



ILM Customer Handbook (for ILM Centres and Providers)

The essential information you need to work with ILM (incorporating terms, conditions, policies and guidance)

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Working with ILM

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Who we are and what we do

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialises in assessment, learning content, recognition and the accreditation of high quality training in the fields of leadership, management and coaching.

ILM offers leadership and management qualifications through our network of accredited centres worldwide. Not only are ILM's qualifications industry-standard, ranging from team leading programmes to diplomas for senior directors, but they help retain and motivate staff too.

Developing leaders at all levels of an organisation is increasingly important, as UK organisations are facing an unprecedented leadership challenge. The UKCES recently predicted that we will need half a million new managers by 2020, and research from ILM found that more than a quarter (28%) of employees are lacking a trustworthy or inspirational leader whilst just 31% of employers feel confident in their supply of leadership talent for the next three to five years.

Through real-life application and independent research, we know what makes a good manager and a motivating leader. We're passionate about the difference good leadership and management makes to individual and organisational success.

You can find case studies that show the tangible impact of ILM qualifications and training [here](#).

Regulated Qualifications

Achieving a regulated professional qualification makes a statement about an individual's approach to their personal and professional development. An ILM qualification demonstrates that the holder not only understands the importance of learning, but by putting that understanding and new knowledge into practice, has demonstrated that their actions have had a positive impact on a work organisation.

By choosing ILM, your learners will be joining the 70,000 people who register for an ILM qualification every year. More employers choose our programmes than any other specialist awarding body.

ILM offers a wide range of qualifications covering all aspects of leadership and management, along with specialist programmes in coaching and mentoring, and enterprise. Combining innovative design with a strong focus on developing workplace performance, ILM qualifications and training are designed to meet the needs of organisations and their managers. All successful learners will receive a certificate of attainment to mark their achievement.

For further information and to decide which ILM programme will work for your learners, visit www.i-l-m.com or contact your business development manager.

Recognition of in-house training

Great training comes in all shapes and sizes. We understand that formal qualifications are not the only way to develop talented people and recognise high quality training. Sometimes you need the freedom to decide the content, format, and length of your training.

Whatever your organisational development needs, the key to maximising impact is high quality delivery.

ILM Assured provides the knowledge and experience to shine a light on great leadership development.

You find further information [here](#).

Membership of the Institute of Leadership and Management

All ILM learners receive free studying membership for a limited period from The Institute of Leadership and Management. This provides access to leadership and management news, research, expert opinion and learning resources.

Once qualified, learners can apply for professional membership (FInstLM, MInstLM, AMInstLM, or AInstLM) of The Institute of Leadership and Management.

For further information visit <https://www.institutelm.com>

Not yet an ILM approved centre? Learn more about the approval process [here](#)

Useful Contacts

ILM Customer Service

General enquiries

Events enquiries

International enquiries

E: customer@i-l-m.com

Complaints and feedback

Complaints and feedback

E: customer@i-l-m.com

ILM Regulation and Compliance

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

E: ILMregulation@i-l-m.com

ILM Assessment

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

E: ilmassessmentpolicy@i-l-m.com

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