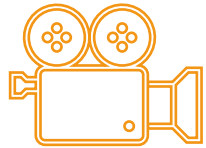


ILM Quarterly Update

18th March 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.

You can also download the slides from the document library on the right side of the screen.



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 although will follow up with the usual Q&A with the webinar recording.



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

Agenda

1

Introductions

2

Qualification development update

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5

Upcoming Webinars, Events & wider updates

6

Recently published reports

7

Membership update

8

Special interest groups

9

Questions

Your speakers today



Julie Rowlett
ILM Technical
Advisor

Contact email:

Julie.Rowlett@i-l-m.com



Joe Ballantine
ILM Product
Manager

Contact email:

Joe.ballantine@cityandguilds.com



Brett Keegan
ILM Product
Manager

Contact email:

Brett.keegan@cityandguilds.com



Qualification Developments

Brett Keegan

New Qualifications

About to start development of new Leadership & Management qualifications at Level 2, 3, 4 & 5 – to focus on a new suite of core Award, Certificate and Diploma sized qualifications at each level – late 2025/ early 2026.

- Refreshed content, ensuring current topics are included which reflect the changing role of leaders and managers
- More flexible and inclusive assessment approach
- Pathways that reflect different leadership and management roles and the latest apprenticeship standards.



The Ask....

- During the development of the new qualifications, we will be running Customer Validation events to provide the opportunity to feed into the development process.
- These will be hosted on Teams.
- If you are interested, then please contact:
- Brett.keegan@cityandguilds.com
- Joe.ballantine@cityandguilds.com

Lifetime post-nominals for ILM Qualifications Level 4 – 7

Coming soon!

- Level 4 – Licentiate – LCGI
- Level 5 – Affiliate – AfCGI
- Level 6 – Graduate – GCGI
- Level 7 – Membership – MCGI

Lifetime postnominals providing professional recognition making skills and achievements visible to employers and other professionals.



Apprenticeship update

Joe Ballantine

Apprenticeship update

- Level 3 **Team Leader** ST0384:
V1.4: now live for registrations in EPA Pro
- Level 5 **Operations Manager**
ST0385: V1.4: live for registrations in EPA Pro 24th March. **Join us for our launch event Monday 24th March!**
- Level 6 **Chartered Manager Degree Apprenticeship** ST0272: the updated standard is still with the Senior Product Manager at IfATE – awaiting outcome
- Level 7 **Senior Leader** ST0480:
V1.2 now live for registrations in EPA Pro

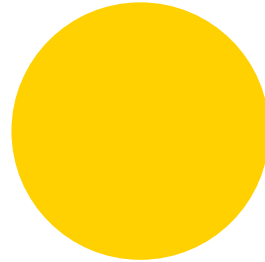
Technical Spotlight

Flexible approaches to assessment methodology

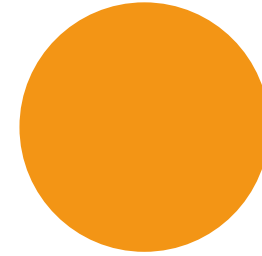
Julie Rowlett



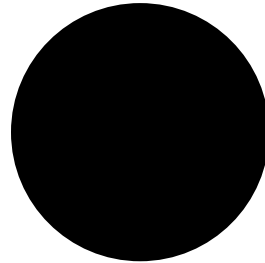
Adopting alternative assessment methodologies



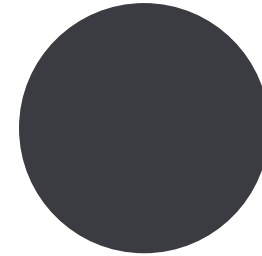
Assessment challenges



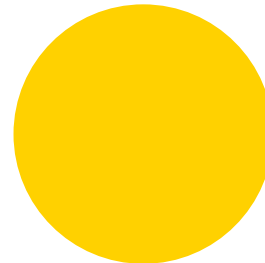
Boundaries



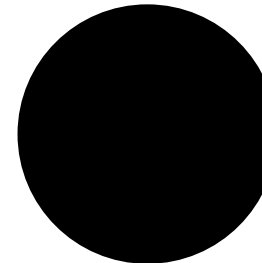
Integrating assignments



Creative approaches



Assessment verb & validity



Approval to use

Learner challenges with written assignments

- Lack of time to complete individual assessments
- Assessment burden esp. for longer programmes
- Working to the word count
- Writing burden – no variety in assessment approach
- Writing challenge for less academic learners
- Learners for whom English is not their first language
- ‘It’s been a long time since I wrote an essay’
- Assessment methods are evolving



