
ILM Recognition **Endorsed and** **Development programme** **guidelines**

Introducing ILM Recognition	3
Find out how you could become an ILM Recognised Provider	3
First steps	4
ILM Recognition Footprint	4
Types of recognition	5
Progression routes	8
Benchmarks of quality	8
Walled Garden – the ILM online registration and results entry facility	12
Results and claiming certification	13
Quality Assurance	14

ILM is the UK's leading provider of leadership, management and coaching qualifications. We have over 50 years' of experience in learning and development. As a City & Guilds Group business, ILM is part of a global leader in skills development.

Note

As an ILM Recognition Provider the certificate provided to your learners can include your own logo, that of your client if you wish, and additional text. See page 10 for details.

ILM Disclaimer

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of publication. However, ILM products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

ILM Recognition is the benchmark of high quality, bespoke in-house leadership and management training.

- We recognise your expertise in tailoring and delivering bespoke training that meets your organisation's needs.
- ILM Recognition ensures your freedom to tailor the length, content and delivery of your programmes, whilst we monitor the overall quality.
- Working together with ILM is the proven route to increase business impact and performance.
- ILM Recognition empowers individual and organisational leadership with flexible and quality-assured solutions for progression.
- Your customers and stakeholders see at a glance that managers are developed to ILM's standards, validating your organisation's investment in talent and performance.

Find out how you could become an ILM Recognised Provider

Great leadership and management training comes in all shapes and sizes. Not everyone wants to take a formal management qualification, which is why we recognise quality in-house management development through our Endorsed (assessed) and Development (non-assessed) recognition schemes.

ILM Recognition provides a flexible solution to organisational staff development, from short courses to extensive programmes. Our dedicated teams are available with expert support at every stage of your journey.

Contact us on +44 (0)1543 266867 or customer@i-l-m.com

ILM Recognition

Endorsed and Development programme guidelines

*For Recognised Providers in Scotland this term is not permitted due to conflict with in-country qualifications.

Acceptable	Unacceptable
Advanced programme	Accredited
Executive programme	Approved
Development	Award
Foundation*	Certificate/Certified
Introduction/Introductory	Degree
Module	Diploma
Phase	Level/Unit numbers
Programme	Licensed
Progression	Masters
Stage	MBA
Supervisory	Qualification/Qualified
	Trademark
	Post Graduate

First steps

Our expert teams are available to discuss how becoming a Recognised Provider could empower your organisation. Before you request ILM recognition and submit an application form it is worth considering the following points:

- Does the programme fit within ILM's Recognition Footprint of leadership, management, coaching, mentoring or enterprise, or activities to support the development of these skills (such as consultancy, action learning facilitation, train the trainer)?
- Who are the learners and what are they looking to achieve?
- What are the organisational requirements?
- Will the programme(s) meet both learner and organisational needs?

- Is this non-regulatory route the right one? Does it provide the solution that the learners and organisation are seeking? The alternative would be regulated qualifications. These are nationally recognised and regulated by Ofqual, SQA and Qualifications Wales, the bodies responsible for qualifications, examinations and assessments in England, Scotland, Northern Ireland and Wales. To deliver regulated programmes organisations must be Approved Centres. Some regulated qualifications are eligible for funding. Contact us for more information about regulated qualifications.
- Are all the learners to be registered on the programme at least 14 years old?

You should also ensure that you read the ILM Customer Handbook (www.i-l-m.com/handbook) in conjunction with these guidelines, as it contains important contractual information.

ILM Recognition Footprint

The recognised programme must be based on general or specific areas of management and/or leadership, coaching/ mentoring, or enterprise, and aim to enhance or develop the knowledge and/or skills of managers/leaders/coaches/ mentors/ entrepreneurs (including train the trainer programmes that operate within this context).

The minimum requirements for programme content should reflect the following:

- 40% within ILM's Recognition Footprint specified above
- 60% programme specific and/or contextual learning.

In addition, programmes titles must accurately reflect this management, leadership, enterprise or coaching content and context. The table above provides examples of **some acceptable and unacceptable programme terms within titles**. There may be other title descriptions that ILM will not accept if we feel there is misrepresentation of programme content. Programme information for learners should not detail that the endorsed or developed programme equates to a given level.

If such a concern is raised, the Quality & Compliance team will discuss this with you.

Types of recognition

You can choose the type of recognition to suit your needs:

- **Endorsed** – assessed programmes. Endorsed programmes contain clear aims, objectives and learning outcomes

plus an auditable assessment that demonstrates how the learning has been applied

- **Development** – non-assessed programmes.

