediate

Poll



Apprenticeship *update*

Joe Ballantine

EPA focus (versions, support and reforms)

Apprenticeship versions

| | Standard Reference | V1.0 | V1.1 | V1.2 | V1.3 | V1.4 |
|--|---|---|--|--|--|---|
| Team Leader (current v1.4 max funding £5'000) | ST0384 Typical duration to gateway: 15 months (this does not include EPA period) | Latest start date 03/03/2019 | Latest start date 24/06/2020 | Latest start date 18/09/2024 ILM EPA code: 9308-22 | Latest start date 24/09/2024 ILM EPA code: 9308-33 | Current version: Starts from 25/09/2024 ILM EPA code: 9308-33 |
| Operations Manager (current v1.4 max funding £9'000) | ST0385 Typical duration to gateway: 24 months (this does not include EPA period) | Latest start date 03/03/2019 | Latest start date 20/10/2020 | Latest start date 18/09/2024 ILM EPA code: 9309-22 | Latest start date 24/09/2024 ILM EPA code: 9309-33 | Current version: Starts from 25/09/2024 ILM EPA code: 9309-33 |
| Chartered Manager (current v1.1 max funding £22'000) | ST0270 Typical duration to gateway: 48 months (this does not include EPA period) | Latest start date 05/02/2023 | Current version: Starts from 06/02/2023 ILM EPA code: 9310-12 | | | |
| Senior Leader (current v1.2 max funding £14'000) From 1 st January 2026 funding will only be available for 16–21-year-olds | ST0480 Typical duration to gateway: 24 months (this does not include EPA period) | Latest start date 28/23/2021 ILM EPA code: 9311-12 | Latest start date 06/06/2021 ILM EPA code: 9311-22 | Current version: Starts from 07/06/2025 ILM EPA code: 9311-22_1.2 | | |

What are you waiting for...

Senior Leader funding – Time is running out...

With public funding for Level 7 apprenticeships ending in January 2026 for learners aged 22+, there's a limited window to act.

At ILM, we're open for business and fully prepared to support your Senior Leader apprenticeship registrations. We have the capacity, the expertise, and the commitment to help you navigate this change with confidence.

We only charge a small registration fee upfront - most of the cost is deferred until completion, giving you greater flexibility and control.

And to recognise your learners' achievements, we offer lifetime ILM post-nominals and digital credentials - a powerful way to showcase leadership expertise, with no annual membership fee.



Why not...

Maximise impact with mapped resources from the Institute of Leadership

Why mapping matters

Our partnership with The Institute of Leadership offers a powerful Excel-based tool that maps leadership resources directly to apprenticeship standards. Easily filter by KSBs, responsibilities, and assessment methods to save time and enhance programme design.



Emotional intelligence

Strategic thinking

Coaching and mentoring

Risk management

How do we...

Maximise impact

For Providers

Save Time: Pre-mapped resources eliminate manual effort

Tailor Delivery: Filter by what matters most to your programme

Boost Quality: Confidently deliver standard-aligned, high-impact learning

For learners

Personalised learning: Choose from worksheets, podcasts, articles, and events that match individual learning styles.

Aligned learning: See how resources map to KSBs to support development and growth.

Gain recognition: Access complimentary studying membership with The Institute of Leadership and career-long development opportunities through the option of professional membership.



What's the offer..

Free studying membership with The Institute of Leadership

All ILM leadership qualification and apprenticeship learners get complimentary access to The Institute's studying membership.

Enjoy:

- A network of leaders, managers, and mentors
- Award-winning e-learning and leadership tools
- Support for lifelong development and career growth

As a member, you'll gain access to:

- 300+ hours of curated leadership resources
- Complimentary studying membership for learners
- Resources mapped to KSBs, responsibilities, and assessment methods
- Unlock your leadership potential with ILM and The Institute of Leadership.

Take a look at...

