

ORBITAL

ILM LEVEL 5 CERTIFICATE IN COACHING AND MENTORING

CANDIDATE INFORMATION AND INDUCTION PACK

This information applies to anyone registering for the qualification after end February 2013. Anyone who registered before this time will be covered by earlier versions of this and related documents.

ILM LEVEL 5 CERTIFICATE IN COACHING AND MENTORING

STRUCTURE OF THE QUALIFICATION AND UNITS, THE ASSESSMENT PROCESS

The qualification comprises three 'subject areas' to do with coaching; as follows:

- Understanding the skills and practice of effective coaching/mentoring
- Carrying out practical coaching/mentoring
- Reviewing your own practice as a coach/mentor

Here are the Units, and their content, in more detail.

Unit 500 - Understanding the skills, principles and practice of effective management coaching and mentoring - in this assignment you are asked to write about: what coaching is, how it differs from mentoring; possible barriers you may come across as a coach; the case for use of coaching as a means to develop staff; the skills and behaviour required of a coach; the importance of good communication skills for a coach; a model that can be used to coach; characteristics of effective coaching; coaching boundaries; how to evaluate results of coaching.

Unit 501 - Undertaking management coaching or mentoring - in this assignment you are asked to carry out at least 12 hours of coaching work and to 'write that up' as a formal record. Within that you will have to show evidence that you have: explained the rationale for coaching with one or more clients; agreed a contract with him/her/them; identified their needs and agreed goals, planned the coaching; completed at least 12 hours of the work; reviewed your use of coaching tools and your communication competence in the work; maintained suitable records; collected feedback on your practice along the way to improve performance.

Unit 503 - Reviewing own ability as a management coach or mentor - in this assignment you are asked to: review the whole coaching experience you have undertaken, looking back over the sum of the work evidenced in Unit 501 above to do so; carry out an evidence based assessment of your ability; use that to review your strengths and weaknesses as a coach looking particularly at your self-awareness, approaches to the work, communicating skills and relationship management with coachees. You'll need to consider your coaching work in relation to ethics and non-bias and you'll need to draw on the actual coaching for evidence of your thinking around these areas. You will need to reflect on the effectiveness of supervision you have had as a coach; you'll have to provide evidence of recording your own progress as a coach; and you'll need to show a plan for further self-development and improvement.

Gaining the qualification :

To gain the level 5 Certificate in Coaching and Mentoring, you have to do

- a) Complete the training course in coaching skills and techniques
- b) Complete the set of three ILM assignments

In order to be able to complete the assignments successfully, you first need to get to grips with what we'll call 'the documents set' which gives you the information and guidance you need to complete the work.

THE DOCUMENTS SET

The set of documents for this qualification comprises the following (and it is IMPORTANT you read them all, thoroughly!)

For each one of the three Units there are three documents:

- **The Unit descriptor** - this sets out the learning outcomes for the Unit (what you are expected to know and understand as a result of the coaching learning activities); also the assessment criteria (a set of statements saying what you must do to demonstrate what you know and understand, related to each specific learning outcome. Also shows a broad summary of the general content of the unit.
- **The Assignment task sheet** - sets out the learning outcomes and assessment criteria again (taken from the Unit descriptor above) and also gives information about the task for this Unit, the time to be taken and so on. When the assessor marks the work, s/he will ask him/herself - does what this person has presented as the assignment, fully meet each individual assessment criteria? So you need to read the criteria fully and before you submit - ask yourself - looking at this particular assessment criteria statement - does what I am presenting, properly and fully show that I have done that? If not - it's not ready to be presented for assessment yet!

Now the next document can be VERY HELPFUL to you - so this is a MUST READ!

- **The Unit marking sheet** - lists all the assessment criteria for the assignment - and then alongside each, are given a set of marking guidelines for the assessor to follow, when deciding what mark to give. ILM have tackled this by giving three 'levels' of response - and there is a guideline for each, to show the assessor what to look for. Against each assessment criteria (AC) are three statements (called 'sufficiency statements') - describing what will be sufficient as an answer to achieve the level indicated -
 1. A statement describing what the answer will look like, if it is worth a 'good pass' grade.
 2. Another statement saying what it will look like if it is worth a basic 'pass' grade
 3. Another statement saying what it will look like if it is not good enough for a 'pass' - in which case it gets a 'not yet pass' grade - and you will have to do some more work, and re-submit, in that area.

