



# Use of ILM Materials Policy

V1 May 2016

## Contents

<a href="#">Scope</a>	3
<a href="#">ILM Qualification Materials (applicable to Centres only)</a>	4
<a href="#">Other ILM Materials</a>	5
<a href="#">Conditions applying to all Materials</a>	6
<a href="#">Other uses of ILM Materials</a>	7
<a href="#">Continuous Improvement</a>	8

## Document Change History

This is a brand new policy launched in May 2016.

## Scope

- 1.1 In this policy, “ILM” means The City and Guilds of London Institute.
- 1.2 Under UK copyright legislation (which applies to the contracts between ILM and its Centres and Providers), permission must be obtained before doing the following to the whole or a substantial part of a copyright work owned by someone else:
- copying it (this includes storing it digitally, and circulating or making available digital copies)
  - issuing copies, renting, lending or communicating it to the public
  - adapting it (this includes translating it), or doing any of the above in relation to adaption
- 1.3 This policy applies to materials sent to ILM Centres and ILM Providers by ILM whether in hard copy or digitally, or made available to them for download by them from the ILM website (“ILM Materials”). There are two kinds of ILM Materials: ILM Qualification Materials (defined in section 2) and other ILM Materials.
- 1.4 This policy sets out:
- the conditions which apply to the use of ILM Materials
  - how ILM Centres and Providers may use ILM Materials without asking for permission
  - the process for seeking permission if they wish to use them in some other way
- 1.5 This policy applies if and to the extent that a particular item does not state the conditions on which it may be used.
- 1.6 This policy does not deal with:
- the use of the ILM initials and logo on their own. This is dealt with in the ILM Brand Policy
  - the use of examination papers. This is dealt with in the Instructions for Conducting Examinations Policy
  - the translation of ILM Qualification Materials. This is dealt with in the Use of Language and Bilingual Assessment Policy

## ILM Qualification Materials (applicable to Centres only)

- 2.1 This section applies to ILM Materials which relate to ILM qualifications (“ILM Qualification Materials”). Examples of this include qualification specifications, mark sheets and assignments. The term Learner means an individual who is registered for the qualification in question.
- 2.2 Centres may distribute hard or soft copies of ILM Qualification Materials:
- to their staff, who may make hard or soft copies only for the purpose of training or assessment at the Centre for the qualification in question
  - to their Learners, who may make hard or soft copies only for the purpose of learning and assessment at the Centre for the qualification in question
- 2.3 Distribution includes posting on a secure intranet from which only their staff and Learners may access them. No charge may be made for the copies over and above a charge for printing hard copies, where the price may not exceed the cost of printing.
- 2.4 Centres must take all reasonable steps to make their staff and Learners aware of the terms on which the materials are made available to them.
- 2.5 The licences granted in this section will terminate automatically if the Centre ceases to be an ILM Centre or ceases to be approved to offer the qualification in question.
- 2.6 The conditions in section 4 apply to ILM Qualification Materials.

## Other ILM Materials

- 3.1 This section applies to ILM Materials other than ILM Qualification Materials. Examples include the Customer Handbook for ILM Centres and Providers, and promotional materials (such as 'q cards', and PR templates).
- 3.2 Centres/Providers may distribute hard or soft copies of:
- the Customer Handbook for ILM Centres and Providers to their staff, who may make hard or soft copies only for the purpose of administration, training or assessment at the Centre/Provider
  - other ILM Materials to their staff, who may make hard or soft copies only for the purpose of administration or for any other purpose clearly indicated by ILM (for example templates for use in promoting the Centre/Provider)
- 3.3 Distribution includes posting on a secure intranet from which only their staff may access the materials. No charge may be made for the copies over and above a charge for printing hard copies, where the price may not exceed the cost of printing.
- 3.4 Centres must take all reasonable steps to make their staff aware of the terms on which the materials are made available to them.
- 3.5 The licence granted in this section will terminate automatically if the Centre/Provider ceases to be an ILM Approved Centre or Recognised Provider.
- 3.6 The conditions in section 4 apply to other ILM Materials.

## Conditions applying to all ILM Materials

- 4.1 ILM Materials must not be altered, nor used in a derogatory way or a misleading context.
- 4.2 ILM Materials may be copied in whole or in part, but in either case the following must be shown on the copy: “© The City and Guilds of London Institute”.
- 4.3 ILM may withdraw the licences granted in sections 2 and 3 at any time on giving reasonable notice to the Centre/Provider.
- 4.4 Centres/Providers may not do anything with ILM Materials except as permitted in this Policy and in accordance with any conditions set out in it. In particular they may not share them with other organisations or individual, or make public in any format all or part of their contents.

## Other uses of ILM Materials

5.1 Applications for permission to use ILM Materials in ways not covered in this Policy must be made in writing to the customer service team at [customer@i-l-m.com](mailto:customer@i-l-m.com)

5.2 Applications must specify:

- the ILM Material in question
- the proposed use
- the period of the proposed use

and contain an undertaking to pay ILM's reasonable costs in connection with the application and licence if requested to do so.

5.3 ILM will consider the application and if it thinks fit grant the applicant a licence in an appropriate form.

5.4 Please note that a licence will not be given:

- to use ILM Qualification Materials other than as stated in Section 2 of this Policy
- to share ILM Qualification Materials with other organisations or individuals, or to make public in any format all or part of the contents of any ILM Qualification Materials

## Continuous Improvement

The ILM Quality and Regulatory Group monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's 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.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: [customer@i-l-m.com](mailto:customer@i-l-m.com)

## About ILM

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 specialise in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

## City and Guilds Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

## Useful Contacts

### **ILM Customer Service**

General enquiries

Events enquiries

International enquiries

E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

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### **Complaints and feedback**

Complaints and feedback

E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

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### **ILM Regulation and Compliance**

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

E: [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com)

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### **ILM Assessment**

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

E: [ilmassessmentpolicy@i-l-m.com](mailto:ilmassessmentpolicy@i-l-m.com)

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## Copyright

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