



ILM Administration Policy

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Document Change History

Changes to specific sections of the document are listed below:

Page No	Change
5	Explaining why we ask for a date of birth
7	New Section about Changing Programme Title
11	We'll charge for any Assisted Services
12	Removed requirement to hold some learner data
12	Added further information about record retention
13	International Guides to Fees now on the ILM Website

Scope

This policy applies to prospective and existing ILM Centres and ILM Providers who are approved to deliver ILM qualifications, endorsed and development programmes, and other non-regulated products. For the purpose of this policy, the term centre is used to describe any ILM customer that offers the aforementioned products.

This policy supersedes and replaces the ILM Administration Policy Version 2 January 2018.

Unique Learner Numbers (ULNs) and Scottish Learner Numbers (SCNs)

All Centres drawing down public funding for learners in England, Wales and Northern Ireland must obtain a ten digit [Unique Learner Number \(ULN\)](#) for each learner from the Learning Records Service. Having obtained ULNs, the funding agencies expect centres to supply ULNs when registering learners for funded programmes. ILM is obliged to collate information about ULNs and return data to Ofqual and other regulatory bodies. Centres running qualifications which are not funded may choose to obtain ULNs and include them when registering learners. For more information please visit the Learning Records Service website www.learningrecordservice.org.uk.

Where qualifications are run in Scotland, the ULN can also be used, but in Scotland it is more common to use the nine digit Scottish Learner Number (SCN), the unique identifier for all learners registered for Scottish Qualifications. You'll find further information on the Scottish Qualifications Authority website www.sqa.org.uk.

Working with ILM

Walled Garden

Walled Garden is a secure online tool which has been developed to enable ILM centres to carry out a range of day-to-day functions quickly and efficiently.

The Walled Garden enables centres to manage their ILM activity 24 hours a day, seven days a week. All centres are set up with a Walled Garden account at the point of approval. You can access the Walled Garden via www.walled-garden.com

Depending on your user profile you can use Walled Garden to:

- Register learners
- Submit learner results
- Schedule e-assessment tests
- Transfer Electronic Data Interchange (EDI) files
- Enquire about learner registrations and certification histories
- Find out which qualifications/programmes your centre is approved to run
- Manage External Quality Assurance activities
- Order publications and merchandise
- View and download copy invoices, credit notes and statements
- Amend learner records
- Create additional user accounts (primary user only)

For data protection and security reasons user accounts should not be shared. ILM reserves the right to lock an account if it is shared in this way.

General Administration

Registration

1. Data protection and identification of learners

Your procedures must:

- Comply with the data protection provisions in the contract between ILM and your centre, as described in the current ILM Customer Handbook, the law on data protection, and any ILM Data Protection Policy.
- Ensure that you are able to formally identify a learner to ensure that the person named on the certificate is the person who completed the work. For quality assurance purposes you should ensure that you keep a record of the evidence used to formally identify a learner. Where learners have previously been registered, you should use their original ENR number on subsequent qualifications or programmes to ensure that the system recognises prior achievement.
- Ensure learner's names are spelt correctly and entered onto Walled Garden in the correct format as this is what will appear on their certificates when issued.

2. Accurate learner details

Prior to claiming results you can amend a learner's details in Walled Garden. You must have procedures in place to record the evidence the learner submits to you prior to the amendment being made. For name changes you will be required to submit an original or certified copy of a document that shows the learners new name e.g. driving licence, passport, marriage certificate, decree absolute or Deed Poll.

3. When to register a learner

For qualifications or recognised programmes lasting more than 3 months, you must register learners no later than 8 weeks after the start of the programme. For shorter programmes your learners need to be registered within a week of the start date.

If a learner has signed up to an ILM programme you must register them with ILM.

4. Mandatory registration requirements

When registering a learner the following fields are a mandatory regulatory requirement

- First and last name
- Date of birth
- Gender

We strongly advise you also supply the learner's email address as this enables Student Membership activation and access to other digital resources.

We ask for a date of birth so that:

- we can more easily identify the learner's record if you or they contact us, now or in the future
- to confirm that they are above 13 years of age

Learners must be above 13 years of age when they are registered with us. This is so that we can legally hold data about them without the consent of an authorised adult.

5. Selecting the correct Qualification/programme

It is important that you check you have registered learners onto the right qualification as there are a variety of different payment routes and assessment options. Each qualification has a unique 6 digit code (xxxx-xx) which is published in the Guide to Fees.

Customising Certificates

You can only customise certificates for Endorsed & Development programmes. Key points to consider for customisation:

- Logos and additional text must be approved by us before use
- Additional text must be in English only
- Additional text must be no more than 60 characters including spaces
- Logo format must be JPEG, 300 dpi and no bigger than 375 pixels width
- Can include up to 2 logos and one additional text line per order
- Customisation must be made at the point of registration

Further information on how to do this is available on our website: www.i-l-m.com/wgguides

Registration Period

The registration is valid for three years. This means that learners are expected to complete and certificate within three years of the date of their registration with ILM.