Development programmes also contain clear aims, objectives and learning outcomes but do not require an auditable assessment to be completed.

Endorsed – assessed programme overview

- The programme fits the ILM Recognition Footprint (see page 04)
- ILM recognises the programme content, aims, objectives and learning outcomes
- The programme includes an assessed component that links to the learning outcomes
- You have flexibility in the programme design and delivery – including the assessment

Endorsed programmes must include some form of individual learner assessment. This assessment should clearly relate to the aims, objectives and learning outcomes of the programme to provide the learner with the opportunity of putting their learning into practice within their own context. ILM is keen to promote and encourage innovative methods of assessment, however the assessment must have some clear links to the minimum 40% content that relates to ILM's Recognition Footprint (see page 04). Endorsed programmes recognised by ILM will be monitored by an External Verifier (EV) and you will be expected to complete an annual self-assessment.

Development – non-assessed programme overview

- The programme fits the ILM Recognition Footprint (see page 04)
- ILM recognises the programme content, aims, objectives and learning outcomes
- You have flexibility in the programme design and delivery

The development programme must have clear aims, objectives and learning outcomes; however, assessment is not required. You will be expected to complete an annual self-assessment for the development programmes recognised by ILM. The self-assessment will be monitored by an ILM External Verifier (EV).

Reasons for non-recognition

While every effort will be made to advise and support you through the process, submission of a programme does not grant automatic recognition. Although flexibility within design and delivery is encouraged, there may be occasions when a programme will not be recognised as an Endorsed or Development programme:

- Programme content does not fall within ILM's Recognition Footprint
- Programme titles do not accurately reflect the leadership and management content of the programme
- Programme titles contain the words 'award', 'certificate', 'diploma' or 'post Graduate', or other such descriptions that may conflict with (or be misrepresented as) regulated qualifications
- Programme titles contain a recognised and/or trademarked model (such models, however, may be a feature of a wider programme)
- Procedures for ensuring quality, content and rigour of the programme(s) are insufficient (particularly with assessed programmes).

This is not a definitive list. Any reasons for non-recognition will be clearly explained by the Quality & Compliance Team.

Steps to becoming an ILM Recognised Provider

1 Contact ILM

- Contact our Customer Service Team by email customer@i-l-m.com or on +44 (0)1543 266 867.
- We will log your interest and a member of the Business Development team will contact you for an initial discussion and set up a meeting with your Business Development Manager
- The meeting will identify how ILM can best support your organisation and all relevant documentation will be provided
- You'll be asked to complete an Account and Direct Debit application for finance check purposes.

2 Complete and send us your account application, direct debit form and payment of the relevant recognition fee

- Please submit the form electronically to the ILM Approvals Team (approvals@i-l-m.com)
- New applications cannot be approved until a satisfactory credit check has been completed and payment has been made.

3 Complete and send us your application forms and supporting documentation

- These forms can be obtained from the ILM website, Customer Service Team or your local Business Development Manager
- Completed forms are submitted by email to your local Quality & Compliance Manager, together with all necessary supporting documents, which will include:
 - Learner support materials
 - Trainer notes/Session plans
 - Assessment and Marking Criteria
 - Appeals Procedure.

4 ILM reviews your submission

- Your Quality & Compliance Manager will review your application and then pass to ILM's approval team for processing, if successful.

5 Once recognition is granted you will receive the following confirmation documentation:

- A letter confirming Recognised Provider status and programme recognition. This will indicate the date when your provider status commenced and your ILM Recognised Provider logo and number. Please use this number in all your correspondence with us.
- Terms and Conditions of Recognition
- Details of your allocated External Verifier.

6 You will also receive a certificate denoting your ILM Recognised Provider status

- This special certificate highlights the date when Recognised Provider status commenced and should be displayed in a suitable area
- Your recognition is continuous provided our terms and conditions are met – further details are available in the ILM Customer Handbook.

7 External quality assurance

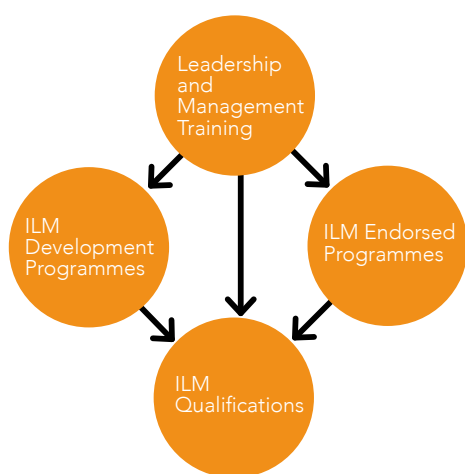
- Your recognised programmes (Endorsed or Development) will be reviewed annually by your allocated External Verifier (EV). As part of this process, you will be requested to complete a Customer Review Form (CRF). If you are offering ILM endorsed programmes, your EV will also sample your learners' assessed work.