Currently available

- Unit outline, assignment task and marksheet for every unit across all levels
- Short Answer Questions (SAQs) for all Level 2 and some Level 3 Units
- Some integrated assessments and marksheets

The boundaries

- The assessment per se cannot be altered in any way
- Learning outcomes (LOs) & assessment criteria (ACs) are fixed
- Flexibility comes in the **way** the unit is assessed: the assessment instrument
- Auditability – it must generate a record that can be audited through the EQA process
- Validity – the devised method must be suitable for the assessment verb
- Individual work – group assessment or collaboration not allowed

Integrated assignments

Units can be assessed individually or in clusters. In the latter case, 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.

Rationale for choosing units to combine:

- Logical sequencing (fewer assessments)
- Overlap between units (fewer & less assessment)
- Efficiencies – one activity covering multiple tasks

Examples of existing integrated assignments

**‘Giving briefings and making presentations’ and
‘Writing for business’**

**‘Understanding leadership’ and
‘Leading and motivating a team effectively’**

**‘Understanding how to motivate to improve performance’ and
‘Understanding performance management’**

Approaches to assessment methodology

Consider

- What your learners are trying to achieve overall
- How might you creatively assess some of the units you deliver

Be mindful

The burden may shift from learner to assessor

The boundaries

- is it auditable
- does it meet the requirements of the assessment criteria particularly the command verbs
- is it individually assessed?

What methods are available?

Examples of evidence of practical demonstration

- critical incident reviews
- investigations
- observation, direct or indirect (i.e. recorded)
- oral questions and answers
- presentations
- professional discussion
- projects
- reflective logs or diaries
- reflective reviews
- management reports

Assessment validity

Important to consider the verb for the choice of method:

Command verbs: list, identify, review, evaluate show, demonstrate, appraise, assess

Many verbs lend themselves to certain assessment methods and are unsuitable for other methods
From any unit, some ACs are assessed one way while rest of ACs are assessed in another way

Definition of ILM's Assessment Verbs [ilm-assessment-terminology-pdf.pdf](#)

AC2.1 Assess own ability to apply different leadership styles in a range of situations	<p>Assess (see above)</p> <p>Identify your 'go to' leadership style(s)</p> <p>Provide examples of when you have used different styles in differing situations with different people e.g. managing teams in differing areas, direct reports with different competence and knowledge.</p> <p>You need to assess yourself against a standard. The criteria you use will vary but will link back to your own organisational goals, values or mission, culture or even policies in some way, and may include:</p> <ul style="list-style-type: none">• encourages and supports colleagues• provides constructive feedback to develop and grow others• understands organisational strategy• ability to communicate goals and values• communicates what is required to effectively achieve strategy• motivates and builds commitment• uses emotional intelligence to gain commitment from others• responsibility, care for others and deliver customer expectation• teamwork – working together• excellence, shares passion to be better every day in all things done• health & safety• operational efficiency <p>In order to satisfy the range of situations you need to include at least 3 situations and make reference to explicit evidence e.g. 360 degree and feedback from staff or leadership surveys.</p>
--	---

Approval for changing assessment method

- Develop your assessment method and documentation
- Complete an Application to change assessment method
- Email completed form and evidence to quality@cityandguilds.com with an email subject header 'ILM Change of Assessment Request including your centre no
- The ILM Assessment service is available for alternative assessments
- [ILM Assessment Service – ILM](#)

julie.rowlett@cityandguilds.com



Application to change an ILM assessment method (2024)

Please complete section 1 below, save in Word and email to quality@cityandguilds.com with an email subject header 'ILM Change of Assessment Request (your centre no)'.

