

### Procedures, terms and conditions

Impellus is committed to treating our ILM Award candidates with transparency, fairness and respect.

To ensure we provide a consistently excellent level of service, our ILM-accredited Assessment Team follows the procedures, terms and conditions set out in this document.

### Glossary

**Some words and phrases have a specific meaning when used in relation to ILM Award programmes. Those used in this document are set out below:**

**ILM programme:** Study leading to an ILM Award at Level 3 or Level 5. The programme includes attending a set number of courses and completing related assignments.

**ILM package:** The training, materials, support, guidance, assignment feedback and accredited marking services provided by Impellus.

**Assignment:** A piece of written work based on an individual course you have taken as part of your ILM programme. You will need to complete and pass an assignment for each course you take (three at Level 3 and two at Level 5).

**Assessment:** The work carried out by the Impellus Assessment Team when providing feedback on assignments and when marking them after submission.

**Submission:** This is when you submit all of your assignments for marking via the Impellus Business Centre.

**Referral:** this means your assignments have been marked but have not met the standard required to achieve a pass.

**Second submission:** You will have a second and final chance to submit your assignments for marking following feedback and guidance from the Impellus Assessment Team.

**Feedback:** The Impellus Assessment Team can provide feedback on your assignments:

- Before submission to help ensure they are of the required standard to achieve a pass.
- After a referral to give you the best chance of passing on your second and final submission.

**Booker:** The person at your organisation responsible for booking your training with Impellus.

### When does my registration on the ILM Award programme start?

Your registration begins on the day you take your first course as part of your programme of study.

## How long do I have to complete the programme?

You must complete the programme over a period of 24 consecutive months starting on the day you take your first course (but see information below about pauses and extensions). You must leave enough time to make your first submission and, if referred, your second and final submission within this 24-month timeframe.

## Your ILM package

As an ILM Award candidate, your ILM package includes:

- 12 months of ILM membership.
- Access to the Impellus Business Centre including course-related materials.
- Ongoing advice and support from the Impellus Assessment Team via email, video call and phone.
- Regular emails with deadline reminders throughout your ILM journey.
- Initial feedback on your assignments before submission.
- Professional marking of your assignments following submission by our ILM-accredited Assessment Team.
- Further feedback and support following a referral to help ensure you pass on your second submission.

## Feedback

**Level 5** candidates are entitled to have **two rounds of feedback** on each of their assignments before submission.

**Level 3 candidates** are entitled to **one round of feedback** on each of their assignments before submission.

## Timing

Course-based candidates must request feedback on assignments at least 60 days before the 24-month programme of study is due to end.

Fast-Track candidates must request feedback at least 30 days before their three-month period of study ends.

We cannot provide feedback outside of these timescales.

## Feedback after referral

Candidates who receive a referral after their first submission are entitled to unlimited feedback before their second and final submission.

## Six-month extensions

A **six-month extension** can be added to your 24-month period of study at the following costs:

- Level 3: £324.50 + VAT
- Level 5: £649 + VAT

## Pausing an ILM Award programme of study

Programmes can be paused if you have a long-term illness or are on maternity/paternity leave etc.

### ***Long-term sick leave***

You can pause your programme of study for a maximum of one year's continuous sick leave. The booker must tell the Impellus Assessment Team when your sick leave began. Your account will then be temporarily deactivated and you cannot seek feedback or support from the Impellus Assessment Team during this time. Your account will be reactivated after one year and you will continue your studies.

You can request to have your account reactivated if you return from sick leave within one year so you can continue your studies.

You will have a total of 24 months, not including your sick leave, to complete your programme of study.

If you are off sick for longer than one year, you will need to re-purchase your ILM Award programme and begin your studies again.

### ***Maternity/Paternity/Adoption/Shared Parental Leave***

You can pause your programme of study for the duration of your leave up to a maximum of one year. The booker must confirm the start and end dates of your leave. Your account will then be temporarily deactivated and you cannot seek feedback or support from the Impellus Assessment Team during this time. Your account will be reactivated on your return and you can continue your studies. You will have a total of 24 months, not including your leave, to complete your programme of study.

If you are on leave for longer than one year, you will need to re-purchase your ILM Award programme and begin your studies again.

***Please note:*** Candidates who pause their programme of study are not entitled to any extensions.

### **Complaints**

Any complaints will be dealt with under the Impellus Complaints Policy.