



ILM Customer Handbook (for ILM Centres and Providers)

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

Version 4 April 2018

Policies and Guidance

New policies may be added between annual reviews of this Customer Handbook. Customers will be notified of any additions or amendments by ILM via email.

The current version all policies are available to download from the ILM website at www.i-l-m.com/policies. It is the responsibility of the Centre/Provider to ensure they are working to the most up-to-date policy found on our website.

Access Arrangements and Special Considerations

This policy provides definition and examples of Access Arrangements and Special Considerations which may occur for a candidate or group of candidates during an assessment. This ILM policy is provided for two purposes – to guide you in how to approach ILM as well as to provide an example of how you might develop and structure your own policy statement.

Administration Policy

This policy sets out the requirements and processes for registration, certification, charges and payments.

Centre Closure and Merger Policy

This policy applies to existing ILM Centres and ILM Providers who are seeking to withdraw from delivering regulated qualifications, endorsed programmes approved by ILM or development programmes approved by ILM. This policy details the various scenarios that could lead to a centre having approval removed and the process which is to be followed.

Complaints Policy

The policy provides definition and examples of complaints which may arise in relation to an ILM Centre, Provider, learner or member. The process for making a complaint is described, although we expect a learner to follow their Centres or Providers process before referring to ILM.

Conflicts of Interest Guidance

This guidance outlines the principles and procedures for managing conflicts of interest within an ILM Centre or ILM Provider.

Data Protection Policy

This policy provides a definition of Data Protection and examples of how this applies to ILM Centres, Providers and learners. The Data Protection Act 1998 places obligations on those that control and process information relating to individuals. While this is UK legislation, ILM believe it represents best practice and requires all customers to comply with these provisions.

Enquiries and Appeals Policy

This policy lays out ILM's enquiries and appeals process and fees. It also provides examples of when an ILM Approved Centre or Recognised Provider may appeal against issues relating to ILM qualifications, assessment, exams or quality assurance.

Equality and Diversity Policy

This policy provides a definition of equality & diversity, examples of equality & diversity in practice, and describes the process and standards required from ILM Centres and Providers in line with the Equality Act 2010.

External Quality Assurance Policy

This policy provides the risk management framework within which all ILM Centres and Providers must operate. It also provides general guidance on best practice when working with your ILM External Verifier.

ILM Assessment Policy

The purpose of this Policy is to ensure quality and consistency of the ILM assessment service. This policy applies to prospective and existing ILM Centres who intend to use the ILM Assessment Service. This document provides guidance on the process for using the ILM Assessment Service and the terms and conditions which must be adhered to when using this service.

Internal Quality Assurance Policy

This policy provides the key principles, responsibilities and best practice requirements that ILM Centres and Providers must follow to ensure effective Internal Quality Assurance (IQA).

Instructions for Conducting Examinations Policy

These instructions are to be followed by Centres for that conduct paper based examinations or online tests. Centres must ensure that all learners and centre staff adhere to both ILM and JCQ Instructions for Conducting Examination Instructions.

Investigations Guidance

This document outlines best practice for undertaking an investigation into suspected malpractice. It also explains ILM's commitment when dealing with an allegation of suspected malpractice in the assessment of qualifications and/or the quality assurance of the assessment process.

Malpractice and Maladministration Policy

The policy provides a definition and examples of malpractice and maladministration in relation to ILM Centres, Providers or learners. It describes the process for preventing, investigating and dealing with malpractice and maladministration.

Managing Unacceptable Behaviour Policy

This policy sets out our approach to managing those customers whose actions or behaviour are considered unacceptable and are either having a harmful impact on our staff or their ability to provide a consistent level of service to all customers.

Plagiarism, Collusion and Cheating Policy & Guidance

The policy provides a definition and examples of plagiarism and cheating in relation to ILM assessments and examinations. It describes the process that ILM Centres and Providers are required to follow in order to prevent, investigate and deal with instances of plagiarism, collusion and cheating along with the requirement for a formal declaration of authenticity by the learner and centre.

Qualifications Packaging Policy

This policy details how ILM consider the appropriateness to make a qualification solely available in a package with other products/services or separately.

Recognition of Prior Learning Policy

This policy provides guidance to Centres and Providers on how to approach Recognition of Prior Learning (RPL).

Safeguarding Policy

This policy sets out ILM and City and Guilds Group responsibilities for staff and representatives with regards to safeguarding children and vulnerable adults.

Use of Brand Policy

This policy applies to the use of the ILM brand including the use of the ILM logo by its active customers. This policy provides information on the two types of customer logos available to ILM customers, and lays out the legal and brand guidelines that ILM Centres and Providers must comply with when using the ILM logo. It explains how to apply for the ILM logo, and contains a full list of the terms and conditions for use of ILM logos.

Use of Language Policy

This policy explains when an ILM Approved Qualification or Recognised Programme can be delivered and/or assessed in other languages and defines the process for gaining ILM approval for use of another language.

Use of Materials Policy

This policy applies to materials sent by ILM to Centres or Providers and sets out the conditions on which they may be used.

Whistle-blower Policy

This policy applies to individuals who are not employed by ILM or the City and Guilds Group and wish to make a disclosure to ILM. This policy details ILM's commitment to ILM candidates and ILM centre employees who wish to disclose information to ILM

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

Copyright

Published by ILM.

ILM is a City & Guilds Group Business. The City and Guilds of London Institute. Incorporated by Royal Charter. Founded in 1878. Registered Charity in England and Wales 312832 and in Scotland SCO39578. © The City and Guilds of London Institute.

This content in this document is copyright © The City and Guilds of London Institute [2018].

The content in this document, may not be copied, reproduced or distributed without the prior written consent of The City and Guilds of London Institute, except that:

1. candidates studying for an ILM or City & Guilds qualification may photocopy this document free of charge, for the purposes of personal study, when working towards an ILM or City & Guilds qualification
2. approved City & Guilds and/or ILM centres and providers may include a PDF version of this document on their internal intranets, provided that centre staff may only make copies of the document for the purpose of teaching candidates working towards an ILM branded or City & Guilds qualification

The *Standard Copying Conditions* also apply and can be found on the City and Guilds of London Institute website <http://www.cityandguilds.com/help/copyright>

ILM
No 1 Newlands Court
Attwood Road
Burntwood
WS7 3GF
T +44 (0) 1543 266867
E customer@i-l-m.com
www.i-l-m.com