Leadership without limits

Work is changing. Leaders must too.

The challenge

The world of work is changing fast – globalisation, evolving technology, a new generation of employees.

New styles of work are emerging, bringing increased expectations and fresh management challenges.

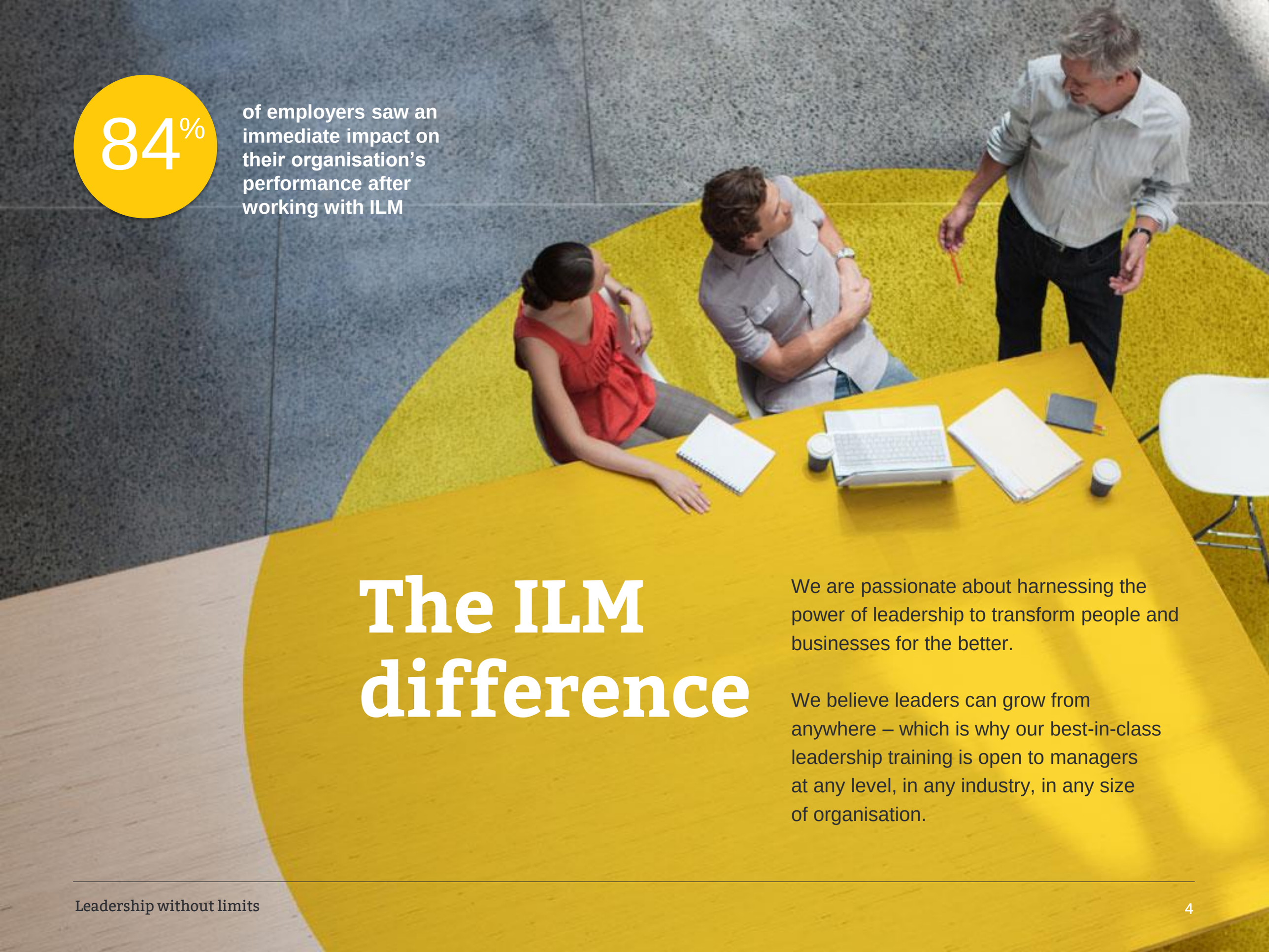
Businesses need confident leaders not just at the helm but at every level of their business.

