



ILM Whistle-blowing Policy for Centres, Providers and Candidates

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Contents

Document Change History	2
Scope	3
Definition	3
How to report a concern	4
What happens next?	4
Confidentiality	5
Continuous Improvement	5
Further Information	5
Useful contacts	6

Document Change History

Brand new document launched in November 2017.

Scope

This policy applies to individuals who are not employed by ILM or the City and Guilds Group and wish to make a disclosure to ILM in relation to the following:

- The development, delivery and award of ILM qualifications and programmes, which are awarded by The City and Guilds of London Institute
- Malpractice, Maladministration or failure to comply with regulations. Please also refer to our Malpractice and Maladministration Policy.

This policy details ILM's commitment to ILM candidates and ILM centre employees who wish to disclose information to ILM in relation to the above.

Please note ILM cannot tell you whether you are protected as a Whistle-blower or provide legal advice. We would recommend you seek your own relevant advice should you have any concerns before reporting to ILM.

Definitions

Whistle-blowing is, in essence, making a disclosure about any action committed by an individual, a team, or a company which you suspect of wrongdoing or malpractice.

For the avoidance of doubt the wrongdoing a whistle-blower discloses must be in the public interest i.e. it must affect others.

A whistle-blower is protected by law if they report any of the following:

- A criminal offence for example fraud
- Someone's health and safety is in danger
- Risk or actual damage to the environment
- A miscarriage of justice
- The company is breaking the law
- Someone is covering up wrongdoing.

Employment disputes are not covered as part of the ILM Whistle-blowers policy and should you have a dispute with your employer you should take this up with your employer or responsible body. ILM cannot take action over grievances of this nature.

Complaints are an expression of personal dissatisfaction and are not covered in ILM Whistle-blowers policy. Example of complaints that ILM would investigate can be found in our Complaints Policy.

ILM and City and Guilds Group believes that anyone who participates in any learning activities is entitled to do so in an environment that is both safe and enjoyable. If you suspects that a child or vulnerable adult is at risk of harm or abuse, then this needs to be reported under the ILM Safeguarding children and vulnerable adult policy.

How to report a concern

Any whistle-blowing disclosures can be emailed to ILMRegulation@i-l-m.com. We would encourage you to give us information in writing, even if you initially contact us by telephone. If you are worried about doing this, we would prefer you to provide an anonymous disclosure to us, rather than not raise a concern about serious wrongdoing at all. However, it may not always be possible to investigate anonymous disclosures if there is not enough information present to enable the initiation of an investigation.

The more detail you can give us, the more it will help us assess your concern. It would be useful if you could provide information such as:

- Details of the people and organisations involved, including where it has happened
- Full details of your concerns, including the qualifications/subjects involved
- Key dates
- Any supporting documents and evidence.

Each disclosure will be considered sensitively and carefully and appropriate action will be taken. It should be noted, however, that our ability to investigate allegations will be dependent on the availability of documentary evidence. This becomes more difficult to produce and authenticate after a considerable amount of time has elapsed. We therefore encourage anyone who suspects wrongdoing to notify us as soon as possible.

What happens next?

We take all whistle-blowing reports seriously, and anyone who reports a concern to us as a whistle-blower will be told whether we are able to investigate their concerns or not.

We may need to:

- Contact you for further information if needed
- Share your details with the centre which you are raising a concern about, if you have given us permission to do so
- Share your information with other organisations, such as regulatory bodies and the police if we think it is necessary
- Suggest another course of action if we consider your report isn't a whistleblowing disclosure.

ILM will conduct a full investigation into this matter, and full details of this process is contained within our Malpractice and Maladministration Policy.

Please note it may not always be possible to disclose the outcome of the investigation, however, we will acknowledge your disclosure and keep you updated where appropriate.

Confidentiality

We will endeavour to keep a whistle-blowers identity confidential where asked to do so. However, those disclosing information should also recognise that they may be identifiable by others due to the nature of circumstances of the disclosure. Information received in disclosures may be shared with third parties where necessary, such as the regulatory body.

If you are worried about being identified as a whistle-blower, you can make a disclosure to ILM anonymously. We treat anonymous disclosures just as seriously as those made openly. But if you make a disclosure anonymously, we may not be able to investigate your concerns as effectively.

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 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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