# Impellus ILM Assessment Team Terms & Conditions

**1.        Summary**

The following document sets out the procedures, terms, and conditions governing the services provided by the Impellus ILM Assessment Team. It outlines the commitment to transparency, fairness, and respect in dealing with ILM Award candidates.

**2.        Applicability/Scope**

This policy is applicable to all individuals enrolled in the Impellus ILM Award programmes at Level 3 or Level 5. It covers the procedures and conditions related to assignments, assessments, submissions, feedback, and complaints.

**3.        Terms & definitions**

**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 taken as part of an ILM programme.

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

**Submission:** The act of submitting all assignments for marking.

**Referral:** Indicates that assignments have not met the required standard to pass.

**Second submission:** This is a second and final chance to submit your assignments for marking.

**Feedback:** Guidance provided by the ILM-Accredited Impellus Assessment Team on assignments before submission and after referral.

**4. Policy Statement**

Impellus is committed to providing transparent, fair, and respectful services to ILM Award candidates. Our Assessment Team adheres to the procedures, terms, and conditions outlined in this document to ensure consistency and excellence in service delivery.

**5. Roles & responsibilities**

- **ILM Award candidates**: Responsible for attending an ILM Induction session, adhering to the policies, completing assignments, and seeking feedback within specified timelines.

- **Impellus Assessment Team**: Responsible for providing feedback, marking assignments, and supporting candidates throughout their ILM journey in accordance with the outlined procedures and guidelines.

**6. Registration and Programme Duration**

The registration period and programme of study are for 12 or 24 consecutive months, depending on the route of study type and must be completed within this time, allowing enough time for first and second submissions and enough time for marking. (See *9. Timing* for detailed information) Learners are advised to allocate time proactively to ensure timely completion. Please note that extensions to the registration period are not available.

**7. ILM pack**

The ILM pack includes:

- An ILM Induction delivered via Zoom by the Impellus Assessment Team.
- 12 months of ILM membership.
- Access to the Impellus Business Centre/Learning Hub including course-related materials.
- Ongoing advice and support from the Impellus Assessment Team during the registration period.
- Guidance from the Impellus Assessment Team to help candidates prepare assignments effectively.
- Professional marking of assignments following submission.
- Feedback and support following a referral to help you pass on a second submission within the 12-month or 24-month registration period.

**8. Feedback**

Feedback provision varies by programme duration:

- **12-month programmes:** Candidates are supported through targeted assignment writing workshops before submission to ensure they are equipped to meet assignment requirements.
- **24-month programmes:** Candidates are supported with feedback on each of their assignments before submission.

Candidates who receive a referral after their first submission can request further feedback before their second and final submission *if* they are within their registration period and if there are at least 15 working days for the Assessment Team to provide feedback. This applies equally to both 12-month or 24-month programmes.

**9. Timing**

- **ILM candidates on the 24-month programme** must request feedback on assignments at least 60 days before their registration period is due to end. Feedback cannot be provided outside of these timescales. Submissions for marking must be made at least 40 days before their registration period is due to end.
- **ILM candidates on the 12-month programme** must submit assignments at least 40 days before their registration period is due to end.
- Please note, marking takes 20 working days.  All ILM candidates must submit assignments for marking before the end of their registration period to allow time for marking. This includes

first and second submissions. If a submission is referred and the registration period has ended no further submissions will be allowed.

**Complaints**

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

**References**

This policy is regularly reviewed and audited, to ensure compliance.

Signed        Nevra Sezgin                                        Date        23 December 2024

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Nevra Sezgin

Assessment Team Manager

**Revision History & Authorisation**

| Date | Amendment | Revision | Author | Approved |
|------|-----------|----------|--------|----------|
| 04 Apr 2023 | Document creation | 1.0 | Anna Jutsum/Sian Milne | Sian Milne |
| 04 Oct 2023 | Revisions and updates made in accordance with new procedures and policies. | 2.0 | Nevra Sezgin | Nevra Sezgin |
| 22 Feb 2024 | New template applied. | 3.0 | Nevra Sezgin | Nevra Sezgin |
| 16 September 2024 | Sections related to fast-track removed | 3.1 | Nevra Sezgin | Nevra Sezgin |
| 23 December 2024 | Sections 10 (extensions) and 11 (pauses) removed. Extra detail added regarding the one- and two-year registration period. | 3.2 | Nevra Sezgin | Nevra Sezgin |