The Institute of Leadership & Management (ILM) is the UK’s largest management development organisation, and we’re proud to be a part of the City & Guilds Group.

At ILM we’re passionate about helping individuals to realise their potential, thereby improving their performance and that of their business.

We work globally with employers of all sizes and sectors, and help develop the inspirational leaders they need to achieve their goals.

Since our launch in 2001, over one million managers have increased their capability and performance with an ILM qualification.

That’s why 88% of our customers would recommend us as a key partner to work with.
We specialise in raising the standards of leadership and management within the workplace by delivering practical and focused learning modules. Supported by dedicated international teams, our global network of over 2,500 ILM approved training centres develop leaders across 50 countries worldwide.

Our broad range of qualifications have been designed to be flexible, so they can be tailored to the nuances of your industry and market.

What’s more, with our unique Endorsed and Development programmes, we also recognise and accredit a variety of high quality third party training courses, as well as supporting individual managers with ILM membership.

We help individuals and organisations to develop and grow through:

- Regulated qualifications
- Endorsement of in-house programmes
- Accreditation of training providers
- Thought leadership research
- Professional membership
- Learning resources
As part of the City & Guilds Group, our qualifications set the benchmark for international leadership and management expertise, especially as they can be delivered and assessed in all languages. What’s more, because they conform to the UK Qualifications and Credit Framework (QCF), they’re externally regulated and quality assured – regardless of which country they’re taught in.

ILM qualifications denote an established formula for improving productivity, motivation and decision making in the business sector. As such, after completing an ILM qualification, 93% of employers saw a clear increase in the capability of their managers and 88% of our customers recommend us as a key partner.

Meanwhile, because ILM’s qualifications are divided into discrete units of learning, they’re highly flexible, so you can choose the units which are most relevant to your business. Learners are then assessed through practical, work-based projects that deliver immediate results for their employer.

93% of employers see a clear increase in managers’ capability after an ILM qualification.
ILM qualifications are suitable for employees of all levels, from new and aspiring managers, to senior executives responsible for an entire workforce. That’s because we offer a wide range of specialist qualifications in all management related areas.

For instance, our Leadership and Management qualifications at Levels 2, 3 and 5 develop a broad range of technical and interpersonal skills needed to inspire and organise successful teams.

Alternatively, our Coaching and Mentoring qualifications at Levels 3 and 5 provide managers with the in-depth knowledge and practical skills to establish a culture of coaching within their organisation.

We also recognise high quality leadership and management training that falls outside UK frameworks with our Endorsed and Development programmes.

See our full list of qualifications [here](#)
While we acknowledge that the UK QCF represents a high level of quality assurance, we’re also able to support and validate superior training that does not lead to a qualification.

We call these our Endorsed and Development programmes. The recognition this provides helps your training to stand out in the marketplace and brings the prestige of ILM accreditation to employers and participants.

With this innovative approach, we monitor and endorse the overall quality of the programme and provide an ILM certificate upon completion. This leaves you free to tailor the length, content, delivery and assessment methods to meet your exact business needs.

From short courses for aspiring managers, to extensive programmes for senior executives, this versatile solution offers instant, independent recognition of alternative, high quality, training programmes.

To meet our recognition criteria, your programme must contain a minimum of 40% of management or leadership development (or a related area such as coaching or mentoring). The remaining 60% can be specific to your business needs.

**Development programme**
- Recognition of your management or leadership programme.
- Complete flexibility in design and delivery.
- ILM Development certificate for all participants.
- Free studying membership for all learners.

**Endorsed programme**
- Recognition of your management or leadership programme.
- An assessment component to the training course.
- Complete flexibility in design and delivery – including the assessment.
- ILM Endorsed certificate for all participants.
- Free studying membership for all learners.
ILM offers a selection of resources to support tutors and learners on our programmes:

‘Training in a Box’ – coaching Resource Packs with a full set of tutor and learning materials for trainers delivering ILM Coaching Qualifications at Levels 3 and 5.

RSVP Design – these activity-based learning resources are designed to help learners understand and apply theoretical management and leadership concepts in a fun and engaging way.

Ultimate Learning Resources – these complete ‘Training in a box’ packages provide end-to-end support to deliver ILM level 2, 3, or 5 Leadership and Management qualifications.