Level 3 Team Leader V1.4 mapping

Operations Manager Apprenticeship standard v1.4

<https://skillsengland.education.gov.uk/apprenticeships/st0385-v1-4>



| KSB | Duties | KSB theme (for which the specific KSB resides) | Dimension of leadership | My Leadership component (| My Leadership resources (worksheets) (IoL) |
|--|---|--|-------------------------|---------------------------|---|
| KNOWLEDGE | | | | | |
| K1 Presentation skills and methods. | Duty 3 Duty 10 Duty 14 | Evaluation and recommendations | Collaboration | Communicating | Language and Non-Verbal Communication Presentation Skills Formal and Informal Communication |
| K2 Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation. | Duty 1 Duty 6 Duty 7 Duty 8 Duty 11 | Organisational governance | Achievement | The Healthy Workplace | Health and Safety Stress Management Wellbeing and Mental Health Work-life Balance |
| K3 Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders. | Duty 1 Duty 5 Duty 6 Duty 7 Duty 8 Duty 9 Duty 12 | Organisational governance | Collaboration | Appreciating Diversity | Inclusivity Social Sensitivity Unconscious Bias |
| | | | Collaboration | Engaging Stakeholders | Partnership Working Managing Stakeholders Recognising Stakeholders Stakeholder Theory |
| | Duty 1 Duty 3 Duty 5 Duty 6 | | Authenticity | Self-Awareness | Emotional Intelligence Personality types Leadership Styles Servant Leadership |

For use a different assessment approach, you must complete the change of assessment request form found on the policy page:

Take a look at...

Current L3 & 5 Apprenticeships & Qualifications

L3 Team Leader

- 9308-22 Level 3 Team Leader/Supervisor V1.2
- 9308-33 Level 3 Team Leader version V1.4

Qualifications:

- 8411-31 Level 3 Diploma for Team Leaders to support delivery for 9308-22
- Currently no bespoke qualification for 9308-33

Now mapped to 8600 suite in L&M

L5 Operations Manager

- 9309-22 Level 5 Operations / Departmental Manager V1.2
- 9309-33 Level 5 Operations Manager V1.4

Qualifications:

- 8421-33 L5 Diploma for Operational Leaders & Managers to support delivery for 9309-22
- Currently no bespoke qualification for 9309-33

Now mapped to 8607 suite in L&M

Take a look at...

Resource mapping *to apprenticeship pathways*

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

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.

[Unlock the full potential of ILM qualifications, apprenticeships & resources | ILM Events](#)



Navigating *Change*:

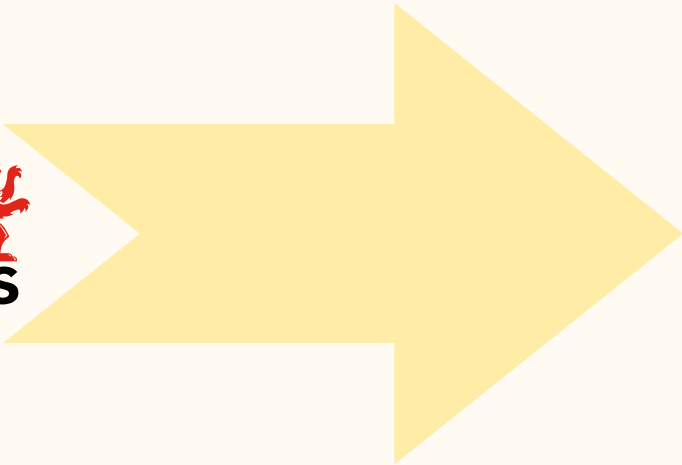
Update on the Future of Apprenticeships

Joe Ballantine

Take a look at...