The Leadership Skills Gap

There is a shortage of leadership skills in the UK that makes us 18% less productive on average than other G7 nations.

Deloitte's UK Human Capital Trends 2015 survey, found that 85% of organisations cite leadership as one of their biggest challenges.

UKCES has warned that the UK needs 500,000 new managers by 2020.



The ILM difference

We are passionate about harnessing the power of leadership to transform people and businesses for the better.

We believe leaders can grow from anywhere – which is why our best-in-class leadership training is open to managers at any level, in any industry, in any size of organisation.

Who we are

70k **people enhanced their performance with an ILM qualification last year**

We are the UK's leading specialist provider in leadership, coaching and management qualifications.

We have over 50 years' experience in leadership development and have helped over a million people to develop essential workplace skills that build them up to be stronger leaders.

Through our network of over 2,000 accredited centres, we set the highest benchmarks for leadership and management performance.

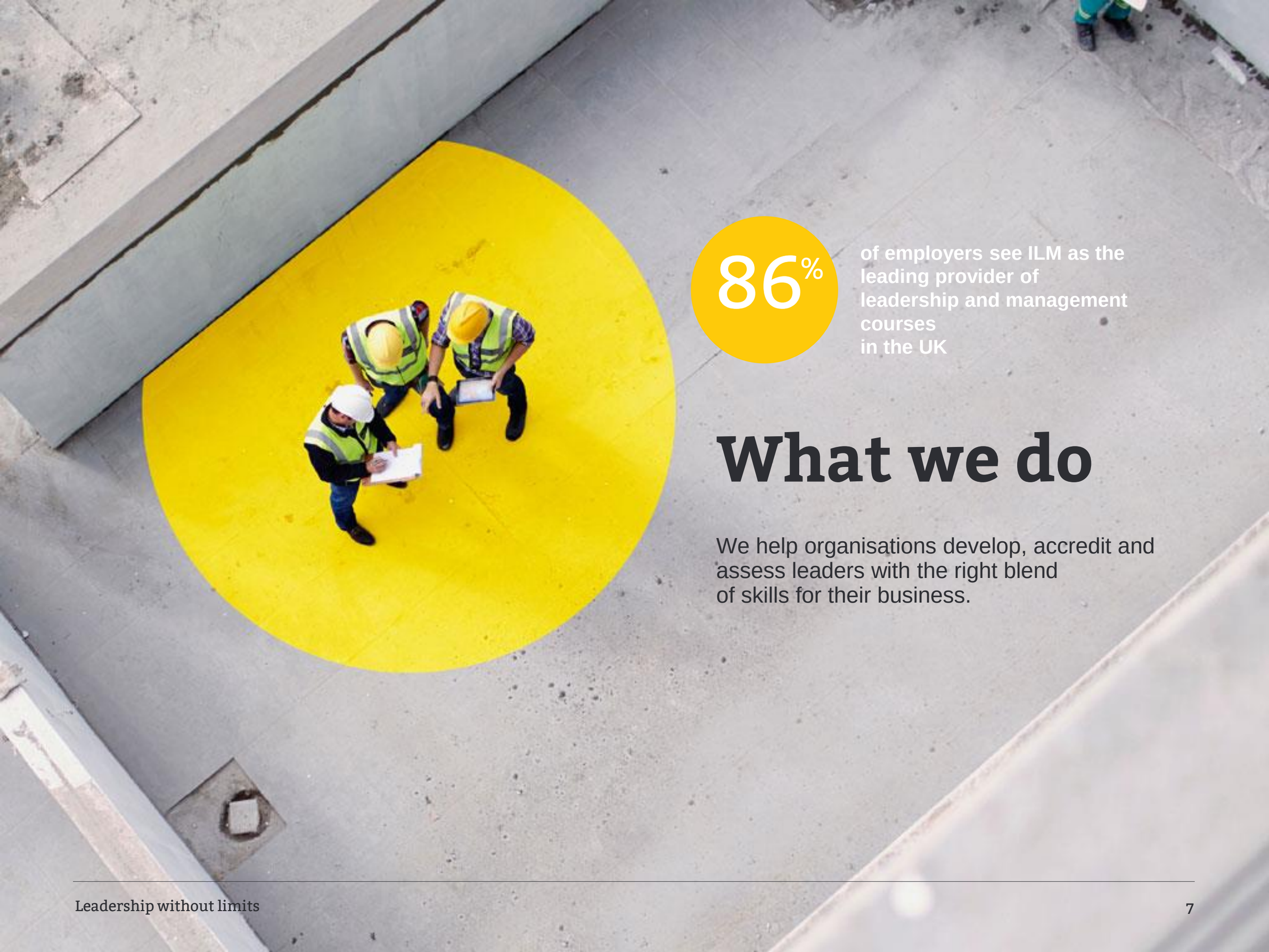
A City & Guilds Group Business

ILM is a City & Guilds Group business, bringing a wealth of expertise in professional training, qualifications, learning content, technology and assessment.

Together we set the standards for corporate learning, on-the-job development, and skills recognition around the world.

City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

The City & Guilds Group is a purpose-led organisation. Any profits we make are reinvested to deliver our shared purpose –to enable people and organisations to develop their skills for personal and economic growth.



86%

of employers see ILM as the leading provider of leadership and management courses in the UK

What we do

We help organisations develop, accredit and assess leaders with the right blend of skills for their business.

71%

of employees see ILM as the first choice for developing leaders and managers

Ashridge

Our purpose

We provide the leaders of the future with the skills they need to make a real difference to their organisations and their careers.

