

## Example ILM programme

**ILM version level 3 award in workplace coaching for 1st line managers:** this provides a flexible and cost-effective option for managers with their staff development and Appraisals/Personal Development Reviews.

Programme components:

- Training workshops
- Online knowledge-base module
- Tutorials with tutor
- Peer coaching activities
- Course pack, book and materials
- Assessment, verification and certification

This typically comprises 6 hours of workplace coaching and includes:

- Induction and learning materials
- A set number of hours of structured group learning
- Tutorials and development activities
- Assessment testing both knowledge and skills

Likely content:

### Understanding good practice in workplace coaching

- [Module 1- The Effective Workplace Coach](#)
- [Module 2 - Learning Styles, Learning Outcomes, and Barriers to effective workplace coaching](#)
- [Module 3 - Effective Communication strategies for coaching](#)

### Organising workplace coaching

- [Module 4 - Resources to support safe and effective workplace coaching](#)
- [Module 5 - Monitoring and assessing the coachee's progress](#)
- [Module 6 - The Coach's development](#)

This could comprise **either** 4 workshop days plus 1-1 telephone tutoring or 'tutorial clinic', **or** 2 workshop days plus online learning with 1-1 telephone tutorials. I may also suggest that internal learning groups be formed with some facilitation help, to keep the learning moving forward and to support the coach's development. This worked really well with an NHS Trust client of mine recently.

Participants would need to have online access and make a commitment that they will complete the assignments within a given timeframe.

Each candidate receives an ILM package which includes:

- ILM registration and certification
- Learner folder, with Handbook, ILM units and assessment guidance notes, e-learning guide
- 1 Coaching course book per learner (you could choose different books to build up a range of resources in the HR department to share!)
- e-learning modules (optional)
- access and logon to QED learning resources and online forums (dedicated website)

As an ILM trainer and initial assessor, my role would be to:

- Deliver induction and structured training sessions for candidates using QED programme guides and materials
- Plan and carry out assessments
- Assess candidate assignments, diaries, logs and reflections as relevant to the Units.
- Provide 1-1 tutorials and supervision input required by ILM, and in response to needs/candidate's progress
- Attend external assessor meetings & training sessions, keeping CPD records
- Complete all relevant assessment documentation for candidates
- Liaise with the internal verifier and contribute to internal verification
- Work with all QED Centre policies, procedures, and ILM requirements