Payment

After registration we send you the invoice for the registration fees. Full payment must be made within 30 days. Should you decide to select the payment by card option whilst registering learners on Walled Garden you will still be issued with an invoice for your records. We currently only accept card payment in pounds sterling.

Resulting learners on Walled Garden

Remember – we can only process results for learners who have been registered with us. Results must be claimed through Walled Garden in order to generate a certificate.

When a result is entered this will appear on the learner's history regardless as to whether it is a pass or fail.

If results are entered onto the Walled Garden before the learner has completed all the assessments in the programme, a Certificate of Unit Credit (CUC) will be issued for the units claimed to date. Every time units are claimed a separate CUC will be issued until the learner has achieved all the units needed and a final certificate will be issued.

Expired Registrations

ILM will only consider extending a learner registration in exceptional circumstances such as long term illness, redundancy, caring for a family member etc.

We will not normally consider extending for the following:

- Awards, Endorsed or Development programmes.
- An expired qualification (registration or certification). The learner must be registered onto the replacement qualification and their work mapped to the new specification by the centre.
- A centre/provider error. The centre must register the learner again and pay for a new registration that gives them another 3 years to complete.
- Earlier than one month before expiry.

Please contact the Customer Service Team to request an extension, giving details of the qualification, the learner and the reason for the request.

Changing Programme Titles

We'll need to create a new programme on Walled Garden for you, and we'll charge the programme add-on fee for this service. We don't change the title of the existing programme so that our records show the correct programme title against a learner.

Exam Bookings - e-assessment

Learners registered for a qualification where there is an e-assessment test will automatically be eligible for testing with our e-assessment platform e-volve. Tests (including re-sits) are scheduled directly on the Walled Garden and can be booked from one hour after registrations are made. For more details on e-assessment scheduling, please refer to www.cityandquilds.com/evolve.

Communication

As a matter of course we keep centres updated by email on key qualification developments. Therefore we require centres to keep us updated of any staffing changes made at the centre via completion of our Centre Update Form to ensure they continue to receive essential updates from us.

Customer Services

Customer Service team can be contacted on +44 (0) 1543 266867 or email customer@i-l-m.com.

Centres and Providers in the Middle East should contact gulf@cityandguilds.com

Finance

Finance can be contacted at finance@i-l-m.com

Qualification Documentation

Certification

1. Certificate turnaround times

If you have Direct Claim Status you will receive certificates within 10 working days of the order being placed on Walled Garden.*

If you don't have Direct Claims Status, your results will be sent to the External Verifier (EV) and will be reviewed during their next scheduled activity. The learner history on Walled Garden will show the result as 'pass to be verified' until the results have been released by the EV. Once the EV has released the results you should receive the certificates within 10 working days. *

We will only send certificates direct to the Centre or Provider address registered with ILM. As soon as they arrive you should check that all the certificates are there, and that the details on each certificate are correct. If errors are found please contact ILM Customer Services.

**For centres outside of the UK this may take longer.*

2. Regulated qualifications

Provided the rules of combination have been met you will receive a certificate showing which qualification the learner has achieved and a CUC which lists the units achieved.

3. Non-regulated programmes

You will receive a certificate showing the title of the programme the learner has achieved.

4. Certificate requirements

We have to comply with several regulatory requirements on qualification certificate design and we are not able to amend the layout of our certificate template. All ILM certificates include a unique identifier code to enable authentication. Certificates are issued in English. We also provide bilingual certificates in Welsh/English upon request.

Reprint and replacement certificates

1. Errors

If there are errors on the certificate then you must inform us within 30 days of issue in order for us to amend and re-issue. If the error is our fault we will re-issue the certificates free of charge otherwise a fee will be incurred. Written confirmation of certificate destruction will be required before a new one is issued.

2. Replacements

Any certificates that were originally issued prior to 8 January 2016 will be issued as a transcript. Certificates issued after this date will carry 'Replacement Certificate' text.

Requests for replacement certificates or transcripts can be made using the Replacement certificate form.

For data protection and security reasons proof of identity is required for all requests from an individual. Please enclose a certified copy of one of the following:

- Driving licence
- Passport
- For gender reassignment only – a confirmation letter from a medical practitioner such as a GP and evidence of the name you wish to use such as a Deed Poll

The charges for replacement certificate fees are in our Guide to Fees, available on the ILM website at www.i-l-m.com/fees

Cancellations

1. Registration Cancellation

We may be able to cancel a registration and issue credit if one of the following apply:

- The request is within 30 calendar days from when the order was placed.
- The learner has been re-registered on another ILM qualification within a 6 month period from when the order was placed. When downgrading the registration the lower fee will be refunded.
- The request is not within 30 calendar days from when the order was placed but exceptional circumstances apply

Cancellations when credit will not be issued:

- The request is over 30 days and no exceptional circumstances apply
- The learner is registered on another qualification however falls outside the 6 month period

Evidence is required before the cancellation can be actioned in all circumstances.