50%

of employers saw a return on their investment with ILM within 3 months. 76% saw a clear ROI within a year of the ILM programme

How we do it

We take a personal, consultative approach and really get to know our customers. We help them build custom leadership programmes designed to deliver a real impact – to the individual, their organisation and the world they live in.

Some of our clients

barclaycard	Legal & General	Thames Water	Santander
PRET	ADMIRAL GROUP plc	BAE SYSTEMS	EUROSTAR
NATIONAL BLOOD SERVICE	DHL	Transport for London	babcock
NHS	British Gas	MINISTRY OF DEFENCE	Servisair
Christian Salvesen	ROYAL NAVY	AVIVA	BRITISH AIRWAYS

92%

of ILM centres say that working with ILM has increased their credibility in the marketplace

The ILM network

We work with over 2,000 expert learning providers specialising in leadership and management, coaching, training and development to deliver our qualifications and certified training.

Our Approved Centres and Recognised Providers are monitored and supported to meet exacting standards in:

- Knowledge, skills and experience of staff
- Quality of learning materials and lesson plans
- Training processes, facilities and learner centricity

"Since embedding ILM coaching qualifications we've seen productivity has increased, and it's made people more responsible and more confident in themselves."

Nikki Hearnden-Hall
HR Manager, Greene King

Our qualifications work for everyone

Our unique and flexible qualifications structure means clients can custom build programmes, choosing from hundreds of optional units to meet their individual development needs.

Our innovative assessment approach gives customers the freedom to select the right approach for their people and business – from real-life workplace tasks to professional discussions.

ILM at your service

ILM customers receive hands-on support from dedicated experts in our business development, quality and customer service teams.

Our business managers all have experience of working in the learning and development sector, so they are ideally placed to help tailor training programmes to meet our customers' requirements.