Apprenticeship *reform*

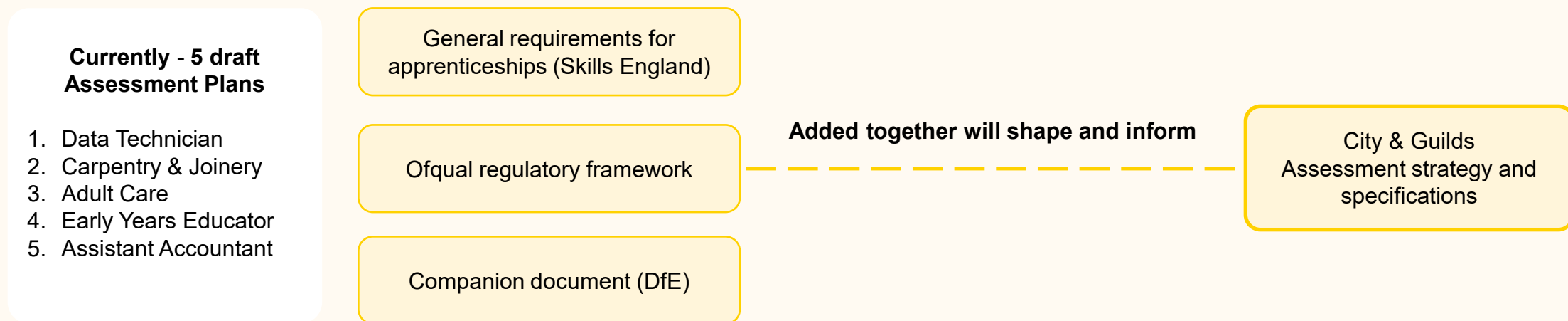
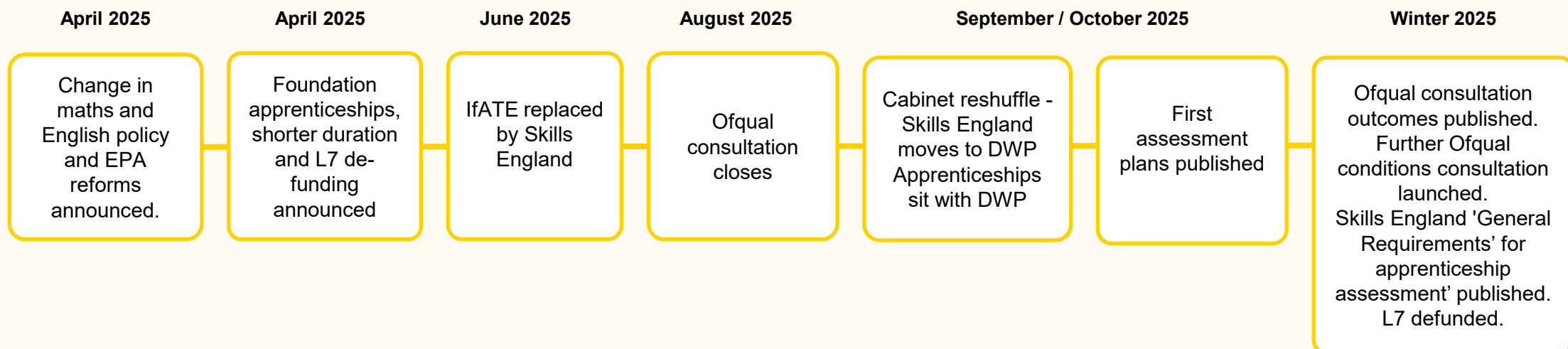
Five key points announced from DfE for City & Guilds and other end-point assessment organisations.



- 1 Assessment will be more proportionate to the competency being tested and removes any duplication.
- 2 Where appropriate, assessment plans can be designed to allow assessment to take place on-programme.
- 3 Where appropriate, training providers can deliver elements of the assessment but EPAOs will still shape the assessment and ensure the validity of outcomes.
- 4 Alignment with IS-8: The focus sectors noted in the UK's Modern Industrial Strategy 2025, to support skills growth.
- 5 Assessment plans will be short, high level and contain minimal prescription of assessment.

Take a look at...

Policy journey



Lobbying, *consultation and listening*

Take a look at...

Lobbying, consultation *and listening*

City & Guilds is engaging with Skills England, Department for Education and Department for Work and Pensions

- To have regular dialogue to outline impact and risk of rushed implementation timescales.
- In our position as the largest apprenticeship awarding organisation, we continue to lobby for the voice of our customers.
- To respond quickly to changes in government department responsibilities.
- To act as a convener and influencer in key forums.

Ofqual consultation - key themes City & Guilds fed back on

- Concerns about consistency and standardisation between different AOs and how Ofqual will monitor this.
- Confusion of terms being used differently by Ofqual and Skills England.
- Ofqual has proposed that 40% of assessment should be synoptic and that 40% should be marked by the AO - however it is not clear how the 40% is defined.





Take a look at...