Please attach your proposed Assessment Task briefing document.

Proposed change to ILM assessment method

Section 1 - To be completed by the centre			
Date submitted via email to the City & Guilds quality team: quality@cityandguilds.com , subject header 'ILM Change of Assessment Request (your centre no)'			
Centre Number:		Centre Name:	
Request submitted by (name)			
Contact tel. no:		Contact email:	
Qualification Number:			
Title of Qualification:			
Unit reference number and title: (please note that a separate proposal <u>must</u> be completed for each unit)			
Centre assessed: (Do you assess your own ILM assessments?)		ILMA assessed: (Do you outsource your assessment marking to ILMA?)	
Rationale behind the request to change the assessment method: (include how you want to assess)			

Section 2 (for City & Guilds use only) - To be completed by the TEQA / ILMA Lead Assessor			
Guidance to TEQA / ILM Lead Assessor Please check:			
(1) that the proposed assessment method is valid for the nature of the unit and the relevant assessment criteria the proposed change relates to (e.g. on its own, a knowledge test would be unsuitable to assess all aspects of a presentation skills unit)			
(2) that the Centre's assessment instrument explicitly covers the relevant assessment criteria of the unit involved, and that it allows a clear indication of whether each separate assessment criterion is met or not.			
(3) that, if this is a qualification using criterion assessment, the centre understands this requirement and the assessment instrument allows for marking of the relevant assessment criterion.			
(4) that the proposed assessment does not place undue bias on certain learning outcomes or assessment criteria (use the weighting of marks in the ILM unit as a guide)			
(5) once completed, please respond to the original email from Quality Delivery and include this completed form as an attachment. The form will be stored within the Assessment Hub and retained for audit purposes.			
Quality Delivery will contact the centre with the outcome and will inform their allocated EQA.			
Approved? (delete as applicable)	Yes	/	No
Reason if not approved:			
Name:			
Signed:		Date:	

TEQA / ILMA Lead Assessor, please email the completed form to the Quality team by attaching it to their original request.

Page 1 of 1

[ILM customer handbook and fees](#)

Upcoming Webinars, Events & wider updates

Julie Rowlett



Webinars and events



2025 ILM Customer Updates

May 14th 2025

[ILM customer update May 2025](#)

July 22nd 2025

[ILM customer update July 2025](#)

October 15th 2025

[ILM customer update October 2025](#)



EPA Level 5 Operations Manager V1.4 Go Live Event

<https://attendee.gotowebinar.com/register/4402939782682488917>



Progression into Professional Coaching from ILM qualifications

Join ILM and EMCC to discover how you can add value to your learner experience

Tuesday 29th April 12:00 – 12.45

<https://attendee.gotowebinar.com/register/4383880848992765535>

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 continue to invest heavily in our products to provide quality qualifications supported by best-in-class digital platforms and resources and we are renowned for our customer service because of our people. We understand the value our customers put on having direct access to our technical experts, business managers, end-point assessment partners and customer service team – particularly when the qualification landscape is going through significant reform.

We review our fees and charges to ensure we remain fair and competitive while also allowing us to support our customers. Our customers see this support each time they pick-up the phone to us, attend a free-of-charge network meeting or workshop, use our guidance on funding, access our curriculum and delivery support, or attend our webinars – which are probably the widest range of free-to-join live webinars from any awarding organisation.

[News and blog – ILM](#)

Pricing review

Similarly to previous years, price increases will be in place from the new academic year, which means new prices will be effective from 1 September 2025. Price changes will start to be made available in Walled Garden in July, and all revised prices will be visible in Walled Garden in August.

If your centre is approved to deliver one of our qualifications in the UK, we will be sending an email in March to Heads of Centre with more information on the changes. If you have any questions in the meantime, please talk to your business manager or your contact in City & Guilds or ILM.

Impact Reports

Joe Ballantine



Launching the City & Guilds Neurodiversity Index 2025 and creating environments for everyone to thrive

The goal is to build on progress made by examining the evolving landscape of neurodiversity in the workplace, including support systems, trends, and ongoing challenges.