Reading these sufficiency descriptors carefully will give you as good an idea as you can ever get about what you need to say and to include, within your answers.

These guidelines do NOT give a 'copy this and you'll pass' guide - life is not that easy! But if you read them before, during and after the work - they can give you a good 'benchmark' as to how well you have done that work. Read VERY carefully indeed, they can actually provide you with an added 'grasp' of the whole subject area you are dealing with, in terms of the breadth and scope at which you should be covering the subject.

The 'running order' of completion of assignments

The order in which assignments need to be tackled reflects what you would ideally do as a professional coach, in real life, to make your activities follow a logical sequence -

- First you think and talk about 'setting the scene' - why are you coaching and with whom; what is the context you will do it in, what barriers might you encounter, what pre-plans might you need to make - and so on. **That is Unit 500.**
- Then you actually do the coaching work and you record the events in detail to show progress made with client(s). **That is Unit 501.**
- Then you reflect on the work done, review it and see if there are areas where you can improve yourself still further as a coach. **That is Unit 503.**

So - do them and submit them, in that order. You can submit 501 and 503 together since they are both to do with the actual coaching work you've done. (You could not, though, submit 503 without having submitted 501. Why not? Think about it.....)

Note- you might well ask - why is there not a Unit 502?

There is!

This qualification can be taken as a 'Certificate' or as a 'Diploma'. The difference:

- *For the certificate you need to do a certain number of learning hours; for the diploma that is rather more.*
- *For the certificate you have to show evidence of doing (a minimum) 12 hours of practical coaching; for the diploma that rises to (a minimum) 100 hours. Meaning this is for full-time professional coaches only!*
Unit 502 deals with the extra hours and with the requirements for that (very much bigger) 100+ hours coaching work; and it replaces Unit 501 for those taking the Dip instead of the Cert.

A FINAL AND VERY IMPORTANT WORD: IN YOUR ASSIGNMENTS YOU MUST USE EACH OF THE INDIVIDUAL ASSESSMENT CRITERIA STATEMENTS IN THE ASSIGNMENT AS A SUB-HEADING; AND THEN MAKE SURE THAT YOU DEAL WITH WHAT EACH CRITERION ASKS FOR, UNDER THAT HEADING. IF YOU DO NOT THE ASSESSOR WILL NOT BE ABLE TO MARK THE WORK – BE WARNED!

SUBMITTING WORK – We prefer email for submissions

Submit it to

Bob Craig
14 Dobbin Hill
Sheffield
S Yorkshire
S11 7JB

And PLEASE make sure you keep a copy yourself, for safety - we are not infallible and documents do, very occasionally, go missing.

You can use email and we welcome (**and prefer**) that – send submissions to:

bobcraig66@gmail.com

If you want to do so you can submit drafts before formally sending in work for marking, and we'll take an interim look. Be warned though - we will NOT 'take a look; advise you a bit; take another look; advise you a bit more...' If we do that repeatedly the question soon becomes - is it your work or ours, that we are marking? In general we'll advise you once in a 'broad brush' way, and then we'll expect a formal submission.

What if you don't pass? Then we'll return the work with comments in detail, and you get one more chance for a re-submission.

If you need to ring us:
Bob Craig 07738 060342

THE REST OF THIS DOCUMENT IS THE 'INDUCTION PACK' - TELLING YOU ABOUT ILM, ABOUT ORBITAL TRAINING AS THE APPROVED CENTRE THAT WILL ACCREDIT YOU FOR THE QUALIFICATION; SOME INFORMATION ABOUT OUR INTERNAL PROCESSES FOR QUALITY CONTROL ETC. WHEN THE TUTOR HAS TAKEN YOU THROUGH THIS DOCUMENT, PLEASE COMPLETE THE 'PERSONAL DETAILS' SECTION AT THE BACK, TEAR THAT PAGE OFF AND GIVE IT TO THE TUTOR. S/HE WILL THEN SEND THAT TO US, AND WE USE THOSE DETAILS TO REGISTER YOU WITH ILM FOR THE QUALIFICATION.

THANK YOU.

ILM LEVEL 5 CERTIFICATE IN COACHING AND MENTORING

THE INSTITUTE OF LEADERSHIP AND MANAGEMENT – ILM

ILM is one of the oldest management qualifications Awarding Bodies in the UK, having been in existence since 1964. ILM has a range of management and management-related qualifications including management NVQs and non-NVQs at levels 2 – 7 – Team Leader to Senior Manager. ILM also offer coaching and mentoring qualifications for managers at level 3, 5 and 7.

