



# ILM Use of Language Policy

V4 January 2018

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## Document Change History

Changes to specific sections of the document are listed below:

### Requirements

Page No	Change
4	Development Programme certificates show language of delivery
4	Reduced minimum number of EVs required

### Translation of materials

Page No	Change
5	New section

### Translation of learner's assessments

Page No	Change
5	New section

## Scope

This policy specifies the requirements of ILM Approved Centres and ILM Recognised Providers who wish to deliver and/or assess ILM qualifications and/or non-regulated programmes in a language other than English, Welsh or Irish ('another language'). This policy replaces all previous versions.

We treat English, Welsh and Irish on a basis of equality in observance of the relevant Acts, so the requirements in this policy do not apply. We **must** know about delivery and/or assessment in Welsh or Irish prior to delivery so that we can ensure appropriate support is provided.

This policy supersedes and replaces the ILM Use of Language Policy V3 July 2017.

## Our Approach

We support the delivery and/or assessment of ILM qualifications and programmes in another language. To ensure consistency and compliance we have some requirements which we and an ILM Centre or Provider must follow. These requirements give learners a fair and equal chance of demonstrating their knowledge, skills and understanding to achieve the assessment standards.

**Written consent from ILM must be provided prior to a Centre or Provider delivering and/or assessing in another language.** This consent will be in an Approval letter signed by the ILM Head of Quality listing the qualification/programme codes which must be used.

All of the assessments must be in the same language.

**Assessments must be internally assessed, verified and externally quality assured in the original language.**

ILM must demonstrate to our external regulators Ofqual, Qualifications Wales, CCEA, and SQA:

- That a learner taking a qualification may be assessed in any other language providing that proficiency in English is not required for the role
- That a learner assessed in a different language has met the same requirements as those learners assessed in English
- That the language of the assessment is clearly identifiable on the certificate

ILM applies the same requirements to non-regulated programmes.

## Requirements

Centres and Providers seeking to deliver and/or assess ILM qualifications or non-regulated programmes in another language must provide evidence for all the following requirements before approval can be granted.

### For delivery in another language

You should work with your Business Development Manager and Quality & Compliance Manager to provide:

- The standard requirements for approval to deliver the qualification or programme:
  - documents and evidence must be provided in English
  - CVs available in English on request
  - the application must clearly state the qualification(s)/programme(s) and language(s) approval is requested for, including anticipated uptake figures
- How you will ensure learners have an equitable experience
- Commitment to continue to provide ILM with updated learning materials and information in English
- Sufficient funds to meet any translation requirements, for example, on request supply to ILM specified samples of translated learner's assessment and/or course materials in English. This may be for standardisation, investigation, incidents or internal audit activities, or appeals. Translation must be by competent, professional translators, and the Centre or Provider must cover the cost of this requirement

Development Programmes: A programme build which will ensure the language of delivery is clearly shown on the certificates. Certificates will be provided in English with additional text stating the language of delivery.

### For assessment in another language

You should work with your Business Development Manager and Quality & Compliance Manager to provide the requirements listed above (even if delivery will be in English), appoint an Internal Verifier working in the chosen language, and confirm that all of the assessments will be in the same language. You must ensure that all learners complete a Submission Cover Sheet, as instructed in the ILM Plagiarism, Collusion and Cheating Policy.

ILM must have the following in place before approval can be granted:

- Appointment of a minimum of one bilingual External Verifier in the relevant language with English as the other language
- Appropriate product builds which will ensure the language of assessment is clearly shown on certificates. Certificates will be provided in English with additional text stating the language of assessment
- If an appropriate product build is not available, an agreed Business Case demonstrating the additional registrations that will be purchased if

assessment in another language is approved. Your ILM Business Development Manager will let you know the outcome of your request.

## ILM Approval

If appropriate your ILM Quality & Compliance Manager will take you through the approval process and arrange for confirmation in writing of any agreement for delivery and/or assessment in another language. This consent will be in an Approval letter signed by the ILM Head of Quality, listing the qualification/programme codes which must be used. Use of the incorrect qualification/programme code may be investigated as maladministration. Approval will not be granted if the requirements aren't fulfilled.

Ongoing quality assurance will follow the usual ILM approach. EV reports will be completed in English.

## Translation of materials

Centres and Providers can translate at their own expense delivery materials and assessment instructions if they have prior written approval from ILM. It is the centre's responsibility to ensure that the translation is correct, and that learners are adequately prepared for assessment. We may ask for delivery and assessment materials in English as part of our ongoing quality assurance. If there are errors with the translation, or learners aren't adequately supported, ILM may charge for additional centre support to resolve issues.

Use of translation software is not permitted.

Centres can translate ILM materials however ILM retains ownership of the intellectual property where the translated materials were originally owned by ILM.

Applications for permission to translate ILM Materials must be made in writing to your Quality & Compliance Manager who will grant permission if appropriate. Applications must:

- Specify the item to be translated and the language into which it is to be translated
- Specify the country/ies in which the translation will be used
- Give the name, first language and qualifications of the translator and the reviewer
- Give the reason why the translation is required
- Include the cost of the translation and checking its accuracy received from the translator and checker, and confirm the centre will pay
- Confirm that copyright in the translation will be assigned to the Centre/Provider by the translator

## Translation of learner's assessments

Assessments must be internally assessed, verified and externally quality assured in the original language. The Centre or Provider will be liable for the cost of professional translation if this is required by ILM as part of an investigation, second review, or appeal.

## Appeals

If you want to appeal ILM's decision please refer to the Appeals Policy.

## 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)

## 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

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

### Complaints and feedback

Complaints and feedback

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

### ILM Regulation and Compliance

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

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

### ILM Assessment

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

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

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