The report surveyed over **1300 individuals and organisations** from various sectors and found that 41% of neurodivergent employees **face challenges in the workplace most days**.

There was some good news though in the report, where gradual year-on-year progress has been made. For example,

- 55% of individuals who disclosed their condition in the workplace received an “okay to good” response, up from 42% last year.
- Additionally, 43% of senior leaders have received specific training related to neurodiversity in the past 12 months.
- This year’s report also takes a future-focused approach, recognizing neurodivergence across the lifespan. The sample of respondents in the index this year includes an older workforce coming to terms with their neurodivergent identities.

City & Guilds

Neurodiversity
Index 2025

Understanding the power of different
minds and creating environments for
everyone to thrive



[Launching the City & Guilds
Neurodiversity Index 2025 and
creating environments for everyone
to thrive | City & Guilds Foundation](#)

Impact Report 2024

Celebrating our achievements over the last year, the report showcases the positive difference our work has upon people's lives, the organisations we work with, and wider society. Some of the highlights include:

- £15.3 billion* contributed to society in social and economic returns in the last year - underscoring the critical role of skills training in economic recovery
- £2.6 million of social value has been created by supporting refugees and asylum seekers through City & Guilds' Displaced People Fund
- Green skills certifications increased by 38% on last year
- 81% of those completing City & Guilds-backed training in adult and youth prison estates now in employment post-release
- 76% of City & Guilds learners progressed into further education or employment.
- More than 1.6 million people completed a City & Guilds course in 2024



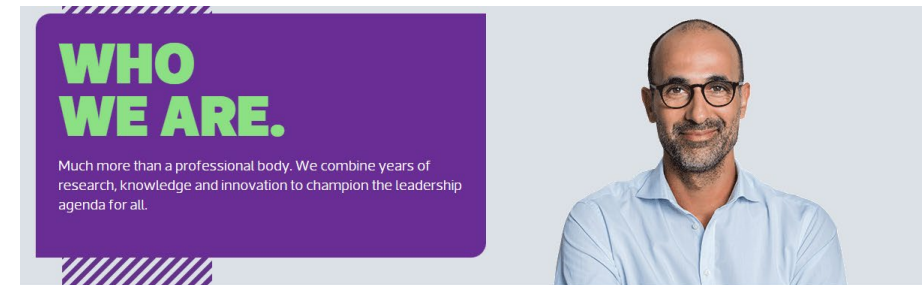
[Impact Report 2024: Supporting growth and meeting new challenges through skills - News](#)

Memberships update

Institute of Leadership & EMCC

Julie Rowlett

- A Professional Body in Leadership & Management
- ILM's membership partner providing complimentary access for:
 - All learners undertaking an ILM Qualification
 - All apprentices undertaking an ILM EPA
 - Tutors delivering on an ILM qualification or apprenticeship
- Learning resources, events, news, views, research reports, learning log, on-line community
- Studying membership offers optional upgrade to Full Professional Membership on completion



[Homepage](#) > [What we do](#) > [Who we are](#)

We are a professional body that helps people and businesses who are truly engaged in the learning and practice of leadership.



L&D and HR departments

We work closely with Leadership and HR specialists to help boost their leadership programmes and get the most from their employees.

[How we support L&D Professionals](#)



Leaders and managers

We work with leaders and managers at all levels, offering expert tools and resources to help support and improve their leadership capabilities.

[How we support leaders & managers](#)



Aspiring leaders

We help people at the start of their leadership journey e.g. students, recent graduates or new managers, to support them in their career progression.

[Start your leadership journey](#)

The authoritative voice in a community of global leaders.

Experts

Since 1947 we have carried out extensive research into the knowledge, skills, attitudes, behaviours and values of great leadership. We use our expertise to continually raise standards and to help others develop and grow.

We are the leaders in leadership.



How to activate student membership

If an email is included in the registration in either Walled Garden or EPA Pro, your learners will receive an activation email from the Institute of Leadership

1. Learners receive an activation email

2. Set up a password to activate

3. Explore membership benefits

Activate your studying membership.

Hi Sam Montoya,

Welcome to your 12 months studying membership with The Institute of Leadership & Management.

