



ILM

Delegate Handbook



Contents

Contents page	2
Who is Make UK?	3
Centre Details	3
Who is the ILM?	4
Who delivers the programme?	5
Who else is involved in this programme?	5
Course assessments:	6
Use of Appendices	7
Referencing	7
Bibliography	8
Plagiarism and collusion	9
Expectations	10
Progression	11
ILM Membership	11
Appendix A Assessment Notes for Candidates	13
Appendix B Equal Opportunities Policy	14
Appendix C Appeals Procedure	16

Who is Make UK Ltd?

We are the company that has designed and is delivering this training programme. Make Uk (previously known as EEF) provides a range of business led services to help organisations who employ people. Our key areas of expertise include:

- Comprehensive learning and development programmes – tailored and open or public courses from 1 day to longer-term development programme spread over one to two years.
- Employment Legislation and employee relations
- Human resource and career transition services
- Health, safety, climate and environmental guidance and support
- Education and Skills advisory service

We are one of 6 regions across the UK, providing services for both member and non-member companies.

What sort of training do we offer?

We offer training and development in the areas of supervisory, management & leadership, health, safety and environment, employment legislation, quality and lean manufacturing. In addition to a wide range of open courses held at our centre in Warrington, we also work closely with organisations to design customised training.

Many of our courses carry national accreditation – giving delegate certificates, which are recognised throughout the UK.

Centre Details

Make UK is based at Glazebrook, Warrington:

Make UK
Mount Pleasant
Glazebrook Lane
Glazebrook
Warrington
WA3 5BN

Tel: 0161 777 2500 (reception)
Fax: 0161 777 2522

Who is the ILM ?

The ILM was formed in October 2002. It brought together NEBS Management (National Examination Board of Supervisory Management) and the ISM (Institute for Supervision and Management). Both these bodies have an excellent track record in awarding nationally recognised supervisory and management qualifications.

As an awarding body, the ILM sets out what you need to cover in your course and sets the standards you need to reach to gain the qualification.

Leadership and Management Qualifications

ILM Level 2 Award and Certificate in Leadership and Team Skills
ILM Level 3 Award, Certificate and Diploma in Leadership and Management
ILM Level 4 Award, Certificate and Diploma in Leadership and Management
ILM Level 5 Award, Certificate and Diploma in Leadership and Management

Leadership Qualifications

ILM Level 3 Certificate in Leadership
ILM level 4 Award in Leadership

Coaching and Mentoring Qualifications

ILM Level 3 Award and Certificate in Coaching
ILM Level 5 Certificate in Coaching and Mentoring

Specialist Qualifications

ILM Level 3 Award in Service Improvement
ILM Level 3 Certificate in Facilities Management

Who delivers the programme?

Your programme will be delivered by several tutors. All are very experienced in their subject areas, good at facilitating learning and will help when you need it. You will be introduced to them as you go through the workshops plus a programme manager to oversee the smooth running of your ILM Programme.

Who else is involved in this programme?

Course Administrator – Leann Flynn 0161 777 2510 lflynn@eef.org.uk

They deal with all the administration for the programme.

- Registers you with the Institute of Leadership and Management.
- Books the tutors.
- Liaises with tutors to make sure all the assignments are marked.
- Applies for your certificate.

If you have any queries about administration issues, or need to contact the programme manager or a tutor, please contact by telephone or email as above.

In Company Support

It is a good idea to keep your line manager informed of what you are doing on the programme to help you apply your learning and to support you in completing the work-based assessments. If you have a buddy or mentor system in your organisation you may also be able to get some support through this.

Centre Co-ordinator

Is the link between our centre at Make UK and the ILM

- Maintain quality and check assessments.
- Check that the syllabus is covered.
- Approve course content.
- Approve tutors.
- Approve materials.

ILM Verifier

The verifier is appointed by the ILM and makes sure that as a Centre we maintain the quality standards set by the Institute. They check the programme, follows the syllabus, approve the assignments and checks on the quality of training.

