

## Registration and timescales

### 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 the information in these FAQs about pauses and extensions).

Please note: You must leave enough time to make your first submission and, if referred, your second and final submission within this 24-month period.

## Assignment writing

### What's involved in writing the assignments?

For each assignment you must write your answer as an essay which includes an introduction, well-argued points backed by evidence and examples, and a conclusion.

To ensure you cover everything you need to address, a list of questions is provided for each assignment. You will need to answer **all** of these questions in your essay. You can use the questions to structure your essay into paragraphs.

- You will write one assignment for each course you attend. These assignments range from 3,500-6,000 words each.
- Our 'how to pass notes' provide useful advice and information about what you need to include in your answers. The 'how to pass notes' can be found in the Impellus Business Centre.
- Once you have written an assignment we recommend that you email it to us at [assessors@impellus.com](mailto:assessors@impellus.com) so our ILM-accredited Assessment Team can give you written feedback and maximise your chances of success.
- If you are stuck or unsure, please get in touch with us at [assessors@impellus.com](mailto:assessors@impellus.com) and we will help you to get started.

### What's the best way to write my answers?

Before starting, we recommend that you read the 'how to pass notes' that are available to download on your ILM qualification page in the Impellus Business Centre.

- Answer **all** the assignment questions in the form of a single essay. It's a good idea to progress from one question to the next answering each in turn as you write your essay to help ensure you don't miss anything. Email your completed assignment to us in **one single Word document** at [assessors@impellus.com](mailto:assessors@impellus.com) for feedback.
- We strongly recommend that you write your first drafts in a Word document rather than in the answer boxes in your Business Centre account because we can more easily provide clear feedback in a Word document. (You will use the answer boxes when submitting your work for marking.)
- Always keep a backup copy of your work.
- Use the spellcheck function in Word to make sure that everything is correct before you email your assignment to us.

### **Why is it important to pay attention to the verb used in the assignment questions?**

One of the main reasons why ILM candidates do not pass a question is because they've not fully understood what the question is asking them to do.

For example, a question asking you to 'describe' is very different to one that is asking you to 'explain':

- 'Describe' requires you to explain what something looks like.
- 'Explain' requires you to go into more detail by explaining how and why.

Please refer to the verb guide in the Impellus Business Centre for a full explanation.

### **When should I start my assignments?**

We recommend that learners studying for a course-based ILM Level 3 or 5 Award should start drafting their assignments shortly after they have attended each course as the content will be fresh and easy to remember.

In this way, you can complete an assignment before attending your next course and starting work on the next one.

### **What support is available to me?**

Please take the time to explore the various resources available in the Impellus Business Centre.

- We strongly recommend that you send your assignments to us for feedback before submitting for marking.
  - You have one opportunity for feedback on each assignment if you are doing the Level 3 ILM Award.
  - You have two opportunities for feedback on each assignment if you are doing the Level 5 ILM Award.
- Book a video call with one of our assessors to discuss any aspect of your assignments. You can find the link in our email signatures or at the 'Schedule a call tab' in your Impellus Business Centre account.

- Email us with any questions or queries at [assessors@impellus.com](mailto:assessors@impellus.com) and we will get back to you as soon as possible.

### **Do I have to stick to the recommended word count?**

Recommended word counts for each assignment can be found in the 'how to pass notes' in the Impellus Business Centre.

You may go over the recommended word count by up to a maximum of 20%. If you exceed this maximum, you will be requested to shorten your assignment to meet these requirements.

If your word count is significantly below the recommended amount, it is unlikely that you have included enough detailed information to pass.

The word count guidelines aim to ensure focus and clarity in your writing and help you judge how much detail you need to include.

### **Where can I find assignment questions and other helpful resources?**

Everything you need is under the 'ILM qualification' tab in your Impellus Business Centre account.

Assignment questions become available after you have attended the course.

Assessor advice videos for each question are available in the Business Centre.

Other resources under the 'ILM Qualification' tab in the Business Centre include the 'how to pass notes' and verb guide.

### **How quickly can I get feedback?**

Feedback is provided by our ILM-accredited assessors within ten working days.

- **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.

You must send in your assignments for feedback at least 60 days before the end of your 24-month period of study.

## **Referencing source material**

### **How do I reference the sources I have used?**

If you use direct or indirect quotes in your assignment that are taken from an Impellus workbook, other publication or website, you must:

- Acknowledge the source of your quote within the text.
- Include the source in your bibliography (list of sources used) at the end of your assignment.

You must format your references clearly and correctly. Our guide to referencing your sources can be found in your Impellus Business Centre account.

## Plagiarism and AI

### What is plagiarism?

Plagiarism means taking someone else's work or ideas and presenting them as your own.

### What is AI?

Artificial intelligence (AI) refers to online computer programs such as ChatGPT that can be used to provide instant answers and information.

### How do I avoid plagiarism and AI?

If you use someone else's exact words in your work, they must be in quotation marks and attributed to the author. The source must also be quoted in your bibliography. See the section in these FAQs about how to reference your sources.

Use quotations sparingly and only when you feel the author has expressed something so well and so concisely that the words cannot be improved.

AI may be used as a tool for research along with other sources. However, your assignments must be your own work, mainly written in your own words and including your own original ideas and critical thinking.

**Please note:** it is advisable to avoid using online writing tools such as Grammarly and Quillbot to check and amend your work. This is because once your work has been altered by these online tools it is no longer your own and our plagiarism detection software tool will flag your work as plagiarised.

### How does Impellus know if work has been plagiarised or used AI?

We use a software tool to detect plagiarism and AI content.