Simply set your password to activate your account.

Your password should be at least **8 characters and include a capital letter and number.**

By activating your account, you agree to our [Terms & Conditions](#).

Set password



MyLeadership Development

Test your capability against the 49 components of leadership. Find out if you meet the standard.

[Go to MyLeadership](#)



Learning Resources

Check out our Dimensions of Leadership - the core of our leadership thinking - to build your knowledge and guide your learning.

[Find out more](#)



EDGE Online Journal

Keep up to date on current leadership issues with EDGE online, our leading, quarterly journal. Access all issues.

[Visit EDGE Online](#)

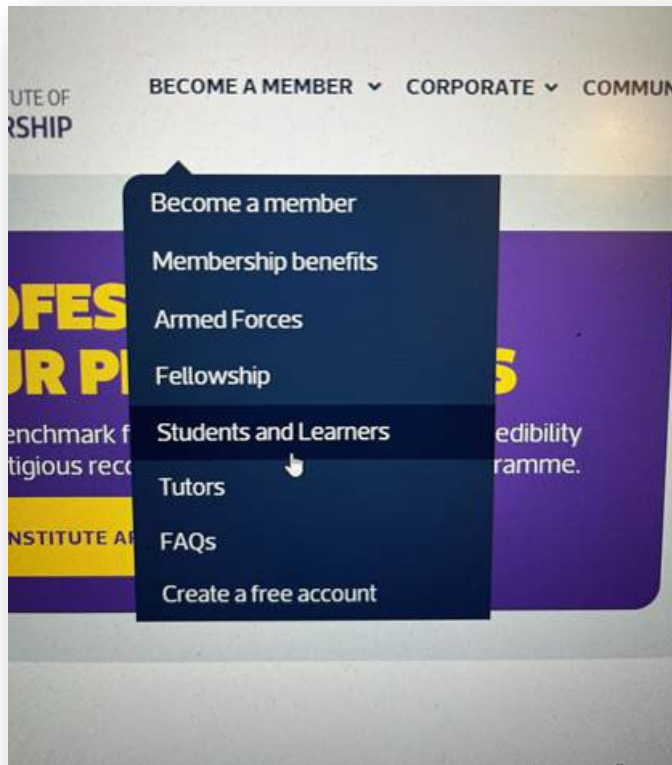
Learn More. Go Further.

Self-activating student membership

If an email address isn't included at registration in Walled Garden or the activation link doesn't arrive, students can self-activate their membership.

Navigate to: Become a Member – Students and Learners – Then select Register for Free Membership which brings you to the form

Add your name, date of birth and email exactly as you have been registered.



Activate your studying membership now.

If you **have not received an email** from us, then please complete the form below.

Date of birth *

ILM Student Membership

Gaining Access to Resources: Membership resources and benefits for learners and tutors



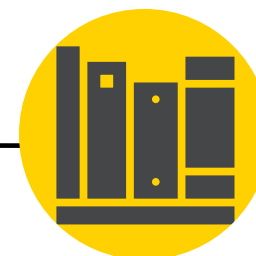
Dimensions of
leadership resources



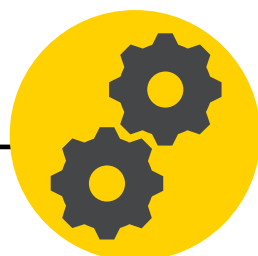
Webinars, podcasts,
blogs and videos



Worksheets



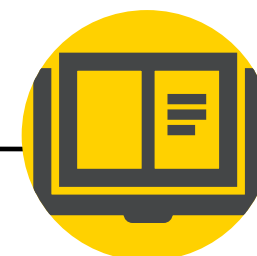
Research reports



Diagnostic tools



Career tools



Edge journal

Institute of Leadership access for all Tutors supporting ILM learners and apprentices

Tutor & learner resources

Your account homepage

My Credentials

You currently have no digital accreditations on your account. As you complete courses and gain accreditations they will show here to demonstrate your achievements and commitment to leadership.

Take a look below and to get started.