ILM Assessments – all ILM units are supported with tailored assessment tools that are available free of charge.

Every learner who is registered on our programmes receives free ILM membership for the duration of their programme, giving access to:

Learning Zone – hundreds of e-learning modules, video seminars and fact-sheets mapped directly to ILM units.

Edge Online – our weekly management e-magazine including ‘how to’ guides, news and articles for practising leaders.

ILM Resource Centre – hundreds of business book summaries and the latest management magazines, journals and white papers.

Access to ILM’s exclusive LinkedIn community, where you can network and share ideas with over 14,000 practicing managers.
If you would like to know more about ILM Qualifications or our Endorsed & Development programmes, we’re here to help. Just contact your local City & Guilds office for a guide to the approval process.

Here’s how it works:

**Discussion**
After you’ve made an initial enquiry, our business specialist will give you a call to talk through the options available for the delivery of our qualifications or recognised programmes. If you’re ready to explore ILM approval, a further meeting will be arranged.

**Meeting**
At the first meeting with your local Business Manager you’ll go through your organisation’s plans in more detail, as well as acquire full information, advice and guidance on our qualification portfolio and recognition scheme. You’ll also discuss the assessment and support available from ILM, terms and conditions, and the approval process – including how to complete the application forms.

**Finance Forms**
Once you’ve made a decision regarding your qualifications or programmes, complete and submit our finance forms — along with your payment for the appropriate approval fee.

**Application Forms**
Whether you’re applying for Centre Approval or Recognised Provider Approval, ongoing help is always available from your Business Manager.

For Centre Approval: Complete the centre application forms (CAP and QAP) and produce your supporting documentation.

For Recognised Provider Approval: Complete the Recognition scheme application form.

**Quality Check**
Send your forms and documentation to our customer services team. Your submission will then be logged and shared with your Quality Manager. They’ll review and set up a conversation with you via an on-site visit or video link (minimum of 10 days from submission.) If your submission does not quite meet our requirements, your Quality Manager will help you create an action plan to set out what steps you need to address our criteria. This may involve further support that you’ll be charged for.

**ILM Setup**
Once we’ve confirmed that your submission meets our requirements, we’ll set up your organisation on our internal systems and online registration system, Walled Garden. This takes a maximum of 20 days from receipt of the verified submission.

**Welcome pack**
You’ll receive written confirmation of your approval status and we’ll also confirm the identity of your External Verifier.

**Ongoing support**
Your External Verifier will contact you to check how you’re getting on and coordinate your ongoing support.

For more information on ILM’s international offering contact your local City & Guilds office.
ILM QUALIFICATIONS

LEVEL 5
- 8607 – Award, Certificate and Diploma in Leadership and Management

LEVEL 3
- 8600 – Award, Certificate and Diploma in Leadership and Management

LEVEL 2
- 8000 – Award and Certificate in Leadership and Team Skills

LEVEL 3
- 8580 – Certificate and Diploma in Coaching and Mentoring

LEVEL 2
- 8577 – Award and Certificate in Coaching

To find out more and see our full offer [click here](#)
Who are these qualifications for?

The Level 5 Award, Certificate and Diploma in Leadership and Management are designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.
Benefits for individuals

- Use core management techniques to drive better results
- Develop your ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark your managerial skills
- Raise your profile in your organisation.
Benefits for employers

- Encourage strategic thinking at this level of management to foster business improvement.
- Engage middle managers with training and development – this qualification is designed to provide clear, measurable benefits to career-minded professionals.
- Customise this qualification to your development needs.
The qualifications are made up of a broad range of units covering skills in six core areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. The flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.
LEVEL 5
COACHING AND MENTORING

Who are these qualifications for?

The Certificate and Diploma in Coaching and Mentoring are ideal qualifications for managers with significant responsibility for coaching and mentoring as part of their day-to-day role. They are also designed to develop learners planning to move into a development role or start a career as a freelance coach and mentor.
Benefits for individuals

- Get a critical understanding of the role and responsibilities of the workplace coach and mentor
- Deepen your understanding of how coaching and mentoring can impact an organisation
- Be able to assess your own skills, behaviours and knowledge as a coach and mentor
- Provide evidence of your own development as a coach and mentor through the qualification
- Plan your further development
- Plan, deliver and review coaching and mentoring in your organisation.

