

4 *ILM assessment*

4.1 ILM-assessed components of VRQs

You can choose to have ILM carry out the assessment of key components of VRQs externally, rather than assessing them within the centre yourself.

ILM assessment is:

- only available for learners completing a whole VRQ, not units
- not available for the Level 2 Award in Team Leading, or any Level 6 or 7 qualification.

We assess these key components.

Qualification	ILM-assessed component
Level 2 Certificate in Team Leading	Mini-project (<i>approx 700 words</i>)
Level 3 Award in First Line Management	Work-based Assignment (<i>approx 1200 words</i>)
Level 3 Certificate in First Line Management	Change Management Report (<i>approx 2000 words</i>)
Level 3 Diploma in First Line Management	Innovation Project (<i>approx 3000 words</i>)
Level 4 Award in Management	Work-based Assignment (<i>approx 3000 words</i>)
Level 5 Award in Management	Work-based Assignment (<i>approx 2000 words</i>)
Level 5 Certificate in Management	Improvement Report (<i>approx 4000 words</i>)
Level 5 Diploma in Management	Innovation Report (<i>approx 5000 words</i>)

4.1.1 Reasonable adjustments

If you need to apply for reasonable adjustments or special considerations for a learner for ILM-assessed components, the guidelines are in Section 6.6.

And if you are unsure about anything, please ask the Customer Service team. They will put you in touch with the Chief Assessor, or the Assessment & Qualifications Executive if necessary.

4.2 The quality of ILM assessment

4.2.1 Our quality assurance

We assure the quality of the assessments we carry out, in a number of ways.

- ILM External Assessors:
 - never assess work from centres where they externally verify or work
 - are qualified and experienced people, drawn from our team of External Verifiers
 - have a minimum of a year's active service as an ILM External Verifier, and recent experience of marking similar assessments within centres
 - receive thorough training and regular updating.
- Lead Assessors quality assure all assessment decisions before centres receive the outcomes. This includes all assessments the ILM External Assessor has failed, along with borderline cases and a representative sample of the remainder. So no learner's work can be failed on the basis of an individual evaluation.
- The Chief Assessor receives regular qualitative and quantitative reports, as an overview. And standardisation activities take place at least twice a year, with Lead Assessors sending reports on trends and other key issues to the Chief Assessor.
- The Chief Assessor and the Quality, Audit & Compliance Manager carry out additional quality monitoring.

4.2.2 Feedback for centres

We regularly give centres constructive feedback, to help identify and make improvements to their support and guidance for learners. We do this by:

- the Chief Assessor's bi-annual electronic Assessment Report to Centres, covering general and qualification-specific issues
- giving specific feedback and advice where a centre has produced a high rate of unsatisfactory scripts, with the EV acting as communication channel between the centre and the Chief Assessor, ILM Assessment Team and Quality Manager.

4.2.3 Confidentiality and security

All ILM staff do everything possible to ensure that we protect the confidentiality and security of all material from centres, learners and sponsors.

4.3 How the process works

4.3.1 Allocating your ILM External Assessor

We allocate an ILM External Assessor for a specific registered programme – not for the centre – so you may have different people assessing over a period of time.

Once you have registered your learners we then send you:

- the *Registration List* and *Schedule(s) of Results*
- the ILM External Assessor's address details, so you can post them your assessments from that programme.

4.3.2 Email and postal submissions

You can submit work for ILM-assessed components by post or by email, apart from Levels 4 and 5 where the process is exclusively electronic – no postal submissions.

Our turnaround time for ILM-assessed components is 25 working days. If you send learners' work to us by email you get the results more quickly than if you send them by post.

4.3.3 Electronic submissions

- Send your learners' work by email to ilmassessment@i-l-m.com with each learner's work in a separate file
- The maximum file size is 1 Mb and must be MS Word (.doc), Rich Text Format (.rtf) or PDF files. If the attachments to your email are over 5Mb you must send files in separate email batches.
- As our IT system cannot receive emails over 5Mb, if you haven't had an email acknowledgement from us within 3 working days you must ring Customer Service on 01543 266867 for advice. Otherwise your results will be delayed.
- In the title of the file you must give the learner's name and registration number (shown on the *Registration List*).