THE AIMS OF COACHING AND MENTORING

Coaching in Management is about providing support to a colleague in a workplace or related setting, on a one to one basis. It is focused on the individual's needs, and designed to enable that person to address issues, to identify choices and make the most positive choice of 'way forward' to meet his or her needs. The coachee can be someone at the same level as the coach; someone at a lower level or even someone at a higher level if that is appropriate.

THE COACH TRAINING PROGRAMME

The facilitator (trainer, tutor) will provide you with details of the coaching programme – content, duration, hours, and attendance patterns - and this programme is designed to enable you to start your coaching work and also to commence the work towards achieving this ILM qualification.

THE QUALIFICATION

The qualification that is appropriate to your coach training is the ILM Certificate in Coaching and Mentoring for Managers. It is a level 5 qualification – equal to an NVQ at level 5; or to 1st year of degree in academic terms (though the training is not academic; and the way you get the qualification is by practical activities and not by formal exams or other tests).

STUDY SKILLS, SUPPORT FROM ILM, FROM ORBITAL TRAINING AND FROM YOUR TRAINING PROVIDER

The programme delivered by the training course tutor will cover the learning/study/coaching skills needed to carry out your coaching work and to achieve this qualification.

ILM study resources: the ILM website – www.i-l-m.com – offers a 'studying membership' service whereby when you are registered, you can access a range of learning and general interest resources online including: the ILM online management magazine; the ILM library with many online texts; a 'learning zone' with study guides, reading lists, skills guides; an online team leader skills assessment programme and presentation and careers advice.

Advice and support to help you to complete the Unit assignments is available from Orbital by distance means – telephone and e-mail - when you need it by using the contact details for Orbital provided below. You are encouraged to make use of this support as much as you require and we will be pleased to help you in this way.

- Your ILM registration nominally lasts for 3 years but the sooner you complete the work for assessment the better. Our experience shows that the longer you leave it, the less likely it is that you will complete. We anticipate that most candidates will complete within one year of ILM registration and we will be looking for you to do so, for your own benefit.
- **NOTE – AT THE VERY LONGEST WE REQUIRE YOU TO COMPLETE AND SUBMIT ALL ASSIGNMENT WORK (INCLUDING ANY RE-SUBMISSIONS) WITHIN A TIME PERIOD OF 2 YEARS AND 9 MONTHS FROM THE DATE OF YOUR REGISTRATION (COUNTING CALENDAR DAY AND MONTH TO CALENDAR DAY AND MONTH). THIS IS TO ALLOW US SUFFICIENT TIME TO COMPLETE ALL MARKING, RE-MAKING, INTERNAL VERIFICATION ETC. PROCESSES AND TO CLAIM YOUR CERTIFICATE, BEFORE YOUR ILM REGISTRATION EXPIRES.**
- **WORK SUBMITTED OUTSIDE THIS TIME PERIOD WILL NOT BE ACCEPTED UNLESS YOU PROVIDE VERY SOUND REASONS FOR US TO DO SO AND WE WILL CONSIDER SUCH REQUESTS AT OUR DISCRETION.**

THE PROGRAMME TEAM:

There are several different people whom you may come across as part of the team dealing with the training and the qualification:

Programme Facilitator (trainer):

Is the person who delivers the training. That person's job is to ensure the training is relevant, interesting and informative so that you are helped to learn about coaching in all its aspects and to develop relevant skills. The facilitator may also provide a degree of on-going support as you start to apply the training to real-life coaching.

The facilitator for your programme is:

Assessor:

This is the person who will look at your assignment work and assess whether it meets the ILM requirements. If your work does not meet the requirement first time, s/he will make comments as to what you need to do and will return those comments to you so that you can amend and re-submit for re-assessment. You will then have one opportunity to resubmit the work.

The Assessor for your programme is:

Bob Craig – bobcraig66@gmail.com; 07738 060342

Programme Leader:

This is the person at Orbital Training who manages the ILM qualification process overall and who oversees all aspects to do with guidance and support, assessment etc. S/he may also be an Assessor or an 'Internal Verifier' (see below).

The Programme Leader for your programme is: **Bob Craig - as above**

Internal Verifier (IV):

The IV is someone who checks the work of the Assessor – acting as a sort of ‘double check’ to ensure that they keep to an acceptable standard, and that the assessment of different assessors is consistent across the team. To do this s/he will sample the marking of assignments that have already been assessed by the assessors.