Lobbying, consultation *and* listening

Coming soon

- The technical consultation on the draft rules and statutory guidance that Awarding Organisations need to work to is expected in the winter.
- Skills England and Ofqual are working closely to secure alignment on any changes to Ofqual's regulations and all aspects of the assessment reforms.
- The 'General Requirements for Apprenticeship Assessment' is supplementary assessment guidance that Skills England will publish in Spring 2026.

Take a look at...

Lobbying, consultation *and listening*

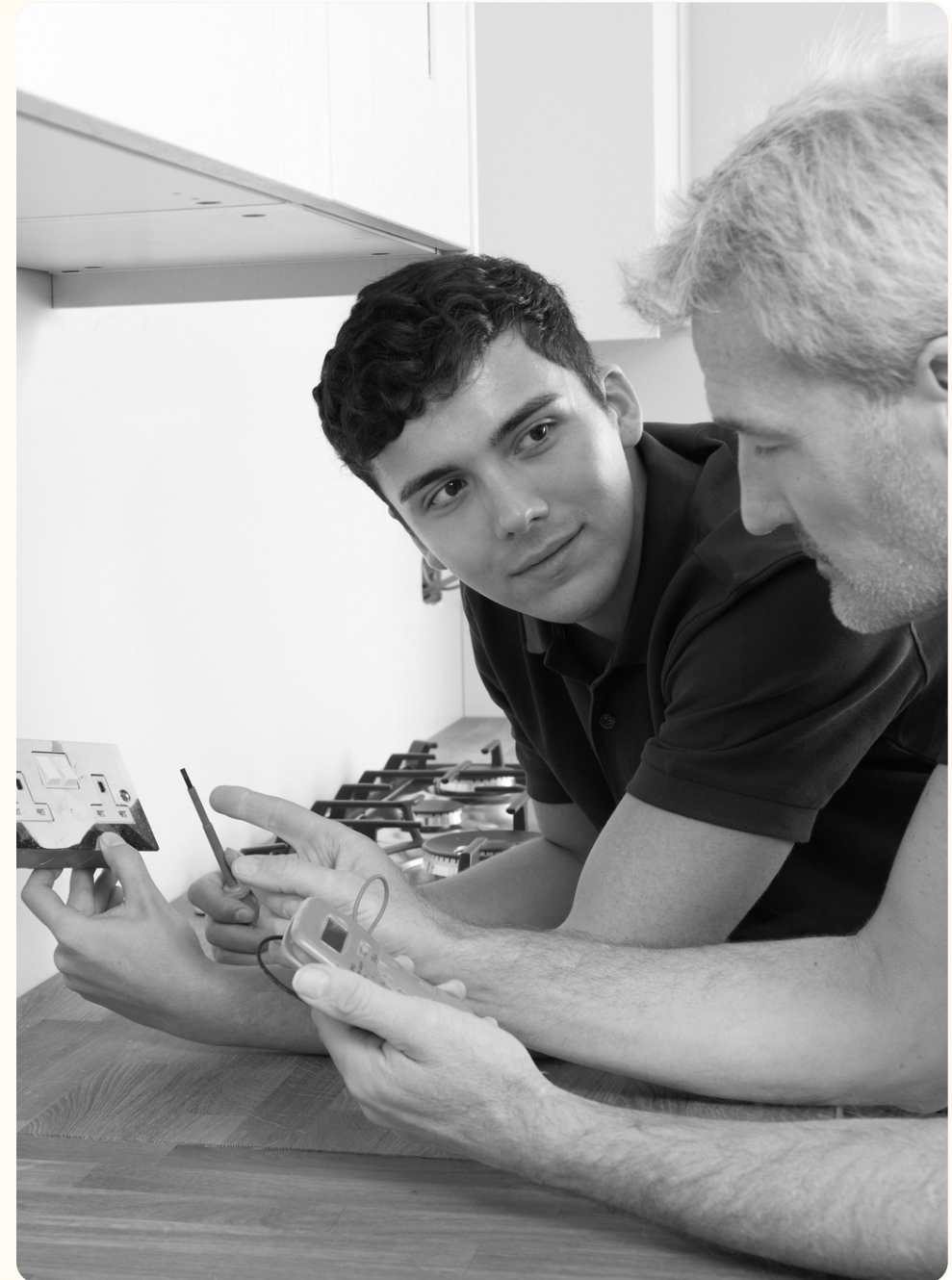
Customer voice

- Critical input from key stakeholders will help support our thinking and understanding of individual sectors, customer types and learner personas.
- Understanding customer pain points for the end-to-end service.
- Looking for solutions to:
 - Build on what already works well,
 - Adapt to revising Ofqual and Skills England requirements,
 - Respond to sector need,
 - Improve and enhance our products and service.

