# FAQ Guide for ILM Assignments

**Sections within this document:**

## 1. <u>Registration and timescales</u>

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

- For two-year candidates who started the ILM Award before January 2025: You must attend all courses and submit all assignments for marking by the end of your 24-month registration period.

- For one-year candidates who started the ILM Award after January 2025: You must attend all courses and submit all assignments for marking by the end of your 12-month registration period.

- Marking takes 20 working days, so it is essential to factor in time within the registration period for marking. The first submission should be made no later than 40 days before the registration period is due to end.

**Do I have extra time if I don't pass?**

You have two submission chances as long as you are within your registration period. Both first and second submissions must be made within your 12- or 24-month registration period. Once your registration period has ended, you cannot make any more submissions. Please note, extensions to your registration are not available.

**How do I get started on my ILM Award?**

Book yourself onto our ILM Induction session. This session is run by the Assessment Team, and you will learn about the ILM Award, how to make a start, and key strategies for success. It is delivered via Zoom and currently runs once a month. Places are limited, so it's advisable to book your spot as soon as possible by clicking [here.](#)

## 2. <u>Assignment writing</u>

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

Each assignment has a set of questions that you need to answer. Use the 'How to pass notes' available in the Impellus Business Centre/Learning Hub to ensure you include all necessary information and structure your answers effectively. If you're unsure how to proceed, contact us at assessors@impellus.com.

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

- Review the 'How to Pass Notes' before starting. These are available in the Impellus Business Centre/Learning Hub.
- Answer all assignment questions in order, ensuring you cover all required elements.
- Write your drafts in a Word document and keep backup copies.

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

Understanding the verb in each question is crucial. For example:

- 'Describe' requires explaining what something looks like.
- 'Explain' requires discussing how and why.

Refer to the Verb Guide in the Impellus Business Centre for more details.

**When should I start my assignments?**

Begin drafting assignments shortly after attending each course to ensure the material is fresh in your memory. This approach allows you to complete assignments systematically. Learner timelines are available as guides.

**What support is available to me?**
- **12-month programmes:** Supported through assignment writing workshops before submission.
- **24-month programmes:** Supported with two rounds of feedback on each assignment before submission (15 working days is required for feedback).
  **Both programmes are also supported with:**
- Feedback after a referred first submission is provided within the applicable registration period (15 working days is required for feedback).
- Video calls: Book a call with an assessor through the Impellus Business Centre/Learning Hub.
- Email: Contact assessors@impellus.com for assistance.

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

- You may exceed the recommended word count by up to 20%. If you exceed this, you will need to review and shorten your assignment.
- If your word count is significantly below the recommended amount, it's unlikely you've included enough detail to pass and will need to review and add more detail to your answers.
- Recommended word counts for each assignment can be found in the 'How to pass notes' in the Impellus Business Centre/Learning Hub.

**What is objective evidence?**

Objective evidence is information that is <u>not</u> your own thoughts, beliefs, personal feelings, interpretations or views. It is needed in some assignments to support your judgments and includes:

• 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.

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

All resources, including assignment questions, are under the 'ILM Qualification' tab in the Impellus Business Centre or 'ILM Assignments' tab in the Learning Hub. If you can't find what you need, contact the Assessment Team.

## 3. <u>Referencing source material</u>

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

• Acknowledge sources within the text for direct or indirect quotes using Harvard referencing.
• Include a bibliography with all sources used at the end of your assignment.
• Referencing guides are available in the Impellus Business Centre/Learning Hub.

## 4. <u>Plagiarism and AI</u>

**What is plagiarism?**

Plagiarism is presenting someone else's work or ideas as your own without proper attribution.

**What is AI?**

AI refers to tools like ChatGPT used for generating answers or information. While these can assist with research, your assignments must be written in your own words.

**How do I avoid plagiarism and AI?**

• Use quotation marks for direct quotes and cite the source within your answer and in your bibliography.
• Avoid over-reliance on tools like Grammarly or AI paraphrasing tools to modify your work, such as improving the flow or grammar.
• Write your assignments completely in your own words. Focus on your own original ideas, workplace examples, and critical thinking in your assignments.

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

We use software to detect plagiarism and AI usage. If plagiarism or AI is detected, you will be required to rewrite the flagged sections in your own words. Repeated incidents will be reported to City & Guilds and may result in disqualification.

## 5.  Submission process

**How do I submit for marking?**

Submit all assignments together via the Impellus Business Centre or Learning Hub. Ensure all answers are complete and include any attachments.

**When do I need to submit my assignments for marking?**

Submit at least two months before your registration period ends to allow time for amendments if referred before you make your second and final submission.

Please note that we are unable to provide any extensions if you unable to complete and submit all assignments on time for first and second submissions.

**How long does marking take?**

Marking takes 20 working days.

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

You will receive your results via email (pass or referral). All answers must pass for the ILM Award.

**What is a referral?**

A referral means that an answer has not met the pass criteria and needs more work. You must pass all questions on all assignments to pass the ILM Award overall.

**Can you mark one assignment at a time?**

We mark all assignments in a single submission together, not one by one. Once you have completed all your assignments, you will be able to submit them for marking.

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

You can make necessary amendments and submit a second and final time if your registration period has not expired. Feedback on referred answers takes 15 working days.

## 6.  <u>Contact us</u>

- **Email:** assessors@impellus.com We aim to get back to you within 24 hours.
- **Phone:** 01727 790790 between 9.00am and 5:30pm, Monday to Friday.
- **Video calls:** Schedule via the Impellus Business Centre/Learning Hub.

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