

ILM Recognised Quality Measures

1. Alignment to ILM Footprint	
The programme content is suitable for 'ILM Recognised' approval.	
Criteria	Evidence
1.1 Programme focus	
The main intention of the programme is to develop or enhance skills and/or knowledge related to at least one of the four key components of professional development: leadership, management, coaching and mentoring or enterprise	<ul style="list-style-type: none"> • Programme title • Programme aims and objectives
1.2 Application of learning	
The skills and/or knowledge covered by the programme are transferable and could be applied in a range of situations	<ul style="list-style-type: none"> • Programme handbook/scheme of work
1.3 Target audience	
The programme is aimed at current or aspiring leaders, managers, coaches, mentors or entrepreneurs	<ul style="list-style-type: none"> • Profile of the intended participants
2. Programme design and management	
The programme has the appropriate structure and delivery in place.	
Criteria	Evidence
2.1 Programme structure	
Programme details are clearly documented	<ul style="list-style-type: none"> • Programme outline • Programme duration • Delivery methods
2.2 Staff	
Programme is delivered and, where appropriate, assessed by competent and qualified staff	<ul style="list-style-type: none"> • Staffing structure/organisation chart • Role profiles/person specifications for staff involved in programme delivery • Staff induction • Staff continuous professional development (CPD) records
2.3 Resources	
Sufficient physical and material resources are in place to enable programme delivery	<ul style="list-style-type: none"> • Training location(s) • Training facilities • Programme handbook/scheme of work • Trainer materials • Participant materials
2.4 Policies and procedures	
Policies and procedures are in place and regularly reviewed to support programme delivery	<ul style="list-style-type: none"> • Equality and diversity policy • Health and safety policy • Safeguarding policy (where applicable) • Data protection policy • Malpractice/maladministration policy (where applicable) • Complaints policy • Appeals policy • Version control procedure for all documents

3. Quality assurance

Quality measures are in place for programme delivery.

Criteria	Evidence
3.1 Internal quality assurance	
Processes are in place to internally quality assure programme delivery	<ul style="list-style-type: none"> • Confirmation of named person with responsibility for monitoring the quality of the programme • Internal quality assurance policy • Procedures for review of programme • Procedures for standardisation of programme delivery • Procedures for standardisation of assessment (if applicable) • Internal quality assurance records
3.2 Data management	
Processes are in place to record participants' progress and achievements	Procedures for tracking participant progress include: <ul style="list-style-type: none"> • Registration • Attendance • Progress • Assessment (if applicable) • Completion • Recognition/certification
3.3 Assessment (for assessed programmes only)	
Assessment is clearly defined, fit-for-purpose and linked to the programme aims and objectives	<ul style="list-style-type: none"> • Assessment criteria • Assessment materials • Marking criteria • Feedback process/method
3.4 Evaluation	
Processes are in place to evaluate the programme	<ul style="list-style-type: none"> • Procedures to evaluate the programme • Analysis of feedback from participant(s), trainer(s) and other stakeholders as relevant • Analysis of programme success

4. Participant guidance

Participants are briefed and supported throughout the programme.

Criteria	Evidence
4.1. Communication	
Processes are in place to ensure clear communication about the programme to current and future participants	<ul style="list-style-type: none"> • Information published about the programme including information available on the organisation website • Joining instructions
4.2 Induction	
An induction is in place for the programme	<ul style="list-style-type: none"> • Induction procedures • Programme induction materials