8 Additional approvals

- Additional approvals for further programmes can be pursued at any time to suit your business needs
- Full details are available from your ILM Business Development Manager.

ILM Recognised Provider logo

All Recognised Providers are entitled to use the ILM Recognised Provider logo. This logo must be used only in the form provided by ILM and in accordance with the current guidelines and conditions for its use (which will be provided with the logo). If a programme is advertised as being an ILM Endorsed or Development programme, learners must be registered with ILM. Non-compliance with this condition will result in withdrawal of permission to use the logo, and may also result in withdrawal of Recognised Provider status.



Progression routes

Endorsed (assessed) and Development (non-assessed) programmes are the benchmark of high quality bespoke leadership and management development and can provide the learner with a pathway to a full qualification if that is their objective.

Endorsed and Development programmes do not have a national credit rating or level, however in cases where clear links can be demonstrated to the learning outcomes within the national qualification frameworks, units or qualifications, these recognised programmes may be used as 'recognised prior learning' (RPL).

Your ILM Business Development or Quality & Compliance Manager can provide you with mapping documents to assist you in identifying any links with regulated qualification units. We can also provide a full mapping service at a cost relative to the size and complexity of the programmes being mapped. Recognised Providers may then wish to become an Approved Centre and deliver ILM qualifications. Alternatively we can assist individual learners in finding a centre that can take them onto the next stage of their development journey.

Benchmarks of quality

The following pages explain the benchmarks of quality required for organisations to achieve Recognised Provider status and their programmes to be recognised as Endorsed or Development Programmes. The tables explain what the benchmark relates to, the criteria it covers and the possible forms of evidence needed to meet that quality standard.

Why are benchmarks of quality important?

Although Endorsed and Development programmes are non-regulated, it is important to have clearly defined benchmarks which protect the integrity of all parties: provider, learners and certifying organisation.

Recognition allows the provider access and use of the ILM Recognised Provider logo for marketing purposes, therefore the integrity of the ILM brand and its standing within the market place must be protected.

Benchmark 1	Criteria	Evidence
Fitness for purpose – Recognised Providers must ensure their programme(s) meet learner and organisational needs and fall within the ILM Recognition Footprint of Leadership, Management, Coaching, Mentoring, Enterprise	The programme(s) is appropriate for ILM recognition	Programme outline clearly defines content
	Content contains minimum of 40% leadership and management 60% context/ sector specific	Titles accurately reflect leadership and management content of programme
	The programme has clear aims, objectives and learning outcomes	Appropriate programme and learner support materials (session/trainer notes)
	Programme(s) meet individual learner needs and supports them in their achievement of the programmes stated outcomes	Relevant learner support materials and evaluation documents A clear indication of the intended audience is provided which matches the programme proposals
	Assessed programmes only	
	Learning outcomes and methods of assessment are clearly defined, fit for purpose and regularly reviewed	Assessment material and marking system/method
	The provider has robust assessment and verification procedures in place	Appropriate assessment and verification records/learner tracking systems
	Learners understand the purpose of assessment and what is expected of them	
	Assessment is appropriate and fair	
	Assessment contains links to the 40% leadership and management content of the programme	
Learners produce authentic and sufficient evidence to meet all programme outcomes		

Benchmark 2	Criteria	Evidence
<p>Resources – Recognised Providers must ensure programmes are delivered and, where appropriate, assessed by competent and appropriately qualified staff</p> <p>Appropriate physical and material resources are provided for the learning environment</p>	<p>Staff resources</p>	
	Staff are occupationally competent for the stated roles	Programme staffing records CVs
	Development of staff is encouraged and reviewed on a regular basis	CPD Records
	Appropriate recruitment policies for those involved in programme delivery and assessment.	Recruitment policy and person specifications for staff involved in delivery and assessment
	Suitable support arrangements are in place to provide continuity where a sole individual is named	Statement documenting contingent arrangements and how this would be implemented
	<p>Physical resources</p>	
	Accommodation provision is conducive to learning	What accommodation is to be used and how this is risk assessed?
Equipment is appropriate	What equipment is to be used?	
Supporting resources are sufficient for the programme	Details and types of knowledge resources to be utilised	
Benchmark 3	Criteria	Evidence
<p>Equality of Access – Recognised Providers must offer equality of access to learning opportunities and be responsive to the needs of individuals and to the diverse needs of learners</p>	<p>Evidence of an equal opportunities policy (support of special requirements, equal access to fair assessment)</p>	<p>Active implementation of equal opportunities through EQA and customer reviews</p>
Benchmark 4	Criteria	Evidence
<p>Induction of learners – Recognised Providers must provide information for learners, and staff must set out the requirements of the programme</p>	<p>An appropriate induction programme is provided to learners outlining programme requirements and ILM resources</p>	<p>Appropriate induction programme (this will vary in length according to the extent and duration of the programme)</p>
	<p>Learners understand the purpose of assessment and what is expected of them.</p>	<p>Fit for purpose learner support materials and a programme outline that clearly defines programme and assessment content</p> <p>Session/Trainer notes</p>

