

ILM Policies at Approval

V4 November 2017

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Document Change History

Changes to specific sections of the document are listed below:

Policy Requirements

Page No	Change
6	<p>Removal of policy numbering</p> <p>Additional be aware columns</p> <p>Removal of the following policies:</p> <ul style="list-style-type: none">• Summative Assessment policy• Ethics policy• Qualifications Packaging policy <p>Name change of the following policies:</p> <ul style="list-style-type: none">• Reasonable Adjustments and Special Considerations changed to Access Arrangements and Special Considerations• Appeals changes to Enquiries and Appeals• Use of Language and Bilingual Assessment policy changed to Use of Language Policy• Conflicts of Interest Policy changed to Conflicts of Interest Guidance• Investigations policy changed to Investigations Guidance• Administration and Invoicing Policy changed to Administration Policy <p>Addition of the following policies:</p> <ul style="list-style-type: none">• Safeguarding Policy• Whistle-blower Policy

Policy Guidance

Page No	Change
	New Section

Further Information

Page No	Change
	New Section

Useful Contact Details

Page No	Change
	New Section

Scope

This document applies to prospective and existing ILM Centres and ILM Providers that are going through approval with ILM.

This ILM document outlines:

- Which policies an ILM Centre or ILM Provider should be aware of
- Which policies we expect an ILM Centre or Provider to have their own version of and to provide a copy at approval
- Guidance to assist applicants with the development of the required policies and processes

This document supersedes and replaces the ILM Policies at Approval or Re-approval stage for Centres and Providers Version 3 December 2017

Policy Requirements

Once approved you will enter into a contractual agreement with ILM, as part of the City and Guilds Group. As part of the ILM contract with City & Guilds all approved Centres and Providers must comply with ILM policies at all times as outlined in the [Customer Handbook](#). It is the responsibility of the Centre/Provider to ensure they are working to the most up to date policy which can be found on the ILM website at <https://www.i-l-m.com/trainers-and-centres/customer-handbook/policies>

As an approved Centre/Provider you must ensure you are aware of the content of **all** policies listed below. Where an **additional requirement** is needed there will be a tick in the corresponding box in the table below.

Where required these policies can either be included as policy statements in your own Centre/Provider Handbook or produced as full policies.

ILM has a range of templates to help you with this process and these can be found on our website.

Policy	Centres		Providers		Centres/Providers
	QCM is required to obtain copies of these at approval to be retained with all other approval documents	Not required until the centre is active within this topic area	QCM is required to obtain copies of these at appropriate approval to be retained with all other approval documents	Endorsed Programmes	
Access Arrangements and Special Considerations policy	√		√		√
Administration policy					√
Centre Closure and Merger Policy					√

ILM Policies at Approval for Centres and Providers

Complaints policy	√		√	√	√
Conflicts of Interest Guidance	√		√	√	√
Data Protection policy	√		√	√	√
Enquiries and Appeals policy	√		√		√
Equality and Diversity policy	√		√	√	√
External Quality Assurance policy					√
Internal Quality Assurance policy	√		√		√
ILM Assessment policy		√			√
Instructions for Conducting Examinations policy		√			√
Investigations Guidance					√
Malpractice and Maladministration policy	√		√	√	√
Managing Unacceptable Behaviour policy					√
Plagiarism, Collusion and Cheating policy	√		√		√
Recognition of Prior Learning policy	√				√
Safeguarding policy					√
Use of the ILM Brand policy					√
Use of ILM materials policy					√
Use of Language policy		√			√
Whistle-blowers policy					√

Policy Guidance

As an ILM Centre you will need to have policies and procedures in place to fulfil the Approval and Regulatory requirements and to provide a route map for your staff and learners, so they understand what is required of them and how you deliver qualifications and programmes.

Applicants are required to develop their own policies to reflect your internal practice(s) and well as meeting ILM requirements and as such 'own' them and ensure that staff are familiar with their content and the processes involved. The information provided in this section is only for guidance in the development of Centre policies and procedures.