Our qualifications

ILM qualifications are:

- Industry recognised
- Regulated by government departments in England, Northern Ireland, Wales and Scotland
- Awarded by The City & Guilds of London Institute

Leadership and Management

		Apprenticeships	
7	A C D 7 Leadership and Management		A C D 7 NVQ Diploma in Strategic Management and Leadership
6	A C D 6 Management		
5	A C D 5 Leadership and Management	Trailblazer ready: A C D 5 Principles of Leadership and Management	Trailblazer ready: A C D 5 NVQ Diploma in Management and Leadership
4	A C D 4 Leadership and Management	A C D 4 Principles of Leadership and Management	A C D 4 NVQ Diploma in Management
3	A C D 3 Leadership and Management	Trailblazer ready: A C D 3 Management	
2	A C D 2 Leadership and Team Skills	A C D 2 Team Leading	

Coaching and Mentoring

Business and Enterprise

7	A C D 7 Coaching Supervision	A C D 7 Executive Coaching and Mentoring		
6				
5	A C D 5 Coaching and Mentoring			A C D 5 Business Support
4				
3	A C D 3 Coaching	A C D 3 Coaching and Mentoring	A C D 3 Mentoring	A C D 3 Enterprise and Entrepreneurship
2	A C D 2 Introduction to Mentoring Skills			A C D 2 Enterprise

Leadership and Management

Hard theory and soft skills applied in real work environments – our leadership and management qualifications are designed to develop the essential knowledge, awareness and capability to drive organisational performance.

Whether leading a team for the first time or preparing to step up to senior management, learners can receive unit-based training with content, difficulty and duration of learning targeted to their needs.

Format: Knowledge and theory coupled with practical assignments, applied in the workplace.

30%

of all UK skills-shortage vacancies are caused by a lack of strategic management skills

UKCES 2016

Learners develop skills in:

- Communication, delegation and motivation
- Collecting and analysing information to make decisions
- Operations, marketing and customer management
- Managing health and safety
- Managing personal development

Our leadership and management qualifications give individuals the tools to:

- Plan and implement change
- Manage resources to achieve objectives
- Recruit and manage people

Jeremy Patterson
CEO, Powys Council

“ The practical nature of ILM programmes has meant that people are now not only identifying problems, but also implementing solutions. We’ve seen a marked improvement in staff engagement, performance and morale. 92% of course participants are able to positively influence people as a result of the programme, 89% are better at communicating and 95% are more able to think strategically.”

Coaching and Mentoring

Unlock potential, build resilience and embed change through one-to-one conversations and guided questioning. Our coaching and mentoring qualifications develop transformational skills and knowledge, and provide a trusted framework for applying these in the workplace.

From managers just starting to use coaching, right through to senior mentors and executive coaches, our range of qualifications develop to the appropriate professional benchmark. They combine rigorous underpinning theory with extensive hands-on experience, to develop rounded coaches and mentors with practical expertise.

Format: Practical assignments, applied in the workplace.

31%

anticipated growth in the use of coaching by line managers or peers

CIPD 2015

Learners develop skills in:

- Listening and communicating effectively
- Building relationships and rapport with colleagues
- Thinking systematically
- Understanding how to motivate others
- Developing others to improve their performance

Our coaching and mentoring qualifications give individuals the tools to:

- Deal with difficult situations and change
- Become more self-aware
- Motivate staff and engage the team

Peter Dickie
Group Talent Director, Greene King

“ Working with ILM sets a very clear standard for staff. To anyone thinking about leadership, management or coaching training, I would recommend ILM, working with them brings real brand strength and standards to some very exacting training.”

Specialist qualifications

ILM has an extensive portfolio of specialist qualifications, designed to meet training and development needs in specific sectors, organisations and roles.

We offer management-related qualifications in areas such as site waste management, facilities management and managing volunteers. All these qualifications are regulated, industry-recognised and developed to the ILM's exacting standards.

Dave Parker
Training Manager, BAM Nuttall

"We've seen better quality site supervisors who are better able to deal with leadership and management issues. This has resulted in more motivated staff, better productivity and higher efficiency. In my experience ILM are approachable, flexible and will be able to provide something that suits your needs."