Benchmark 5	Criteria	Evidence
<p>Appeals – Recognised Providers must make available an appeals policy should learners appeal any assessment decisions. The appeals policy must detail how appeals will be dealt with and recorded.</p>	<p>The appeals process clearly explains methods of appeal, actions to be taken by appellant and timescales</p>	<p>Appeals policy / procedure</p>
	<p>The appeals process clearly explains steps to be taken by the provider, including responsibilities and timescales</p>	
	<p>Information on appeals process is provided to learners and staff from the beginning of the programme</p>	
	<p>Appropriate records to support the entire appeals process are in place</p>	
	<p>The provider understands that this is an internal process</p>	
Benchmark 6	Criteria	Evidence
<p>Quality Assurance – Recognised Providers must have procedures in place to internally quality assure the fairness and accuracy of delivery and the quality of all assessment decisions</p>	<p>Suitable staff are identified to be responsible for Internal Quality Assurance (IQA)</p>	<p>IQA records/tracking/sampling/ marking</p>
	<p>IQA systems are appropriate to evaluate the fairness and accuracy of assessment decisions</p>	
	<p>Processes in place demonstrating how IQA staff will provide feedback to assessors to ensure ongoing quality and fairness of assessment.</p>	
Benchmark 7	Criteria	Evidence
<p>Tracking progress of learners – Recognised Providers must have staff and systems to record details of programme completion, by learners and maintain details of assessment and internal quality assurance activities.</p>	<p>Appropriate staffing resources to administer the programmes</p>	<p>Named contact responsible for tracking learner progress</p>
	<p>Appropriate systems to record details of programme entry, assessment and completion</p>	<p>Tracking forms/registration records/ schedules of results/quality assurance records</p>
Benchmark 8	Criteria	Evidence
<p>Evaluation and review – Recognised Providers must have formative and evaluative processes and procedures in place to evaluate the effectiveness of the programmes(s) to ensure fitness for purpose and inform future improvements</p>	<p>Evaluation methods are appropriate for the programmes</p>	<p>Mechanisms for capturing learner feedback, employer feedback, trainer feedback and impact assessment</p>
	<p>Appropriate use of evaluation to improve and inform future provision</p>	

Walled Garden – the ILM online registration and results entry facility

Walled Garden is our online learner registration and results entry system that is quick and easy to use, and available 24 hours a day, all year round (subject to maintenance requirements).

Your Walled Garden account

Access the Walled Garden at www.walled-garden.com or through the link in the top right corner of the ILM website home page www.i-l-m.com

When you've sent us the application form and we have confirmed it, we will email you your username and password.

On your first login we ask you to:

- Change your password
- Provide some personal details – in case we need to securely confirm your identity if you're using the online services helpdesk
- Read and agree to the site terms and conditions, before you can use it.

Registering learners

With your account up and running you can register learners online.

For each learner you must supply:

- Their full name
- Their full date of birth and gender
- Information for equal opportunities monitoring.

To take advantage of the free studying membership offer, you must also provide:

- Learner email addresses (home address preferred)

Please ensure all the registration details are entered accurately. Any error at this stage may cause delays in processing your learners' certificates.

All learners must be registered with ILM in line with our Administration and Invoicing Policy. This means that for programmes lasting more than 3 months, learners must be registered no later than 8 weeks after the start date of the programme. For programmes lasting less than 3 months, learners need to be registered within a week of the start date.

Adding your logo or additional text

You can follow the step-by-step guide to add your organisation or client logo, or additional text, to the certificate. Please note that this is subject to our system limitations and will be checked beforehand by ILM.