2. Results Claimed in Error Cancellation

ILM must hold true and accurate records for each learner. If results are entered incorrectly you must notify ILM Customer Services within 24 hours.

Our Charges and Payment Methods

Our charges

We set out our fees for Centre/Provider approval and learner registration in our Guide to Fees.

If our fees change, we will notify centres and the new information will also be displayed on the website. Our qualification and programme fees are reviewed each year and, unless otherwise notified, changes take effect from 1 September.

We issue Centres and Providers with invoices for learner registrations, centre/provider approval, results entry on unit payment routes, any learning materials purchased, providing an assisted service, and for attending ILM events, unless payment in advance has been agreed as part of our terms.

If you have any queries on credit, credit checks, invoice payments, statements or other financial matters please contact our Finance Department at finance@i-l-m.com

Making payments to us

However you pay, our terms are 30 days from the invoice date. We reserve the right to suspend registration and/or certification in cases of non-payment.

Please contact our Finance Department at finance@i-l-m.com for more information on making payments to ILM.

Refunds

Refunds will only be made if it is an ILM error that has generated a credit note. All other credit notes will be applied to your account balance.

External Verifier Visit – Cancellations

After a CA1/PA1 has been issued regarding a centre visit, the centre will be liable for costs if they cancel with less than 5 days' notice.

Personal Data Release Requests

In order to release personal data for an individual we require a signed data release declaration. If one is not received with the request then we can provide you with one to be completed.

Personal data releases are processed within 5 working days upon receipt of the signed data release declaration.

If a hardcopy is required then the requester will be liable for any cost associated with courier fees, these will need to be paid up front.

Documentation and Records

Centres must keep adequate records to track learner progress and allow for the independent authentication of certification claims, and external quality assurance.

These records must include the following:-

a) A list of all learners registered for each qualification offered, including their:

- name, date of birth and contact details
- starting date at the centre
- date of registration with the awarding organisation
- learner registration number
- Unique Learner Number/Scottish Candidate Number (if applicable)
- Assessors' and tutors' name(s)
- Internal Quality Assurer's name(s).

b) The centre is required to retain the learner evidence/assignments for a minimum of 6 months or until the EV has completed their sample to ensure that the EV can verify the assessments if they form part of their sampling strategy.

c) Learner assessment records should be kept for 3 years and include:

- who assessed what and when
- the assessment decision
- the assessment methods used
- the location and storage location of relevant supporting evidence.

d) Records of internal quality assurance activity detailing:

- who quality assured what and when
- the sampling strategy, including the sample selected and the rationale for choosing that sample
- details of Internal Quality Assurer standardisation meetings, along with any evidence of internal updating Assessor support meetings

- Assessor and Internal Quality Assurer competence, including copies of certificates, CVs and records of their continuing professional development, relevant qualifications and their monitored progress towards required qualifications
- records of certificates claimed – who claimed them and when
- records of learner appeals – who appealed, about what, when, and the outcome
- records of learner complaints – who complained, about what, when, and the outcome.

Data Storage

Centres are expected to maintain learner information for three years as per our Quality Assurance policies.

Certificates unclaimed by learners should be retained by centres for a minimum of 12 months and either be destroyed after that time or returned to ILM for disposal.

Other Sources of Information

Visit www.i-l-m.com/fees for the UK Guide to Fees and for resources on how to use the Walled Garden, including the Walled Garden user guide visit

www.i-l-m.com/wgguides.

Fees for countries outside of the UK can be found on our [website](#)

Learner Replacement Certificate and Personal Data Release Form located next to this document at <https://www.i-l-m.com/trainers-and-centres/customer-handbook/policies>

Qualifications Packaging

As part of ILM's qualification development process a Business Case is generated that evidences the reasons why a proposed qualification is only to be offered for sale as part of a package with another product or service.

The Business Case is subject to approval by ILM's Executive Team and such approval provides confirmation that offering the qualification in a package with other products and services would not negatively impact any learner and/or purchaser of the qualification.

Where ILM makes available a qualification within a package with other products and services we will inform purchasers prior to the time of purchase that the qualification may be purchased separately or in a package.

We will not make a qualification available in a package together with other products and services unless we also make that qualification available without the aforementioned other products and services.

The exception to this will be where we have sought periodic comments from purchasers on whether the packaging of the qualification with the product or service is appropriate and conclude that a certain type of package offer would be the best way to deliver a specific qualification and does not have a negative impact on learners and/or purchasers of the qualification.

All public information relating to any package that ILM makes available must contain the following disclaimer:

We encourage feedback from our customers about the appropriateness of packaging the qualification with the product or service.

The exception to this is where there is a rationale for only providing the qualification within a package with other products and services.

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

Further Information

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

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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