The Internal Verifier for your programme is:
John Barnacott– c/o – Orbital Training as above

External Verifier (EV):

The EV is appointed by ILM independently of Orbital or the coach training company, to represent ILM and to quality-check on their behalf. S/he comes in from time to time to examine how ORBITAL are running the ILM approved programmes. The EV may want to meet with, or talk to by phone, a sample of the delegates who are taking an ILM qualification, at the time of his/her visit.

Your role as the ILM candidate:

Your training provider and Orbital Training will provide you with all the resources – trainers, training materials, support and guidance during and after training, the necessary ILM documents and guidance on their use – to become successful in the training, the coaching work itself and in obtaining the ILM Award. However you too have a central and vital part to play and you have your own responsibilities to fulfil.

You should attend all the training sessions and participate fully in the activities. Once the training is finished and you are a practising coach, you should get on straight away with completing the assignment work – don’t be tempted to leave it, put it off, or do it ‘tomorrow’.

REFERRALS AND RESUBMISSIONS

If you do not pass first time we will advise you as to what you need to do to amend the work. You will then be allowed to resubmit it for re-assessment.

WE WILL ALLOW YOU TO RESUBMIT ONE TIME, AND WE WILL RE-ASSESS THAT RE-SUBMITTED WORK, WITHIN OUR ORIGINAL FEE.

IF YOU STILL HAVE NOT PASSED WE WILL, AT OUR DISCRETION, CONSIDER ALLOWING FURTHER RE-WORK AND RE-SUBMISSIONS. HOWEVER IN THAT EVENT WE WILL MAKE A CHARGE OF £25 + VAT FOR EACH INDIVIDUAL ASSIGNMENT RESUBMISSION AND RE-MARKING, TO COVER THE EXTRA COSTS INCURRED.

ASSESSMENT APPEALS PROCEDURE

To be used for an appeal against an assessment decision or decisions

- If you are unhappy with a decision made by the Assessor, raise this in the first instance with that person. S/he will respond in writing within 10 working days of receiving notification of your concern.
- If you are still unhappy raise it with the Programme Leader. S/he will again respond with a decision in writing within 10 working days, and action at this stage will usually involve asking another Assessor to look at the contested item(s).
- If you are still dissatisfied raise it again with the Programme Leader who will personally review the issue and give you a decision in writing within 10 working days. The Programme Leader may in certain situations, confer with the training provider about the situation before reaching a final decision.
- There is a final course of appeal directly to ILM themselves and if things are not resolved in the stages above this can be made available to you.

GENERAL COMPLAINTS PROCEDURE

To be used for all complaints except appeals against assessment decisions

- If your complaint relates to a member of the provider of the training itself or of the Orbital Training team – we would urge you to raise the matter in the first instance with that individual person. The individual team member will review your complaint and will respond in writing to you within 10 working days. If you feel it is inappropriate for this person to deal with the matter, go straight to the next stage.
- If you are still unhappy raise the matter with the Programme Leader who will examine the matter and make a decision. S/he will respond in writing to you within 10 working days.

EQUAL OPPORTUNITIES POLICY

Orbital Training and the training provider are committed to maintaining Equal Opportunities for all in terms of:

- Marketing and Publicity: content, wording and distribution of materials.
- Recruitment: openness of programmes to all regardless of gender, ethnicity, disability or age (subject to any applicable minimum age limits for coaches)
- Delivery of Learning: style, content, and materials so as to be free from bias or discrimination.
- Staff Development: will play an important role in the promotion of equal opportunities and the elimination of discrimination.
- Assessment Processes will be monitored so that achievements reflect Equal Opportunities.

If you feel this policy is not being upheld in any way please raise the matter with the ORBITAL Programme Leader directly or through your training provider

OTHER DOCUMENTS TO READ ALONGSIDE THIS PACK

- Unit descriptor - for each of the three Units
- Unit task sheet - for each of the three Units
- Unit mark sheet - for each of the three Units

If you have any further questions about how to use these documents which are not dealt with in the explanations – please contact ORBITAL and we will be happy to advise and guide you.

ONCE YOU HAVE READ AND UNDERSTAND ALL THE ABOVE, PLEASE COMPLETE THE FORM AT THE BACK, TEAR IT OFF AND RETURN IT TO THE COURSE TUTOR WHO WILL GET IT TO US.