Account details

Name: **Test Tutor**
Account: **20398393**
Type: **Tutor**
Subscriptions: [View your purchases](#)

[MANAGE ACCOUNT](#)

Included in your account



MyLeadership



Dimensions of Leadership



Podcasts



Tutor toolkit



Webinars and event



Worksheets



Research reports



My Careers



Blog

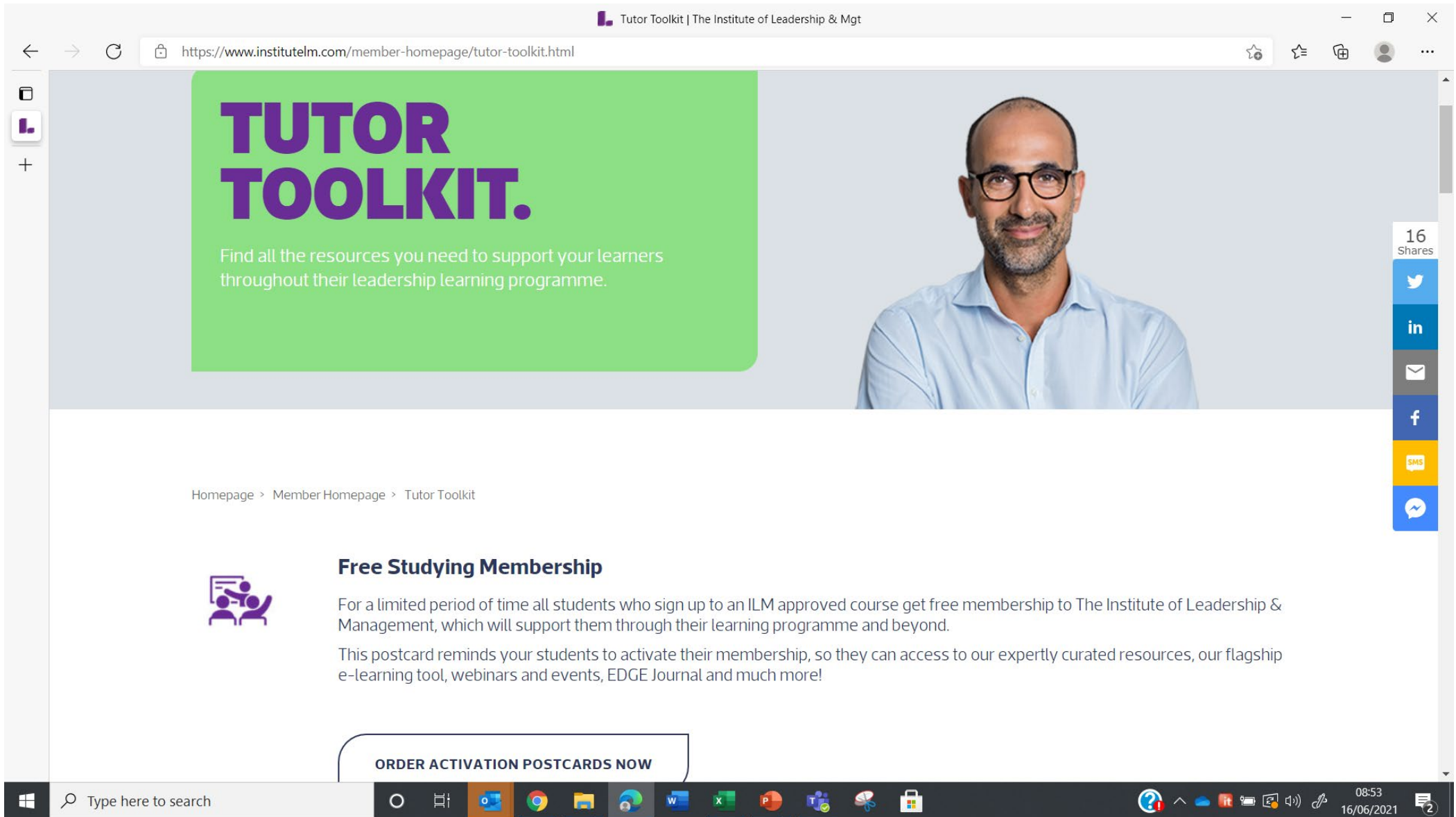


My Learning Record



EDGE Online Journal

Tutor activation



Upgrade to professional membership

Preferential rates for learners

Once the complimentary membership has expired learners are offered 1 year preferential membership for **£100 (normally £150)**