QUICK LINKS

- Who are these qualifications for?
- Benefits for employers
- Qualification Structure
Benefits for employers

- Ensure the managers you develop as coaches or mentors are properly equipped with the skills, knowledge and ethical understanding they need.
- Develop a coaching and mentoring culture in your organisation, so that managers are able to provide effective support for the development of others and improve their performance.
There are three mandatory units in each qualification.

The first unit, ‘Understanding the skills, principles and practice of effective management coaching and mentoring’ aims to enable learners to understand the role and contribution of coaching and mentoring, and build a business case.

The second unit, ‘Reviewing own ability as a management coach or mentor’ aims to give learners the ability to critically review their own personal qualities, skills and competence.

For the Certificate, the third unit requires learners to demonstrate their ability to plan, deliver and review at least 12 hours of coaching and mentoring in the workplace. For the Diploma, the final unit is an extended 100 hours of coaching and mentoring, with multiple clients, and there is an added focus on using supervision and reflective review to develop individual practice.
Who are these qualifications for?

The Level 3 Award, Certificate and Diploma in Leadership and Management are ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities. They particularly support practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.
Benefits for individuals

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations.
Benefits for employers

- Effective and confident first-line managers
- Better relationships and communication in teams
- Proven skills – to get this qualification, managers will need to show that they can transfer their new skills to your organisation
- Managers with the tools to develop their own skills and abilities.
Qualification Structure

The qualifications are made up of a wide range of units covering core management skills – such as understanding how to organise and delegate – plus skills in communication, team leadership, change, innovation and managing people and relationships. This flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.
LEVEL 3
COACHING AND MENTORING

Who are these qualifications for?

The Award and Certificate in Coaching are designed for people in their first management roles, including team leaders and first-line managers. They are both ideal for individuals seeking to develop the tools, knowledge and confidence to coach people as part of their normal working role.
**LEVEL 3**

**COACHING AND MENTORING**

### Benefits for individuals

- Know what it takes to be an effective coach in your workplace
- Understand how coaching works – learn a coaching model, and the tools and techniques to support it
- Put your new skills into practice in your job – carry out supervised coaching sessions
- Analyse, assess and plan to improve your own coaching ability.

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**QUICK LINKS**

- Who are these qualifications for?
- Benefits for employers
- Qualification Structure
LEVEL 3
COACHING AND MENTORING

Benefits for employers

- Implement coaching to improve performance in your organisation
- Ensure the managers you develop as coaches are properly equipped with the skills, knowledge and ethical understanding they need
- Develop a coaching culture in your organisation by developing your managers as truly effective coaches.
Qualification Structure

There are three mandatory units in each qualification. ‘Understanding good practice in workplace coaching’ covers the role of coaching, basic coaching processes and the abilities and qualities individuals need to be a good coach. ‘Reflecting on workplace coaching skills’ will give learners tools to analyse and improve their own performance as a coach. ‘Undertaking coaching in the workplace’ requires learners to plan and carry out at least six hours of coaching, with supervision and support.

At Certificate level, this unit is replaced by ‘Undertaking an extended period of coaching in the workplace’, which requires at least 36 hours of coaching for a deeper level of skill and experience.
Who are these qualifications for?

The Award and Certificate in Leadership and Team Skills are ideal for practising team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders, helping them make the transition from working in a team to leading one effectively.
LEVEL 2
LEADERSHIP AND MANAGEMENT

Benefits for individuals

- Learn core leadership and management skills
- Put these skills into practice in your workplace
- Improve your team's performance
LEVEL 2
LEADERSHIP AND MANAGEMENT

Benefits for employers

- Motivated and competent team leaders
- Increased productivity
- Customise this qualification to suit organisational and individual needs
- Workplace-based assessment ensures new skills are effectively transferred to the job.

QUICK LINKS

- Who are these qualifications for?
- Benefits for individuals
- Qualification Structure
# Qualification Structure

The units in these qualifications cover a wide range of skills, knowledge and understanding. These include units that focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.
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