THE INFORMATION YOU PROVIDE WILL BE USED TO REGISTER YOU WITH ILM, AND WILL BE HELD SECURELY AND CONFIDENTIALLY IN OUR CENTRE PREMISES THEREAFTER.

Following are some Frequently Asked Questions.

FREQUENTLY ASKED QUESTIONS

Here are the answers to some of the questions we are most often asked. If your query is not dealt with here – contact us.

How long will it take me to achieve this qualification?

You can start to put together the 1st Unit 500, and submit that when it is ready, as soon as you like after the training. That Unit must be assessed and passed, before you can complete and submit the other two Units.

In terms of a minimum time – we recommend that you get started as soon as you can. But for Units 501 and 503 (doing the coaching and then analysing it) you will need to work for sufficiently long with the coachee or coachees to be able to show genuine evidence in your diary, of progress made by that person over time and of working in liaison with relevant others to help the coachee(s) to make such progress. That cannot be done in just one or two weeks or within just one or two short meetings with the coachee(s)!

In terms of a maximum time – your ILM registration lasts for up to three years so in theory you have that long to get it done. But in practice we know that those who do take so long are very unlikely indeed, to complete. So we will normally expect you to aim to achieve the qualification within one year and we will look for you to do so. If you have not completed in that time scale, we may ask for firm evidence of a continued commitment on your part before we agree to allow you to take further time over the qualification. It is within our right as a centre to do this, notwithstanding the ILM 3 year registration period. Of course, where there are reasonable circumstances we will always consider an extension of time allowed.

NORMALLY WE WILL EXPECT YOU TO HAVE SUBMITTED ALL ASSIGNMENT WORK READY FOR MARKING – INCLUDING RE-SUBMISSIONS IF NEEDED – WITHIN A PERIOD OF TWO YEARS AND NINE MONTHS FROM DATE OF REGISTRATION, AT THE VERY LONGEST.

What sort of support and guidance will I get to help me gain the qualification?

You will receive the documents needed to complete the qualification and these contain explanatory notes as to how they should be used. Thereafter, on-going advice and support is available from Orbital by distance contact – telephone and e-mail – throughout the time you work towards assessment.

What documents do I need?

You need to read the three documents - unit descriptor, unit task sheet and unit marking sheet - before commencing the work. Each of these documents will give you a part of the total guidance needed to do the work successfully.

Can I work with more than one coachee and present that as evidence?

Yes. You can work with one person if you like and use only that record; or you may choose to draw on the records of coaching with several different coachees to make up the total of 12 hours coaching time which is needed for ILM assessment purposes.

HOWEVER – there are certain stated elements which your coaching records must show to meet ILM requirements; so if you use records from a number of different coachees you need to make sure that the records you select do demonstrate those aspects. For example it would not be enough to do (say) one hour of coaching work with each of 12 different people; and present that as your 12 hours-worth. In just one hour with a coachee you will not be able to show any real progress - and progress made by coachee, is one of the things you need to be able to show within assignment work.

How much coaching do I need to do, to get the qualification?

For the level 5 ILM qualification you must do at least 12 hours coaching work, and the evidence record which you present for assessment (in Unit 501 and perhaps also in Unit 503) – as shown by dates, times and duration of meetings - must clearly demonstrate that you have put in that number of hours as a minimum.

Who decides who I will coach and what work I do with the coachee(s), to form my submission to Orbital?

You do. This is of no concern to us so long as

- a) The work you do as 'coaching' falls within the ILM definition of such work.*
- b) That work enables you to complete the three Units.*

NB an example of work that does NOT meet the criteria - someone submitted a coaching record to us once, showing a series of discussions that had been held with a neighbour whose garden abutted the candidate's garden, about what sort of fence to put up and who would be responsible for maintaining it. NOT coaching by any of the standards that ILM set!

Who will assess my work and how will that be done?

When you have completed each Unit you submit it to Orbital for assessment. We very much prefer you to submit by email; and our address is bobcraig66@gmail.com If not then post to us but you are advised to use recorded delivery; and you must keep a copy for yourself.

The results of assessment will normally be fed back to you within three to four weeks of our receiving the work.

Successive Units are completed and submitted in the order 500, 501, 503. You can submit Units 501 and 503 together since they both relate to the practical coaching work you will have done. But you cannot submit 503 before you've submitted 501.

What if my assignment work doesn't meet with the assessor's full approval?