Gathering information throughout the journey via

We have carried out a series of focus groups and surveys and continue to do so, such as:

- Polls
- Surveys
- Webinars



What *next?*

Take a look at...

What's next *for reforms*

Ofqual consultation opens in winter:

- Responses encouraged from across the education and skills sector.

Assessment plans released over coming months:

- Feedback and review of each plan between Skills England and stakeholders before a final version is published.

Foundation apprenticeships:

- More foundation apprenticeships being released over time.





Take a look at...

What's next from *City & Guilds*

Join our online focus groups

- October – January sector specific focus groups

Your Voice – Our customer community research platform

- Give us feedback on areas that interest you, take part in activities and earn rewards.

Keep up to date on announcements and developments

- Visit our apprenticeship reform webpage

Events and webinars

- Foundation apprenticeship - Construction: launch webinars: Dec/Jan
- Next apprenticeship reform update webinar: Jan 2026
- Come and talk to us on our stands at the AELP and AoC conferences

Look out for an email next week with a form to tell us if you're interest in getting involved in the feedback opportunities, to sign up to our foundation apprenticeship webinar and link to our apprenticeship reform web page.

How are we...

Navigating *Change*

Event recording: Apprenticeship reforms update

What You'll Discover:

With more assessment plans expected from Skills England, and early developments taking shape with foundation apprenticeships, we want to share how we're responding - and what it means for our customers.

If you're looking to stay ahead of the changes, this is chance to hear our Apprenticeship Reform Updates and hear what it means for you.

- The principles driving reform.
- The conversations we've been having across the sector.
- How we're shaping our design approach to ensure consistency, transparency, and standardisation.

This webinar discusses the insights we are gathering from our sectors and customers, and how we are designing solutions with your needs in mind.

[Access the recording here](#)





Take a look...

Apprenticeship funding update

Event recording:

Listen to Eric Oliver, City and Guilds Funding and Policy Advisor update on Apprenticeship funding at our July 2025 customer update webinar (listen from minute 30:30 in the recording)

What You'll Discover:

- New OFJT Rules
- Functional skills
- EPA reforms
- Skills England Research Findings
- Changes to the apprenticeship rules V2
- Level 7 Apprenticeship funding

[Access the recording here](#)

Upcoming webinars & *events*

Julie Rowlett

Take a look at...

Coaching and mentoring / Leadership & Management Special Interest Groups

- 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 remaining date for:

**Monday 17th November 12.00 –
13.00**

[November C&M SIG](#)

