

The Institute of Leadership and Management (ILM) response to Ofqual's Qualifications and Credit Framework (QCF) post-recognition monitoring report, February 2011

The Institute of Leadership & Management is the UK's largest awarding organisation for qualifications in leadership, management, coaching and enterprise. We work with over 2,500 ILM approved centres and recognised providers, including private training companies, Further and Higher Education colleges, and employers delivering in-house management training.

The Institute of Leadership & Management welcomes the opportunity to respond to the report following Ofqual's monitoring activity around the QCF regulations, and for Ofqual to have witnessed the investment the Institute of Leadership and Management has made regarding the QCF.

The monitoring visit was extremely positive, with constructive comments, support and advice from the monitoring team. This also gave The Institute of Leadership & Management the opportunity to discuss a wide range of enhancements to systems and processes that have been developed and implemented not only to meet the requirement of QCF, but to ensure the continuous improvement of our products and services.

The Institute of Leadership & Management is pleased with the positive report received from Ofqual confirming that we continue to meet regulatory requirements. The regulators highlighted our effective corporate governance and management structure, the strength of our awarding and certification procedures and the robustness of our Centre Recognition process. There were also some useful observations that we have taken on board around areas for improvements. ILM has put together an action plan based on these findings that will be monitored by the ILM Executive.