At your Centre annual review, ILM will check these policies and will expect them to have been reviewed in line with any changes we have made throughout the year, which will be notified to you in the ILM News that is sent to you on a monthly basis.

Access Arrangements and Special Considerations Policy

All centres are required to have their own guidance and process for access arrangements and special considerations and to ensure that all staff within the centre are familiar with the content.

The policy should include:

- The process to follow
- The timeframe within which a request must be made
- Responsibilities for those involved
- Time scales for each stage
- How to request an access arrangements and special considerations via ILM
- The requirement to keep evidence on file for 3 years.

Complaints Policy

There must be a complaints policy in place. The policy should include:

- The process to follow
- The timeframe within which a complaint must be made
- The different stages of the complaint
- Responsibilities for those involved at each stage
- Time scales for each stage
- The requirement to follow the centres policy before escalation to the AO
- How a complaint can be escalated and to whom i.e. ILM, where necessary

Conflicts of Interest Guidance

It is the duty of all tutors and assessors to disclose any actual or potential conflict of interest and the centre should have a policy in place for dealing with this. This should include:

- A definition of Conflict of Interest
- All tutors, assessors and internal verifiers being issued with a conflict of interest form to complete on commencement with the organisation and it is a requirement of their contract that this is completed and updated on an annual basis
- The information held on the conflict of interest form is then transferred to a register of interests' document which is maintained by a designated person at the Centre
- If the individual concerned has any changes to their declared circumstances, they must inform their line manager immediately in writing, so that the conflict of interest can be evaluated, and the register updated
- The form is to be completed even when the individual has no conflict of interest to declare
- The information submitted is evaluated to identify if any further action is required and a written record of the outcome of the evaluation is kept.

Data Protection Policy

This policy will reflect your own organisation's policy, which you may already have, but will be related to the learners on your programmes and should include:

- How you will handle, protect and store data
- How it will be used by you and who it will be shared with.

Enquires and Appeals Policy

On occasion a learner may disagree with their assessment outcome and may want to appeal the assessor's decision, there must be a clear process for them to follow that allows this appeal. The policy should include:

- The process to follow as a learner to make an appeal
- The timeframe within which appeals must be made
- The different stages of the appeal
- Responsibilities for those involved at each stage of the appeal
- Time scales for each stage
- How an appeal can be escalated and to whom i.e. ILM, where necessary.

Equality and Diversity Policy

This policy will reflect your own organisation's policy, which you may already have in place, but will be related to the learners on your programmes and should include:

- A policy statement setting out your commitment to Equality & Diversity and anti-discrimination with reference to the protected characteristics in the Diversity Act 2010
- Examples of how the policy will be disseminated to staff, contractors, agents and learners
- How your commitment to equal opportunities and anti-discrimination is implemented in delivery and assessment
- Information on how the policy relates specifically to the delivery of ILM qualifications and programmes
- Guidance on how to identify those who may be vulnerable to discrimination within the centre – for instance during programme delivery or assessment
- Guidance on how to identify those who may be vulnerable externally – for example at a work placement, when collecting evidence or being assessed
- Guidance to colleagues on what constitutes or could constitute anti-discriminatory practice in the delivery of ILM qualifications and awards
- Guidance on how the organisation promotes this practice in the interests of learners registered for the qualifications and awards
- A list of staff with a clearly-defined responsibility and an agreed time allocation, for overseeing the implementation of the policy
- Details of how the centre ensures appropriate access to buildings, facilities, learning, learning support and assessment
- Details of the mechanisms for dealing with discriminatory practice within the organisation
- Guidance on the mechanisms for regularly reviewing and revising the policy
- Records and record-keeping practices relating to the equal opportunities policy and its implementation, including any complaints or appeals.
- Records of removal of unjustifiable disadvantage, or explanation of why it is justifiable.

Internal Quality Assurance Policy

This policy will reflect your internal quality assurance processes and should include:

- Key Roles and responsibilities for each - (Deliverers / Tutors / Assessor / IQA)
- The process you will follow for designing and checking that programmes are fit for purpose
- The sampling checks that your Internal Verifier will carry out to ensure that assessment decisions are in line with qualification requirements
- How you will feedback to assessors
- What records of assessment you will retain and for how long
- How you will monitor programmes and learner progress - such as tutor meetings
- How often you will run standardisation meetings, the agenda and attendance requirements
- Staff induction
- What documentation and records you will keep to ensure a Quality audit trail.