Course Assessments

To gain the qualification, you will need to pass assessments to demonstrate knowledge and understanding of each of the optional units you are studying.

Please note that these assessments are outside the delivery hours - *ie you will need to complete them in your own time.*

These will be explained in full by the relevant tutors as you progress through the course.

Submission dates for assignments are given to you at the start of the programme because it is very important that you don't miss these.

You are expected to plan your study to ensure that you hand work in on time otherwise it might delay marking and completion of the programme. Extensions to the hand in dates will only be given in exceptional circumstances.

Use of appendices with assignments

Appendices are used when the incorporation of material in the body of the work would make it poorly structured or too long and detailed. The appendix may be used for helpful, supporting or essential material that would otherwise clutter, break up or be distracting to the text.

Appendices may include some of the following:

- Supporting evidence.
- Contributory facts.
- Specialised data [*raw data appear in the appendix, summarised data appear in the body of the text.*]
- Technical figures, tables or descriptions.
- Questionnaires [*questionnaire results appear in the body of the text*]

The body of the text must be complete without the appendices, and it must contain all information including tables, diagrams and results necessary to answer the question or support the assignment requirements.

Appendices are not usually included in the word count.

Appendices must be referred to in the body of the text, for example, *‘details of the questionnaire are given in Appendix B*

Formatting the appendices (Appendices should precede the bibliography)

The heading should be APPENDIX or Appendix, followed by a letter or number: for example. APPENDIX A or Appendix 1 (in bold)

Each appendix must begin on a new page.

The page number(s) of the appendix/appendices should follow on from the body of the text.

Referencing

Reference in the main text any work that is not your own original idea. For example:

According to Hersey and Blanchard there are four main leadership styles, Directing (Telling), Coaching (Selling), Supporting (Participating) and Delegating

Bibliography

List all the books, journals, documents and websites that you use when planning and writing up your assignment:

- For books use the following format:

David Pardey, 2007, *Introducing Leadership*, Elsevier (details found inside the book before the contents)

- For websites - list the address and date visited
- For journals – list author, title of the article, title of the journal, volume number part number (if known), year of publication, page numbers

Steve Comber, *A Helping Hand*, Edge, May/June 2012, p35 - 39

- For Company documents provide authors, title and date as above.

Plagiarism and collusion

Please read the following explanations and instructions very carefully before submitting your final assignment.

Plagiarism occurs when a candidate:

- Takes or uses another person's thoughts, ideas and/or writing in such a way as to give the impression that it is their own work
- Reproduces or paraphrases their own previously assessed work or the work of another individual without acknowledgement.

Collusion is a form of plagiarism, involving unauthorised co-operation between at least two people.

Collusion can take the following forms:

- The conspiring by two or more candidates to produce a piece of work together with the intention that at least one passes it off as his or her own work.
- The submission by a candidate of the work of another individual in circumstances where the latter has willingly provided the work and where it should be evident that the recipient of the work is likely to submit it as their own. In such cases, **both** candidates are guilty of collusion.
- Co-operation between a candidate and another person(s) in the preparation and production of work which is presented as the candidate's own. It is expected that candidates work with others in their organisation to get feedback or relevant guidance which is not considered collusion unless the assignment is mainly the work of those consulted and not the candidate's own work.
- The commissioning and submission of work as the candidate's own, where the student has purchased or solicited another individual to produce work on their behalf.

Therefore, candidates will not:

- Copy work in whole or in part from another candidate or colleague at work.
- Reproduce without acknowledgement, their own previously submitted work (self-plagiarism).
- Download or purchase essays from the internet.
- Present patchwork writing - cutting and pasting different sources together.
- Use 'plagiarising' – poor paraphrasing, when not enough of the original is changed for it to be truly their own words.
- Borrow well-expressed sentences due to feeling you can't express them as well in your own words, without quotation marks or a reference.
- Hide quotations – not making it clear with quotation marks when using the exact words of the original.