ILM Certified Training

Our recognition programme enables organisations to benchmark the quality and reputation of in-house training schemes that don’t lead to a qualification.

ILM experts monitor in-house training, provide specialist support to businesses and quality assurance for staff.

There are two types of ILM recognition:

For in-house programmes without assessment

For in-house programmes with assessment

David O’Connor
Corporate Training and Development Manager
Fred Olsen Cruise Lines

“Our learners have much more confidence in their people skills and much more faith in their management skills. The recognition provided by ILM is really important. It just gives gravitas to the programme and real kudos with our crew that they’re actually achieving something with an internationally-recognised organisation.”

Training Resources

We've developed a range of training resources designed to enhance your existing programme:

- Quality-assured content to help you deliver a robust programme quickly
- Bite-sized learning in key topics – ideal for busy professionals
- Cost-effective resources in a range of digital formats
- Resources include workbooks, games, leadership style and psychometric tests, videos and digital learning tools

ILM Assessment Service

Our in-house assessment team can handle all your marking requirements:

- Efficient, quality-assured assessment
- ILM team carry out and mark the assessment, and enter the results
- One-to-one support throughout the process and clear, detailed feedback at the end

Management Apprenticeships

The introduction of Trailblazer Standards and the Apprenticeship Levy has fundamentally changed the way many organisations approach staff development.

ILM Management Apprenticeships give organisations the opportunity to use the Apprenticeship Levy tofund comprehensive and high quality management development programmes.

We combine theory with practical ‘on the job’ application so that learners develop essential skills in their real work environment, delivering immediate benefits to the business.

Map your existing programmes to ILM qualifications

Meet the standards set by Trailblazer groups

Access funding via the Apprenticeship Levy

Mapping services

Working with us

Seven steps to becoming a centre or recognised provider

1

Discussion

Normally, within two working days of your initial enquiry, our Business Development Executive will give you a call to talk through the options. If you are ready to explore ILM approval further, your details will be passed to your local Business Development Manager who will contact you to discuss your requirements.

2

Meeting(s)

During your discussion with your local Business Development Manager, you will go through your organisation's plans in more detail and gain full information, advice and guidance on our qualification portfolio and/or recognition scheme. You will discuss the requirements of delivering and assessing
ILM qualifications and programmes, and the support available from ILM. Your Business Development Manager will also explain our terms and conditions and the approval process, including how to complete the application form and the evidence you must submit.

3

Finance forms

Following your discussion with your Business Development Manager, you will need to complete and submit the relevant finance forms along with your payment for the appropriate approval fee.

4

Application forms

You will need to complete the appropriate approval application forms and send them to the Approval Team with the required supporting documents. Ongoing support is available from your Business Development Manager throughout your application process.

5

Quality check

Your allocated Quality and Compliance Manager will review the application and set up an appointment with you either via an on-site visit or telephone call/video link for international centres (minimum of ten working days from submission).

6

Application outcome

Following the quality check, there are two possible outcomes:

1. Confirmation that your organisation meets our requirements. Your details will then be handed over to the Approvals Team for the next stage of the process.

2. If your submission does not quite meet our requirements, your Quality and Compliance Manager will help you create an action plan to set out what steps you need to take to meet our criteria. This may involve further support that you will be charged for.

7

Welcome

You will receive written confirmation of your approval status. At this point, your contract with ILM will take effect. We will also confirm who your dedicated External Verifier will be, and provide you with details of our Customer Service team.

A member of our Customer Service team and your External Verifier will contact you to help you settle in to working with ILM and support you with any queries you may have.

You will have the opportunity to attend events held in your local area to enhance your self-development and to receive up to date details on working with ILM. Please note some of these events are chargeable.

Your tutors have the opportunity to sign up for free tutor membership of The Institute of Leadership and Management. This provides access to the latest leadership and management thinking, new research,

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