Additional text can be up to 60 characters and could include:

- Sponsor's name
- Learning activity undertaken
- Module or unit descriptor
- Programme specialism

Any secondary logos must have the following criteria:

- File type = jpeg
- File size (width) = 350 – 375 pixels
- Resolution = 300 dpi

Contact us

If you have any queries about Walled Garden, registering learners online or certificates, our Customer Service Team is here to help on +44(0) 01543 266 867 or customer@i-l-m.com

Results and claiming certification

When you are ready to claim for your certificates, use the Results Entry option in Walled Garden to enter your learner results. You can find full guidance on our website www.i-l-m.com/walledgarden

Endorsed programmes

- 1 Entering results on Walled Garden will automatically notify your External Verifier (EV) who will then request to see the following items for each programme:
 - Notification of programme start and end date(s)
 - The programme outline – schedule of delivery and content (as supplied for initial recognition)
 - The assessment brief for learners and the marking scheme (as supplied for initial recognition)
 - Records of learners' programme attendance/completion, tutorial support received, assessment outcomes and internal quality assurance/verification activities
 - Samples of marked assessments – some of which must have been internally quality assured/verified. This sample will be identified by the EV and may involve an annual visit to the provider and/or remote monitoring.

- 2 Once the EV has this evidence they will release the results in Walled Garden, confirming programme outcomes for each of the learners. Please note that marked assessments may not be returned to them by the EV therefore you may wish to retain the originals.
- 3 Certificates are prepared and sent direct to you for distribution to learners.
- 4 After your first group of learners have successfully completed the programme (and subject to successful external quality assurance), you may be granted Direct Claims Status (DCS) for certification. DCS is available to Recognised Providers who have demonstrated that good quality practices are being maintained in relation to assessments. You will complete the results entry process in Walled Garden as before but the results do not need to be verified by ILM's EV. Recognised Providers who have DCS must retain marked assessments for EV sampling at the next planned visit. Additional information relating to the ILM Quality Assurance strategy is provided within the ILM Customer Handbook available on the ILM website www.i-l-m.com/handbook

Development programmes

- 1 As there is no assessment requirement, an ILM EV is not normally directly involved in sampling.
- 2 When you are ready to claim your certificates use the results entry option in Walled Garden.
- 3 These non assessed programmes are allocated DCS immediately and so your EV will not be required to release these results. Once the results are submitted the certificates will be issued to you for distribution to your learners.
- 4 Your EV or Quality & Compliance Manager will undertake an annual review on or near the anniversary date of provider recognition.

Quality Assurance

Endorsed programmes

- 1 Quality Assurance of assessed programmes is conducted by your External Verifier (EV) through remote monitoring (see Results and Claiming Certification on page 13). Where a Recognised Provider has been granted DCS there will be less frequent remote monitoring.
- 2 The EV will complete an annual customer review on or near the anniversary of the date of recognition of the programmes. Reviews are normally conducted face to face but can be undertaken remotely (if appropriate the visit may occur while a programme is running).
- 3 If additional interventions are requested by the provider, then a fee may be incurred.
- 4 As the Recognised Provider, you are required to inform the EV of the start and finish dates of programmes, to facilitate appropriate and mutually convenient EV activity planning.

- 5 You are required to inform your Quality & Compliance Manager promptly of any changes to staffing, programme or resources. Changes will be agreed and confirmed by email. ILM reserves the right to regard a programme which has undergone major changes as a new submission and may, at its discretion, charge the appropriate 'add-on' fee.
- 6 Where necessary, ILM (EV, Quality & Compliance Manager or Business Development Manager) may initiate an action plan requiring the Recognised Provider to re-align its practices with the agreed submission and/or ILM's requirements. Prompt compliance with any action plan is part of the agreement between the provider and ILM.

Development programmes

- 1 Quality Assurance is conducted by your EV who will complete an annual customer review during a visit or via remote monitoring on or near the anniversary of the date of recognition of the programmes. This activity may be undertaken as part of the annual review for centres approved to deliver other ILM qualifications.
- 2 You are required to inform your Quality & Compliance Manager promptly of any changes to staffing, programme or resources. Changes will be agreed and confirmed by email. ILM reserves the right to regard a programme which has undergone major changes as a new submission and may, at its discretion, charge the appropriate 'add-on' fee.
- 3 Where necessary, ILM (EV, Quality & Compliance Manager or Business Manager) may initiate an action plan requiring the Recognised Provider to re-align its practices with the agreed submission and/or ILM's requirements. Prompt compliance with any action plan is part of the agreement between the provider and ILM.

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President: HRH The Princess Royal. Chairman:
Sir John Armitt. Director-General: Chris Jones