- Benefits to professional membership are:
 - Professional recognition with the use of a prestigious **postnominal** designation
 - Access to MyMentoring – the Institutes online mentoring platform where you can receive tailored support from experienced professionals from our Leadership community
 - Unlock more MyLeadership features, including 5 '**in conversation**' **certifications** to assess your capabilities
 - **Printed edition of EDGE** journal delivered each quarter
 - **Digital credentials** to share with your network
 - Automatically obtain the appropriate membership grade according to your qualification or experience level
 - **Enhanced access** with over 5000 additional resources
- A series of emails will be sent to learners to offer them the upgrade option one year after their activation date.



EMCC update

Joe Ballantine

Membership Benefits

Use our recognised and trusted EMCC UK logo to demonstrate your affiliation to a professional membership body.

Send a clear signal to your clients and network that you are committed to delivering the highest standards of professionalism and ethics.



Events

FREE and discounted access to our wide range of CPD events, webinars, Special Interest Groups and local Networks, plus free supporting materials.



Discounts

20% discount on Coaching at Work digital magazine subscription, discounted books from a variety of publishers, plus up to 20% discount on insurance cover.



Mentoring

FREE Mentoring Programme. Get support on your coaching, mentoring or supervision journey or volunteer your time for our community.

Content

Enjoy our regularly updated resources: podcast episodes, blog posts, Conversations with Authors and our monthly newsletter.



Spotlights on important topics

Access multiple resources on: Coaching Mindfully, Coaching Teams, Coaching Psychology, Health & Wellbeing, Coaching for Neurodiversity, Coaching in Organisations (internal coaching), Supervision, Coaching for Careers, Coaching with AI, Coaching for DnI, Eco Coaching.



Accreditation

Preferential rates on individual accreditation with the EMCC Global team.

Resources

Access research papers, legal contracting templates, booklists and more!



Membership referral

Refer a new member for a discount on your renewal.





EMCC Global and EMCC UK both offer access to a range of valuable member resources such as CPD, events & research.

Membership with EMCC UK provides you with full access to our shared EMCC Global member benefits.

While we share many of our member resources, EMCC Global & EMCC UK operate as separate entities and are responsible for different areas.



Accreditation

Research

Conferences

Global events

Find a Mentor/Coach Directory



UK Events

Special Interest Groups

Networking

Knowledge Exchange

Resources

Spotlight Series



EMCC Student activation

Navigate to: Join Us – Individuals and Students – Join now

Select the appropriately marked 'EQA' or 'ILM' membership category when joining to obtain the discount. No code is required at checkout..

Join us

We believe best practice is important for all coaches, mentors and supervisors. We champion the highest standards and ethics by providing support, community and resources to our members.

Whether you're new to the industry or already established in your career, if you're looking to expand your professional network, resource your practice, and develop and maintain your knowledge, EMCC UK is here to support you.

For **small organisations** – our organisation membership is likely the most appropriate for you

For **larger organisations, universities, business schools, EQA providers and charities** – please select other organisation membership to review our organisation membership types to decide which may be more appropriate for you

Find out more about individual or organisation memberships below.

Individuals & Students

Individual membership for individual practitioners, students or employees

Find out more

Join now

Small organisations

Organisation membership for small organisations

Find out more

Join now

Other organisations

Organisation membership for larger organisations

Find out more

Apply today

Individuals & Students

Individual membership for individual practitioners, students or employees

Find out more

Join now

Special interest groups

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 be added to the invitation list.