If plagiarism or AI is detected in your assignment we will email you the report so you can see which sections you will need to rewrite in your own words before sending it back to us.

**Please note:** If plagiarism or AI is detected in your work for a second time, we are obliged to report this to City & Guilds. This may result in you being disbarred from the qualification.

## Objective evidence

### What is objective evidence?

Objective evidence is information that is **not** your own thoughts, beliefs, personal feelings, interpretations or views.

Some assignment questions will require you to provide objective evidence as a way to substantiate the judgements you are asked to make about your own management style, abilities and achievements.

### **What can I use as objective evidence?**

Objective evidence may include:

- Feedback from team members.
- Questionnaires about your management style.
- KPI trackers.
- Appraisal documents.
- Meeting minutes.

We can provide template surveys and questionnaires to help you gain feedback. These are available in the Impellus Business Centre.

## **Submission process**

### **How long do I have before I need to submit my assignments for marking?**

We recommend that you submit your work for marking well ahead of your registration expiry date. If your answers are referred you will then have time to make amendments and send them to us for feedback before you submit for the second time.

You have 24 months from the date of your first course to earn the qualification.

We recommend that you write your assignments as soon as possible after attending each course while the content is still fresh in your mind.

Our Learner Journey Timeline will help you plan your time. You'll find this in your Impellus Business Centre Account.

### **How do I submit my assignments in the Impellus Business Centre?**

We recommend that you submit for marking well ahead of your registration expiry date. If your submission is referred you will then have plenty of time and the unlimited support of the Impellus Assessment Team to give you the best chance of passing at your second attempt.

You must submit all of your completed assignments in one go. When they are all ready for marking you need to:

- Copy and paste your assignments from your Word documents into the relevant sections within the ILM qualification tab.
- Ensure any attachments are in PDF format and upload them using the 'add/edit attachment' box beneath each of your answers.
- Tick each answer as complete.
- Use the submit button that appears on the main ILM qualification page to submit your assignments to the Impellus Assessment Team for marking. (This is not for feedback. See more about feedback under 'Assignment writing' in these FAQs.)

### **What happens after I submit my assignments for marking?**

Your assignments will be marked within 15 working days of submission and you will be notified of your results via email. The result will be either a pass or referral. You must pass all answers for each assignment to earn the ILM Award.

We use a software tool to detect plagiarism and AI content. If plagiarism or AI is detected in your assignments we will not accept your submission. We'll ask you to re-write your assignments in your own words and add references where necessary before submitting again.

**Please note:** If plagiarism or AI is detected in your work when you resubmit, we are obliged to report this to City & Guilds. This may result in you being disbarred from the qualification.

See more information about this in the 'Plagiarism and AI' section of these FAQs.

### **What happens if my submission is referred?**

Within the cost of your ILM registration, you are allowed two attempts to pass

A referral means that you didn't pass some of the questions so your whole submission refers. However, with further work, you will still be able to achieve your ILM Award at your second attempt.

We will send you an email with detailed feedback about what you need to do to achieve a pass. We strongly recommend that you follow this advice and email us your amended answers so we can check and give feedback before you submit again.

We will provide unlimited feedback before you submit for marking again.

### **What happens when I pass?**

When you pass we will let you know via email and then send you an e-certificate shortly afterwards. You will receive a framed certificate within a few weeks.

## **Course-based study: Maternity/Paternity/Adoption Leave/Shared Parental Leave**

### **What happens if I take Maternity/Paternity/Adoption Leave/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.

### **How long will I have to complete my programme of study?**

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

### **What if I am on leave for longer than a year?**

Your account can only be paused for a maximum of one year. It is then reactivated and any time that you had remaining before you paused will resume. You will have a total of 24 months not including your leave to complete your programme of study.

If you need any more time to complete your assignments, you will need to re-register. Please speak to the Assessment Team for advice on how to do this.

### **Am I entitled to an extension if I take Maternity/Paternity/Adoption Leave/Shared Parental Leave?**

Candidates who pause their programme of study are not entitled to any extensions.

## **Course-based study: long-term sick leave**

### **What happens if I take 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.

### **How long will I have to complete my programme of study?**

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

### **What if I am on sick leave for longer than a year?**

Your account can only be paused for a maximum of one year. It is then reactivated and any time that you had remaining before you paused will resume. You will have a total of 24 months not including your leave to complete your programme of study.

If you need any more time to complete your assignments, you will need to re-register. Please speak to the Assessment Team for advice on how to do this.

### **Am I entitled to an extension if I take long-term sick leave?**

Candidates who pause their programme of study are not entitled to any extensions.

## **Extensions**

### **Can I apply for an extension?**

You can apply for an extension if:

- Your account registration has **not yet expired**. (You cannot ask for an extension after your registration has expired.)

- You have submitted work for marking and it is referred after your registration expires. If this happens, you can apply for an extension to enable you to submit your work for a second and final time.

### **How long can I extend the study period for and how much does it cost?**

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

**Please note:** you cannot have an extension if you have paused your programme of study for long-term sick leave or Maternity/Paternity/Adoption Leave/Shared Parental Leave.

## **Glossary**

**Some words and phrases have a specific meaning when used in relation to ILM Award programmes. Here are some of the main ones:**

**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.

## **Contact us**

- Email us at [assessors@impellus.com](mailto:assessors@impellus.com) at any time.



- Phone on 01727 790790 between 9.00am and 5:30pm, Monday to Friday.
- Book a video call via the 'Schedule a video call' tab in the Impellus Business Centre.
- Live chat with us from the Impellus Business Centre to reach us instantly during office hours.

Our full terms and conditions can be found on the Impellus website. Any complaints will be dealt with under the Impellus Complaints Policy.