Therefore, candidates must clearly attribute by referencing any work or research that is not their own.

Plagiarism or collusion will result in referral of your work.

Expectations

Undertaking a programme such as this brings many benefits to you and to your organisation. To gain the most from the programme we have certain expectations:

What do we expect from you?

- Regular attendance at your group session (this is necessary to pass the course – please note that you will not be given a later opportunity to attend any missed session). If you are unable to attend a session it is your responsibility to arrange for notes to be reserved for you.
- Punctuality – please let us know if you are unable to arrive for the start of any of the sessions.
- Participation – we hope you will enjoy the programme and one way of doing this is to participate fully even if you feel that you are quite experienced in what we are studying.
- **Submission of all assignments on time.**

Please let us know if you have any learning or writing difficulties – we will be able to help you.

What can you expect from us?

- Experienced tutors.
- Well prepared materials.
- Work marked promptly – feedback is given as soon as possible following verification of marking.
- Help and guidance in preparation of your assignments.
- Interesting and informative workshops.

Progression

Successful candidates may benefit from career enhancement and/or progress to any of the further qualifications listed, according to their circumstances and qualification undertaken:

- ILM Level 3 Award Certificate Diploma in Leadership and Management
- ILM level 4 Award & Certificate Diploma in Leadership and Management
- ILM level 5 Award & Certificate Diploma in Leadership and Management
- ILM Level 3 or 5 Certificate in Coaching
- ILM Level 3 or 5 Certificate in Mentoring
- ILM Level 3 or 5 Certificate in Coaching and Mentoring

ILM Membership

All registered candidates have twelve months trial membership and can enjoy a range of member benefits accessible through the ILM website.

Once registered on the course, candidates can activate their membership via the ILM website: www.i-l-m.com

Successful completion of a Level 3 qualification provides eligibility for Associate Membership (AMInstLM) of the Institute of Leadership & Management. Full details from ILM Lichfield on 01543 266886 or email membership@i-l-m.com, or visit the website: www.i-l-m.com

Appendices

- A Assessment Notes for Candidates**

- B Equal Opportunities Policy**

- C Appeals Procedure**

Appendix A : Assessment Notes for Candidates

- When completing your assignments, where required, select topics or examples in your own organisation and/or area of work.
- You may wish to discuss your assignments with your line manager, mentor or tutor prior to writing up your assessment(s) – this is very important to ensure that you include sufficient detail and give appropriate examples to demonstrate learning so you can gain a good pass.
- Structure your work by using the headings shown in the assignment when writing up your assessments.
- An approximate word count is shown which should be regarded as a guide to help you achieve a balanced piece of work.
- The total marks available for each criterion and the minimum required to pass is shown for each criterion.
- The overall pass mark is 50 marks, but you also have to achieve a minimum of 50% of available marks for each criterion – see the mark sheet provided with each assignment.
- Study the assessment criteria shown for each unit carefully and check to see that your work covers each of these in sufficient detail before you submit.
- Whilst you will not be penalised for weak spelling and grammar, you should remember that this may affect the clarity of your document. It is therefore expected that appropriate attention be given to such matters.
- Remember that your tutor is there to support and guide you so please ask for help when you need to.
- All material will be kept confidential and secure as far as is reasonably possible.
- ***Ask your tutor if you are not sure about any of the submission dates because you are expected to plan your study to meet these dates.***
- Ensure that you do your own work and do not plagiarise work from others. If you are not sure what is meant by plagiarism speak to your tutor who will clarify, or may provide you with some notes produced by ILM in the Centre Manual.

Appendix B: Equal Opportunities Policy

MAKE UK is committed to policies and action to ensure that its trainers and associates and the people it serves are not discriminated against on the basis of age, colour, disability, educational background, employment status, ethnic origin, race, religious beliefs or sexuality.

Fairness and equality of opportunity and access will be observed in all aspects of our work and practice.