Instructions for Conducting Examinations Policy

If you are delivering an ILM qualification, which involves using the on-line examination process you must have an examination and invigilation policy.

This policy must include:

- The examination environment and facilities (room layout etc.)
- How you will keep examination papers and other examination materials secure
- Invigilation arrangements
- Access to assessment arrangements for candidates
- Examination resources
- Identification of candidates
- Staff in examination rooms and conflict of interests
- Procedure for starting, during and ending the examination
- How you will deal with candidates who arrive late or leave early
- Supervising candidates
- Completing of the invigilation certificate
- Misconduct and irregularities
- Dealing with emergencies
- Management of scripts.

Malpractice and Maladministration Policy

Centres must have a Malpractice policy and procedure for dealing with Malpractice, including Maladministration.

Malpractice is defined by ILM as an act or an instance of improper practice and includes maladministration. Malpractice is any activity, practice or omission which is either wilfully negligent or deliberately contravenes regulations and compromises the:

- Internal or external assessment process
- Integrity of a regulated qualification
- Validity of a result or certificate
- Reputation and credibility of ILM.

The policy should include:

- A definition of Malpractice and Maladministration
- Examples of Centre malpractice
- Examples of Learner malpractice
- The process for dealing and investigating instances of suspected or actual malpractice and potential steps that can be taken to prevent a reoccurrence.

All suspected or alleged cases of malpractice or maladministration must be reported straight away to ILM's Regulation and Quality Improvement Manager (RQIM) by emailing ILMRegulation@i-l-m.com and include details of the alleged activity and the source/evidence for the allegation. If the ILM investigation into the malpractice /

maladministration confirms that malpractice has taken place, dependant on the gravity and scope, actions will be taken.

Full details on ILM definitions, process, outcomes and prevention guidance can be found in the ILM policy.

Plagiarism, Collusion and Cheating Policy

The policy should include:

- A definition of Plagiarism, Collusion and Cheating.
- Examples of Plagiarism, Collusion and Cheating
- Guidelines to learners
- The process for dealing with instances of Plagiarism, Collusion and Cheating. This must include ILMs requirements of centres as below:

Any cases of plagiarism must be reported to ILM, who take this very seriously and must investigate each case. All instances of suspected or alleged plagiarism, cheating and collusion will be investigated by the centre and reported to ILM within 20 working days of identification to ILM Regulation and Quality Improvement Manager at ILMRegulation@i-l-m.com. ILM will then complete their own review.

Should the ILM investigation confirm that plagiarism, cheating and / or collusion has taken place, a number of actions can be taken against both centre staff and the learner, depending on the gravity and scope.

Full details on ILM definitions, process, outcomes and prevention guidance can be found in the ILM policy.

Centres must ensure they confirm the authenticity of every piece of work to be assessed at final submission by using the ILM Authenticity Cover Sheet.

For the typical ILM assignment, a declaration of authenticity is the learner's confirmation that the assignment is his/her own work without plagiarism.

The policy must outline the process in the case of examinations and online tests, that authenticity takes the form of the Centre ensuring that another person is not being substituted to take the test on behalf of the learner. This typically necessitates a confirmation of the identity of every learner, for example through photographic ID

Recognition of Prior Learning Policy

The Centre must have a policy for RPL that outlines the requirement for RPL and the process for assessment of evidence and the claiming of certificates from ILM under this process.

Continuous Improvement

The ILM Quality and Regulatory Group monitor this document 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.

Further Information

The most up to date list of policies, including the documents for download can be found at <https://www.i-l-m.com/trainers-and-centres/customer-handbook/policies>

The ILM Customer Handbook which contains all the essential information you need to work with ILM, including your contract can be found at <https://www.i-l-m.com/trainers-and-centres/customer-handbook>

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 Guild 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

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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