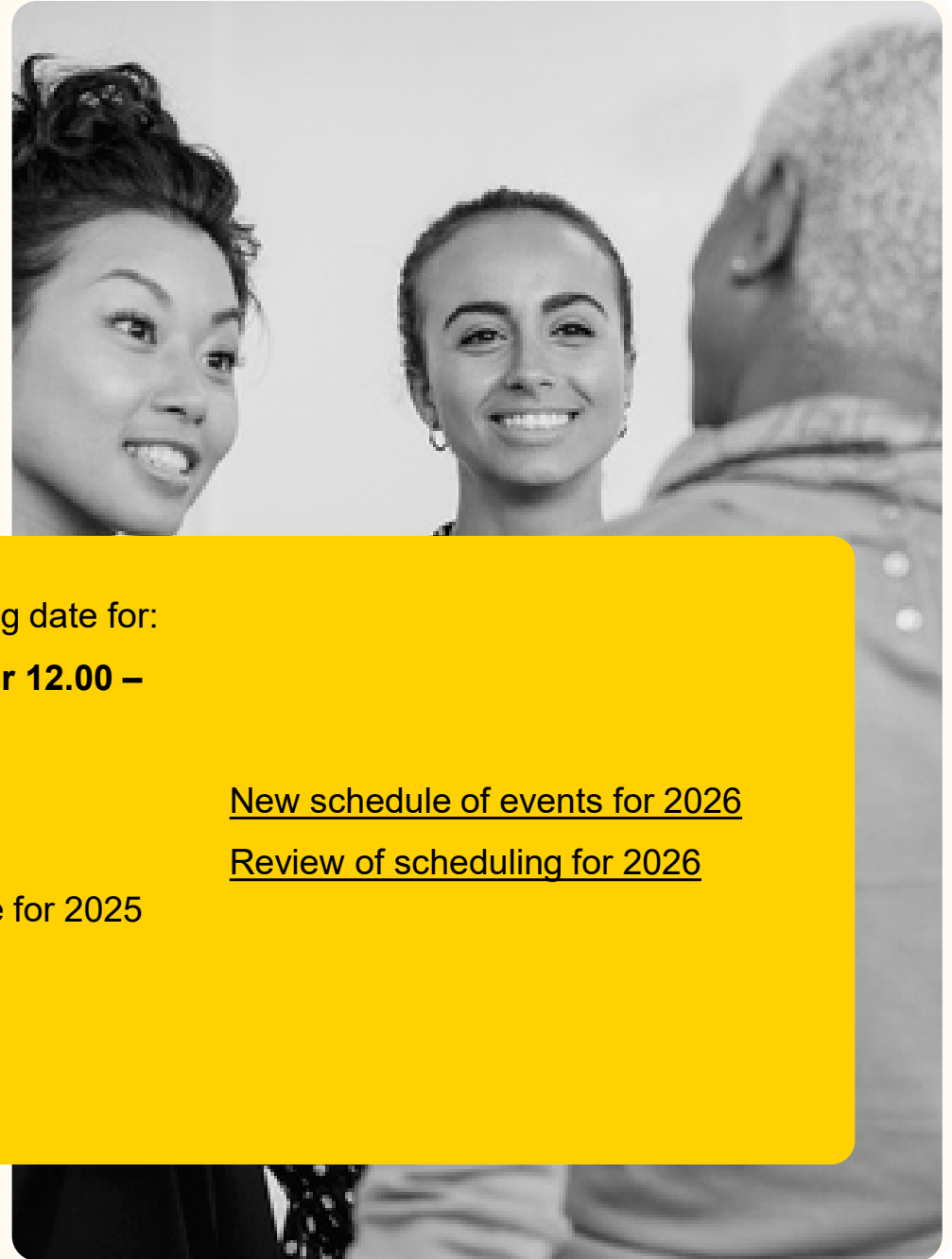
L&M SIG remaining date for 2025

**Monday 3rd November
12.00 – 13.00**

[Register here](#)

[New schedule of events for 2026](#)

[Review of scheduling for 2026](#)





Take a look at...

City & Guilds Continuing Professional Development (CPD)

New for 2025/2026!

In response to customer requests, we're excited to launch a brand-new programme of **Continuing Professional Development (CPD) training**, designed to support staff development, progression, and confidence across key areas of teaching, learning, and assessment.

The following CPD events are now available for booking — either as an individual delegate or as a centre-arranged bespoke event. All sessions can be delivered as standalone titles or as part of a larger, tailored package.

Please refer to individual event descriptions for details on **duration** and **mode of delivery**.

City & Guilds Continuing Professional Development (CPD)

Cont...

CPD Events:

- Practical Embedding: Integrating Maths and English Skills in Vocational Courses
- Understanding Barriers and Creating Inclusive Learning Environments for ESOL Learners on English and Maths Courses
- Assessment Literacy and Strategies for Exam-based Teaching and Learning
- Quality Matters - Strengthening Internal Quality Assurance Practices for Better Outcomes
- High Quality Assessment Practice: Professional Discussion
- End Point Assessment (EPA): Preparing for EPA and Sharing Best Practice
- Understanding and Delivering Sustainability within the Curriculum
- Mentoring Skills for Work-Based Mentors
- Becoming an Associate
- Bespoke CPD - We can provide bespoke centre training tailored to your specific needs
- **For more information, please see CPD Brochure here [Continuing Professional Development Events \(CPD\) Brochure](#)**



Take a look at...