4.3.4 Postal submissions

- If you have more than 11 learners on a single programme and you have to complete extra registration forms, you should let us know so we can allocate the same ILM External Assessor to the whole programme.
- As soon as possible after learners have completed the ILM-assessed component, post the work to the ILM External Assessor for marking, complete with:
 - a list of exactly which scripts are enclosed
 - The Mark Sheet with just the top section completed – ILM External Assessors cannot complete the assessments without the Mark Sheet so it will cause delays if you submit work without them
 - details of any reasonable adjustments and special considerations you have agreed with ILM (see Section 6.6)
 - a written English translation where a script is in a language other than English or Welsh (see Section 6.3), along with:

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- the foreign language version, for random checking
- a signed statement that the translation is accurate and does not alter the learner's responses in any way

You are entirely responsible for getting the work safely to the ILM External Assessor. So make sure the address is right – and we suggest using registered post.

4.3.5 After assessment

- The ILM External Assessor normally notifies the centre of the results of the external assessment within 25 working days. There may be delays though, if any queries arise or you submit work for assessment outside the time indicated on the Registration Form.
- Lead assessors carry out quality assurance checks before you are given any results. They verify all *fail* results and any borderline cases, together with a representative sample of the rest of each batch of assessments.
- External assessment results appear simply as *Pass* or *Fail* on a copy of the *Registration List*. Stamped in red, this is the original document that the EV uses when signing *Schedules of Results*.
- We do not:
 - give actual marks
 - return scripts, with or without assessors' notes
 - communicate about individual learners' work, apart from the result
 - give individual feedback to learners.
- However, where a learner does not meet the required standard the ILM External Assessor attaches a *Feedback Form* to their *Mark Sheet*. This identifies which of the assessment criteria they have either inadequately covered or not met, and gives the centre the information it needs to give the learner tutorial guidance for a resubmission.

By linking the references on the *Feedback Form* to the learning outcomes and indicative content in the *Qualification Specifications*, tutors and learners can clearly identify where extra work is needed.

- Where there is a high level of failure among learners from the same centre, we may also provide generic feedback and advice on the set of scripts overall.
- If the learner or their sponsor wants to keep their work, you must make copies before sending it off. We retain and archive learners' work for audit purposes and do not return any learner's work or consider making copies.

4.3.6 Referral and reassessment

Where a learner is unsuccessful at an ILM-assessed component at their first attempt, they are entitled to a second attempt before the *Schedule of Results* is completed.

Where a learner is unsuccessful in one assessment component, we will grant a referral. This gives the learner the chance to rework this assessment, normally within

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3 months. If this rework is satisfactory the qualification will be awarded. If it isn't the learner fails and has to re-register and repeat the programme and associated assessments.

You'll find full details in the appropriate *Qualification Specifications*.

4.3.7 Email and postal resubmissions for ILM assessment

- You can resubmit work for ILM-assessed components by post or by email, apart from Levels 4 and 5 where the process is exclusively electronic – no postal resubmissions.
- For email resubmissions the process is given in section 4.3.3.
- Postal resubmissions must be:
 - sent to the ILM External Assessor who marked the original work (as shown on the Feedback Form) with a fresh *Mark Sheet*
 - the whole component – we do not accept reworked fragments or sections
 - made within three months of the date stamped on the original feedback form (EA5). Any exceptions to this must be agreed with us, in writing
- If the final date for resubmission falls outside the end of the learner's registration period, you must apply in writing or email to the Assessment & Qualifications Executive, for an extension to the registration period. You must then attach a copy of the written approval of extension to the resubmitted scripts.

4.3.8 Retaining records

For audit purposes, you must retain the red-stamped *Registration Lists* that show the assessment outcomes, for a rolling period of 4 years.

4.3.9 Appeals

You can see the set procedure for appealing against an assessment decision for ILM-assessed components in Section 6.2.2 of this manual.

You should also check the *Appendices* in the relevant set of *Qualification Specifications*.