

CUSTOMER SERVICE IMPORTANT CHANGES



Dear Colleague

Over the coming weeks we will be introducing a number of changes, to make it easier for you to do business with ILM. These changes follow in-depth consultation with our customers, which highlighted some key areas for us to focus on to improve our service to you.

These changes are summarised below, and outlined in full in the following pages.

Our service commitment to you

We have revised our customer charter which sets out the service you can expect from us. We will be measuring our performance against these agreed service levels and expect to reduce our turnaround times as the changes we've introduced start to make an impact.

Easier administration

We are changing the layout of the ILM Walled Garden screens to make it easier for you to find and select the right qualification/programme. This will involve some system downtime in the coming weeks, which we will limit to weekends in order to minimise disruption to you. We have also redesigned the Registration Lists and Schedule of Results to make them more user-friendly and quicker for us to process.

Improved communication

We are revising the centre manual, website and other literature to reflect the changes outlined in this letter. These changes are underway now. The website will be relaunched in May, and the improved centre manual will be online in June.

No increase in fees for the coming year

In light of the difficult economic environment, we will be freezing fees for all qualifications at their current level for 2009-10. We are letting you know this now to assist with your financial planning, and hope that you find that useful.

We've also updated the 2008-09 fees list to include pricing on newly developed qualifications. The updated Fees Guide is available online at www.i-l-m.com/centres/789.aspx

Many of you responded to our customer surveys and regional centre meetings. I would like to thank you for your feedback, which has led to these changes. We are committed to continuing this dialogue with you so we can further improve our service. If you have any comments or suggestions for other changes you'd like us to make, please get in touch with me by email on ceo@i-l-m.com

Yours sincerely

A handwritten signature in black ink, appearing to read 'Penny de Valk', written in a cursive style.

Penny de Valk

Chief Executive

Institute of Leadership & Management

Institute of Leadership & Management

**CUSTOMER
SERVICE
IMPORTANT
CHANGES**

ADMINISTRATION SYSTEMS



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Terminology

You told us that you find the terms ‘independently assessed’ and ‘externally assessed’ confusing and that this has led to some candidates being registered onto the wrong qualification. Moving forwards, we will now use ‘centre-assessed’ and ‘ILM-assessed components’ instead. We will use the two terms side by side for the next few months as you get used to this change.

ILM Walled Garden

To make it easier for you to register your candidates on the right qualification, we will be making some simple changes to the Walled Garden. This now shows centre-assessed (independently assessed) programmes, including endorsed / development programmes and NVQ/SVQs, on a separate drop down menu from the ILM-assessed components (externally assessed programmes). In addition, all qualification titles are now shown in full, together with the payment route and assessment method.

If you are registering candidates onto endorsed or development programmes, we have added a drop down menu of all the programmes your organisation is approved to deliver. This is to save you having to type in the title manually.

We have also created a new step-by-step Walled Garden user guide. This will be included in the revised centre manual, which will be e-mailed to you.

The above improvements, together with related work to increase system performance, mean that the Walled Garden will occasionally be out of service towards the end of April and beginning of May. We will keep any downtime to weekends to minimise disruption to you, and will notify you by email of any planned outages.

Registration Lists and Schedule of Results

We have redesigned the Registration List and Schedule of Results, and streamlined our processes, to make them quicker and easier for you to use. Copies of these improved forms are enclosed. You will see that the key changes are:

- The Registration List now shows candidates’ names exactly as they will be printed on the certificates (ie, first name followed by surname)
- The programme title is now shown in full together with the payment route and assessment method
- Candidate registration numbers have been shortened to just two digits. These are also now printed along the top of the schedule of results, and you can simply circle the candidate numbers you want to claim certificates for
- The Registration List now has an extra column for you to enter P/F (pass or fail) against each candidate you’re submitting results for. The units they have completed need to be entered onto the Schedule of Results

- If some candidates have not yet completed their programme, the Registration List will be sent back to you with P/F showing against those candidates who have completed. You can then enter P/F for your remaining candidates when they finish their programme and enter the units they have achieved on the Schedule of Results
- The unit numbers on the Schedule of Results will be the ones shown in the programme specifications (eg M3.01) rather than the QCF unit identification numbers. You will find QCF unit ID numbers in the centre manual
- The mandatory units and assessments will be placed at the top of the list of units – these need to be completed before the results can be processed

Paper registration forms

We will be scanning the paper registration forms to reduce time spent on manual data entry. Please fill in the forms in **black ink** and **capital letters**. Please note that date of birth is a mandatory field, as this information is required by regulators.

Results

We will email results lists to you and to your External Verifier before we issue certificates so, if you have direct claims status, you won't have to let your External Verifier know what the results were.

National Centre Numbers (NCNs)

This year we will be adopting industry-standard National Centre Numbers (NCNs) for all our centres and recognised providers so that we can offer you an improved range of online services in the coming months. If your centre already has an NCN we will confirm this with you and switch to using that number. If not, we will apply for one on your behalf. If you have any questions about this please contact the Customer Service team.

Registration periods extended from 1 June 2009

From 1 June 2009 we will be changing our registration periods to three years for all qualifications. This will make it easier to build up qualifications unit by unit over a period of time without having to request an extension. We will also change our registration periods to three years for endorsed and development programmes.

At the moment candidates must complete their qualifications within the following timeframes:

- **Awards** – 1 year
- **Certificates** – 2 years
- **Diplomas** – 3 years

If you need to extend the registration period for any candidates between now and 1 June, please contact the Customer Service team on the email address shown on the following page.

It will take us some time to update all our literature with this change so please bear with us while this happens.

COMMUNICATIONS



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Customer service contacts

If you have any questions or queries about the information in these pages, or any other aspect of your business with ILM, please go direct to our Customer Service team who will be pleased to help:

Tel: 01543 266867

Email: customer@i-l-m.com

If you ever have any comments to make about our customer service, please email us at complaintsandcompliments@i-l-m.com

Improved website

We are working on a number of enhancements to the ILM website, which are due to go live in May. Of particular interest to you will be the introduction of multiple centre logins, to enable anyone in your organisation to register for access to the secure centres area of the ILM site. We will also be enhancing the 'Find a Centre' search facility, to allow users to search for ILM-approved learning providers by postcode or region, and to view the results in Google Maps.

Centre News

In October 2008 we introduced Centre News, a monthly customer e-newsletter to keep you up to date with business-critical information, such as changes to qualifications and quality assurance, information about funding, and tutor and centre support events.

To save you from having to distribute Centre News internally, we will be contacting you over the next couple of months to confirm and update the names and contact details for all tutors and other staff involved with ILM programmes. In the meantime, anyone in your organisation who wants to receive Centre News can simply email customer@i-l-m.com with their name, centre name or number and email address.

Centre manual

You have told us that our centre manual is too long and too detailed. To address this, we are undertaking a major project to rewrite and redesign the manual, to make it far simpler for you to use.

In June, we will be launching an interim version of the centre manual, to reflect all the changes mentioned above but also to make it easier for you to find important information quickly. This will be placed on the website and emailed to you.

At the same time, we are working on a far wider-ranging project looking at how we provide our customers with the essential information you need to do business with us. We will keep you fully informed on the progress of this work in the coming months.