Upcoming ILM *Customer updates for 2026*

Date: Monday 19 January

Time: 12:00pm – 1:15pm BST

[Registration](#)

Date: Thursday 23 April

Time: 9.00am – 10:15am BST

Booking link to follow

Date: Thursday 7 July

Time: 9.00am – 10:15am BST

Booking link to follow

Date: Thursday 14 October

Time: 9.00am – 10:15am BST

Booking link to follow

New L2, 3 & 5 L&M qualifications Webinar series
October to December

- **Introduction to the new ILM Qualification Suite for 2026**
30 October – 12 noon to 1pm - [Registration](#)
- **Portfolio Approaches & Inclusive Assessment**
19 November – 12 noon to 1pm – [Registration](#)
- **Support Resources to Help You Deliver**
9 December – 12 noon to 1pm - [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](#)

Take a look at...

Upcoming *webinars and events*



Leadership and Management Special Interest Group

Date: Monday 3 November 2025
Time: 12:00pm – 13:00pm GMT

[Registration](#)



ILM Coaching and Mentoring F:F Network

Date: Tuesday 11 November 2025
Time: 9:30pm – 15:30pm GMT

[Registration](#)



Coaching and Mentoring Special Interest Group

Date: Monday 17 November 2025
Time: 2:00pm – 13:00pm GMT

[Registration](#)



Your Voice

City & Guilds insight community

Your Voice

Join the City & Guilds insight community

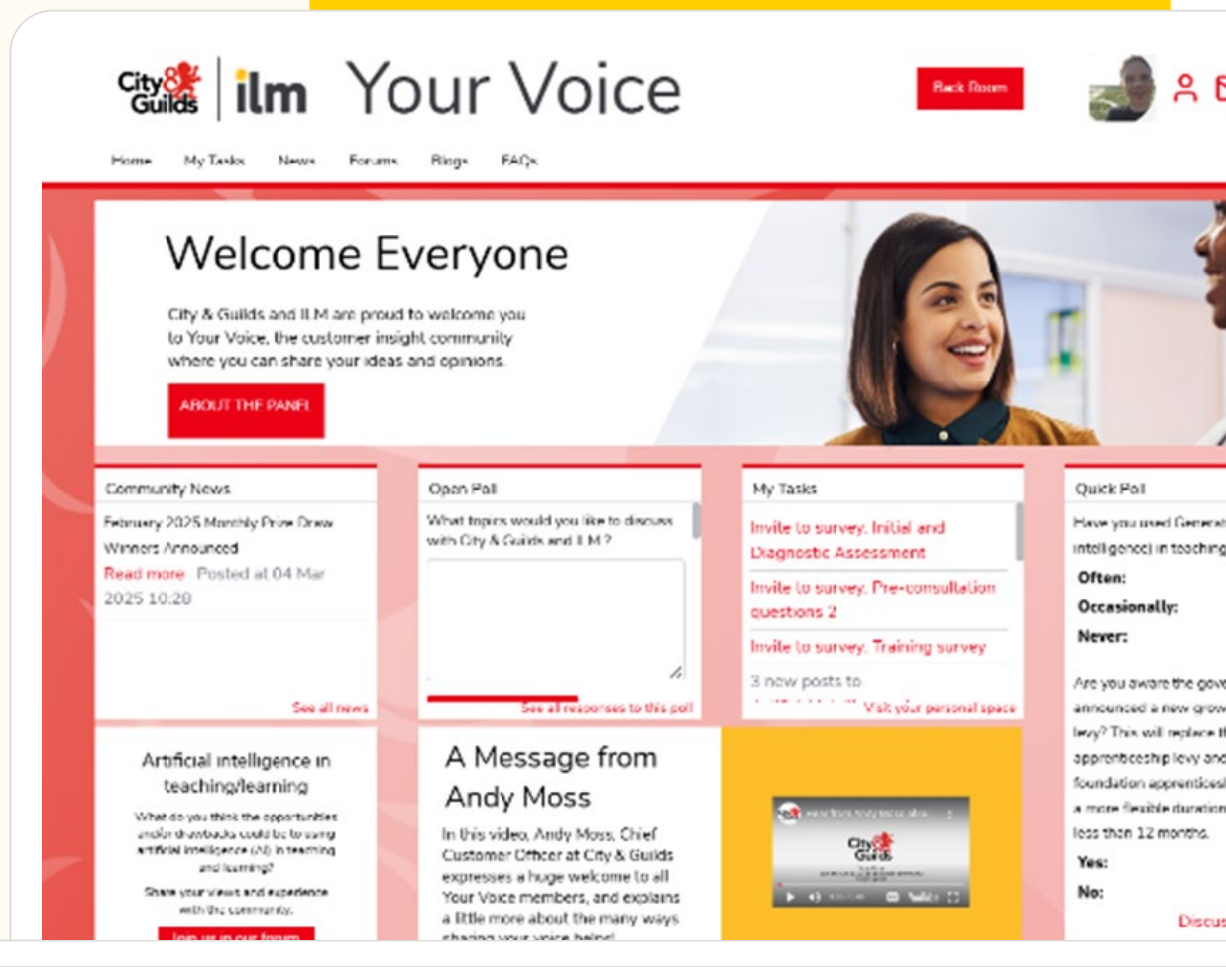
Your Voice is our customer panel that helps us put you at the centre of business decisions