C&M SIG 2025 dates for your diary

Monday 12.00 – 13.00

- 10th February
- 7th April
- 2nd June
- 21st July
- 22nd September
- 17th November

Leadership and Management Special Interest Group

- Introducing a Leadership & Management SIG from February 2025
- May cluster depending on level of interest and product focus
- Please complete form from link on slide to express your interest

Microsoft Virtual Events Powered by Teams

Leadership & Management SIG proposed dates

Monday 12.00 – 13.00

- 12th May
- 7th July
- 15th September
- 3rd November



Leadership & Management SIG



Details

The Leadership and Management Special Interest Group is a forum for ILM L&M approved customers to come together to share best practice, seek solutions to challenges, and meet generally with other ILM Leadership and Management practitioners. No pre-defined agenda, the, this is an informal network for members to share anything then feel would offer a benefit to the wider group.

Details

-  Mon, 12 May
-  12:00 - 13:00 BST
-  Online

[Register](#)

[Microsoft Virtual Events Powered by Teams](#)



Your Voice

City & Guilds insight
community



Your Voice

Join the City & Guilds insight community

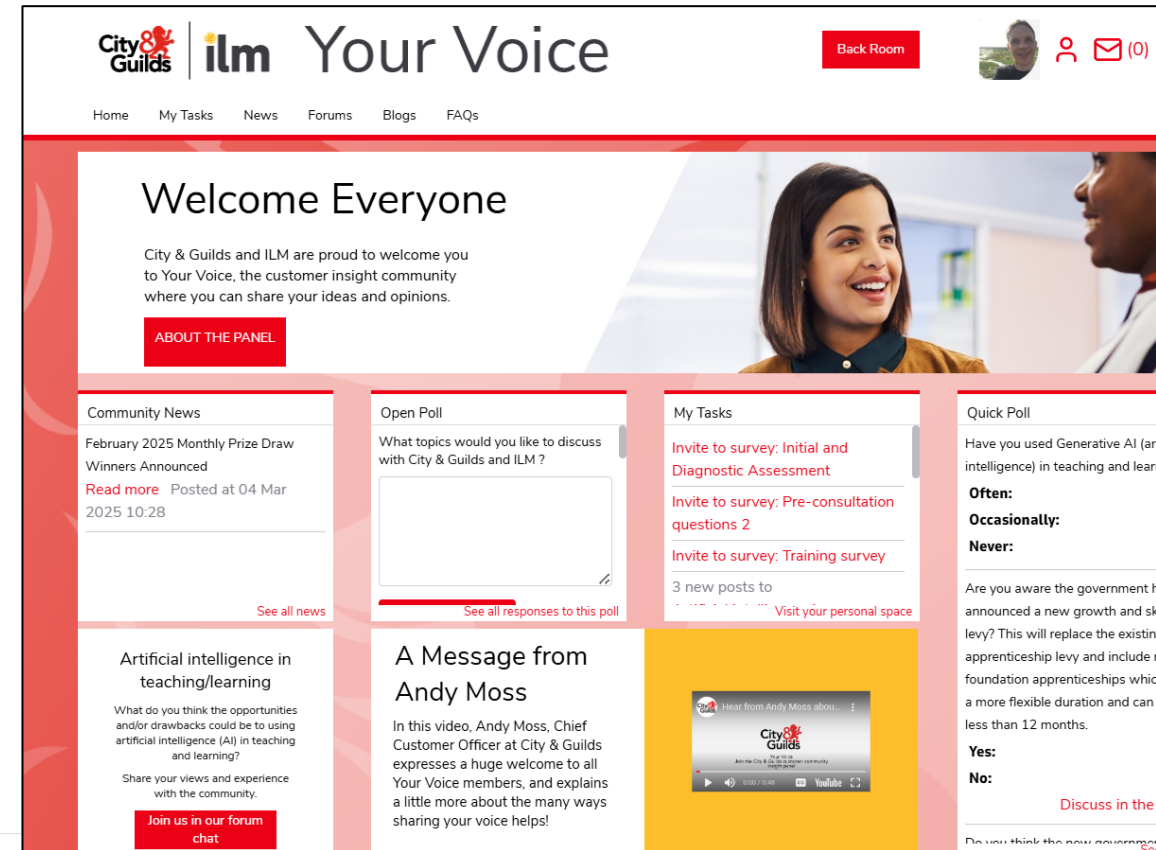
Your Voice is our customer panel that helps us put you at the centre of business decisions

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