In that case the assessor will say so on the assessment marking sheet and s/he will give full detail about why the evidence is not yet acceptable and which parts of the Unit this refers to.

S/he will also indicate what you need to do in order to amend the Unit so that it does meet the requirement. You then get the work back along with the assessor's comments; you make the necessary changes following the assessor's guidance, and you submit it again for re-assessment. One resubmission opportunity for each assignment is built in to our original costings.

WE MAY AT OUR DISCRETION ACCEPT MORE THAN ONE RESUBMISSION BUT WE RESERVE THE RIGHT TO MAKE AN EXTRA CHARGE FOR THAT SERVICE, AT THE CURRENT RATE OF £25 +vat FOR EACH EXTRA RE-SUBMISSION.

Note – in the event of a resubmission you only need to re-do those parts where you have been given a 'refer'. WE DO NOT remark parts of any assignment, that have already gained a 'pass' mark.

What if I don't agree with an aspect of the assessment?

See earlier in this pack for the process you can use to appeal against an assessment decision.

What if I'm not happy with other aspects of the training or the qualification?

Again – see earlier in this pack for details of the general complaints procedure.

How does Orbital make sure the assessors are carrying out assessments fairly?

Our Internal Verifier (IV) regularly monitors the work of the assessors by checking samples of their marking to ensure standardisation across all assessors and across all assessment decisions; and to make sure that assessments meet ILM requirements for good practice.

ILM themselves through their External Verifier, also examine our records of general programme management, our assessments and the records of our internal verification, at regular intervals.

How soon will my ILM certificate arrive, after I have passed?

As soon as you have passed all three Units we will apply to ILM for your final certificate. ILM normally take between 2 and 6 weeks to process certificates and to post them to us; we will then post the certificate on to you. Where appropriate the posting on may be done via your training provider.

Can those who have already taken coach training in the past, take this qualification?

Yes, this is possible. In such cases the coach and/or his/her employer will need to contact ORBITAL and discuss with us how to tackle this, before we register such people with ILM. There is a clear ORBITAL policy to allow what is called 'RPL' - Recognition of Prior Learning – whereby anyone who has taken related training; and/or has practiced/is practicing as a coach, may be able to have that learning/that work set against the training and the qualification. If you feel this applies to you please ask for further details. You should be aware that we may have to make an additional charge for the RPL services as it can be complex and time consuming, and is always done on a one to one individualised basis; and you may need to provide evidence to us of appropriate coach training having been undertaken by yourself.

**NOW READ AND SIGN THE FORM BELOW, ENTER YOUR PERSONAL DETAILS, TEAR THE FORM OFF AND HAND IT TO THE TRAINER.
S/HE WILL SEND IT TO US AND WE WILL USE THE DETAILS YOU HAVE ENTERED TO REGISTER YOU WITH ILM.**

PLEASE MAKE SURE THAT YOUR NAME AS YOU ENTER IT ON THE FORM IS AS YOU WANT IT TO APPEAR ON YOUR FINAL ILM CERTIFICATE; AND THAT ALL YOUR PRINTING IS CLEAR TO READ.

ORBITAL TRAINING

**ILM LEVEL 5 CERTIFICATE IN COACHING AND MENTORING
CANDIDATE DECLARATION AND PERSONAL DETAILS**

Please tick the relevant boxes and complete the information sections below.

- I have received the Candidate Induction Pack (this document) and all related documents
- I understand the assessment processes required for the ILM Award
- I am aware of the Assessment Appeals and General Complaints procedures
- I understand and accept the requirements in terms of my own responsibilities as the candidate

Name (BLOCK CAPITALS).....Signature.....Date.....

PERSONAL DETAILS

Please enter your personal details in the boxes below. This will enable us to register you with ILM. All such information will be held confidentially and securely.

Last name:		First name(s):	
Date of Birth:	Sex: M/F	Disabled? Y/N	
Ethnicity: enter the appropriate number: 1 = White; 2 = Black - Caribbean; 3 = Black - African; 4 = Black - other; 5 = Indian; 6 = Pakistani; 7 = Bangladeshi; 8 = Chinese; 9 = Other			<input type="checkbox"/>
Home Address:		Business Name & Address:	
Tel:	Tel:		
E-mail:	E-mail:		
Are you being sponsored by work or another organisation? Y/N	Name of sponsoring organisation (if other than work):		

NOW TEAR OFF THIS FORM AND RETURN IT TO THE COURSE TUTOR