To this end MAKE UK will ensure the effectiveness of this policy by monitoring all ongoing activities, in consultation with its clients and with reference to current legislation. Monitoring will be a proactive process and will highlight where action to improve is needed and ensure best practice is maintained and developed.

Course Content and Delivery

Will reflect diversity, explicitly and implicitly, by course content and tutor input, the use of positive language, training examples and case studies that address and positively reflect diversity, and zero tolerance of discrimination from the tutor, course participants or the client.

1. Within the introduction to a course, tutors explain how equality of opportunity relates to the subject course
2. Tutors use and encourage positive, correct language
3. Case studies and examples used reflect various equal opportunities' constraints and options. These will recognise the diverse needs of individuals and their learning styles, and personal, professional and cultural beliefs and public perceptions.

Monitoring

To this end we will monitor and feedback via:

1. Regular programme review meetings or where necessary on a one-to-one basis
2. Tutor work and course materials are monitored and checked at the start of any newly introduced course or at 6 monthly intervals to ensure equality of opportunity and any changes or amendments communicated to the programme co-ordinator.
3. We operate equal opportunity evaluation sheets, all of which are analysed, and the results recorded.
4. Confidential feedback from the classroom is discussed and actioned at programme review meetings or earlier if deemed necessary.
5. Feedback to the trainer on their performance in the field of diversity at the end of quality observation sessions and at the programme review meetings e.g. reviewing past records, looking at areas of improvement, delivery, current legislation, research and development.

Appendix B: Equal Opportunities Policy ... continued

Delegate Support

MAKE UK aim to remove barriers within assessment which could place candidates with disabilities and learning difficulties at a disadvantage without compromising standards and without thereby affording them an advantage over other delegates.

In order to help us achieve this aim, we maintain contacts with professional bodies interested in both the occupational and educational opportunities for people with disabilities and learning difficulties.

Full support is available to any of our delegates who feel they would like to meet confidentially with the course tutor or one of our training advisors on a one-to-one basis.

Appendix C: Appeals Procedure

MAKE UK aim to ensure that all assessments and assessment results issued by it are fair, consistent and based on valid judgements. However, it recognises that there may be occasions when a candidate may wish to question a decision made.

In order to deal with such situations, MAKE UK have established an Appeals Procedure, which is designed to:

- Provide a means of reviewing and, where appropriate, revising decisions made.
- Be fair to all parties
- Be readily accessible and easy to use
- Have realistic target time limits for each stage
- Keep the candidate informed of the progress of the appeal

The appeals procedure will allow candidates who are registered at MAKE UK and a recognised Awarding Body to challenge the outcomes of their assessment if they consider that the assessment has not been carried out properly.

The Appeals Process

A candidate wishing to lodge an appeal should do so in writing within 30 working days of Notification of an Assessment Result to the Centre:

Leann Flynn
MAKE UK
Mount Pleasant
Glazebrook Lane
Glazebrook
Warrington
WA3 5BN

The centre will respond within 14 days of receipt.

The centre co-ordinator will attempt to find a solution with the candidate.

In the event a solution cannot be found at this level, the appeal will be presented to the appeals panel who will meet to consider the evidence within 20 working days of the appeal being lodged with the centre contact.

The Appeals Panel will consist of:

The Centre Co-ordinator
Assessor/Tutor
Training Advisor
A Candidate

Appendix C: Appeals Procedure ... continued

The centre co-ordinator will be responsible for identifying and collating all the information necessary for the appeals panel.

The centre co-ordinator will make sure the candidate making the appeal has adequate support in presenting their appeal and if necessary will suggest suitable individuals to act as advocate.

The decision of the Appeals Panel will be final

Notification of the decision will be made in writing to the candidate within 7 working days.

If candidates feel that the appeals procedure has not been carried out properly they can firstly complain to the centre co-ordinator and if still dissatisfied directly to the Awarding Body.

The appeals procedure embodies the principles of:

- Natural justice
- Fairness
- Independence
- Objectivity
- Equal opportunities
- Anti-discrimination
- Consideration of special needs