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:

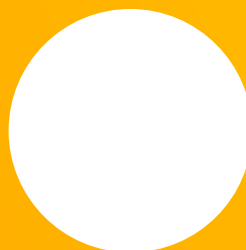
- City & Guilds and ILM customers based in UK and Ireland – all roles welcome.
- Assured and recognition services customers.



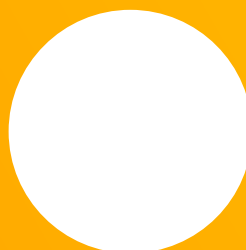
Can you help shape the future of City & Guilds and ILM?

Join our friendly community of customers today and you can:

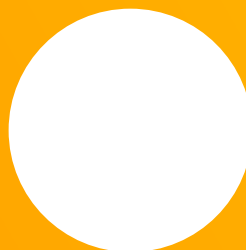
- Engage with us directly and with sector colleagues in a genuine two-way conversation
- Help shape the products and services we offer
- Suggest ideas and solutions on topics that matter to you
- Take part in varied engaging activities on an easy-to-use digital platform
- Interact with City & Guilds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



Rewards for taking part



Easy to use online platform



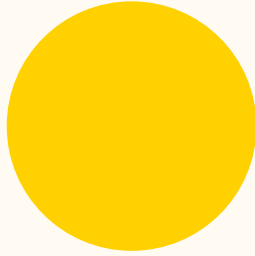
Get feedback on the actions we're taking

Sign up here
or scan below

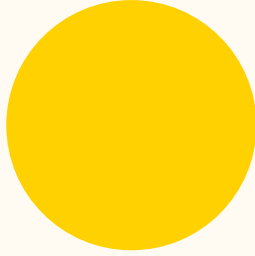


By joining the **Your Voice** community your input will help us to help you and your learners in so many ways.

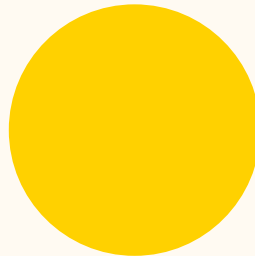
Keep in touch via our updates and channels



Sign up to receive funding and leadership and management updates



@ilmuk1



@ILM_UK



Its time for a...

Q&A

We would like to say...

Thank you

About ILM

ILM, part of City & Guilds, is the UK's leading provider of practical leadership, management, and coaching qualifications. Spanning Levels 2 to 7 and awarded by The City and Guilds of London Institute, ILM's specialist suite supports learners at every career stage. ILM also offers expert assessment, learning content, and accreditation services.

We believe great leaders can come from anywhere. That's why ILM focuses on developing real-world, work-based skills - empowering individuals to lead with confidence and impact. By helping people unlock their potential, ILM enables organisations to build confident, capable managers who drive performance, engagement, and long-term success.

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