CHALLENGE
TRAINING AND CONSULTANCY LTD

ilm Approved Centre

ILM LEVEL 5 – CERTIFICATE IN EFFECTIVE COACHING AND MENTORING
7 DAYS OVER 4 MONTHS

Who is the course for:

- Those who are required to coach &/or mentor others within their organisation either as a line manager or as a participant in a wider coaching pool.
- Established or aspiring coaches and mentors who wish to attain knowledge and skills as a platform to provide commercial coaching and mentoring activities to clients as a career path /freelance.

By the end of the course participants will:

- Have a critical understanding of the role and responsibilities of the workplace coach and mentor, including an understanding of ethics/values.
- Have a deeper understanding of how coaching and mentoring can impact an organisation and drive-up skills, knowledge, motivation & wellbeing
- Be able to assess their own skills, behaviours and knowledge as a coach and mentor and how this fits with a coaching/mentoring culture.
- Plan for your career progression and further development as a coach and / or mentor
- Plan, deliver and review coaching and mentoring in a professional manner and in keeping with best practice.

Why choose Challenge:

Seven contact days plus support throughout your learning journey ensures you maintain momentum on the course with opportunity to meet other participants and hone your skills.

- Like minded participants all of whom are sponsored by their organisation ensures you will have the opportunity to build your network and share and compare against best practice.
- Direct claim status from ILM for level 2 to level 7. Awarded only to those centres who have demonstrated consistently high standards in design, delivery and assessment over a number of years.
- Challenge has been the largest centre for ILM qualifications in the East Midlands since 2013, registering more delegates onto ILM programmes than any other centre. We are an approved supplier of ILM programmes for many large organisations who nominate staff members to access our training programmes year on year.
- A course tutor is available to contact between delivery days to help with any aspect of the course content or assessment.

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Please note that in order to be eligible for the qualification, delegates are required to evidence at least 18 hours of coaching practice. A minimum of six hours will be claimable during the course (from agreed coach/coachee pairings on the course), however it is expected that participants will obtain the remainder from coaching undertaken in the workplace or course of their work.

DAY	TOPIC	SUMMARISED CONTENT	DATE
1	**ILM Induction. Coach or Mentor – the differences & the ideal coach**	• Induction to the qualification, resources and tutorial support • Coaching, mentoring, counselling etc., definitions – where and when to use each (and when to ask for help). • Coaching in an organisational context - benefits, advantages and application. The link to organisational and individual performance management. • Styles of coaching and cultural fit • The ideal coach or mentor ○ Knowledge, skills and behaviours of an effective coach/ mentor; The role of emotional intelligence and intuition; values, beliefs and attitudes - impact on perspectives; personality preferences and traits within a coaching context • Ethical and legal aspects of coaching, professional codes of conduct	Wednesday 17th June 2026
2	**The coaching framework and contracting for coaching/mentoring**	• The legal framework and commercial considerations to coaching. • Coaching frameworks and practices (GROW / KASH / OSKAR). • Establishing ground rules and setting off on the right track – the coaching contract. • Contracting - principles, content and structure • Practical Exercises ○ Applying the models – practicalities and challenges including barriers to coaching. • Guidance towards first assessment.	Wednesday 8th July 2026

3	**Preparing to coach or mentor - analysing the starting point**	• Identifying learning goals & how these link back to organisational goals.
		• Baseline assessment & how to identifying development needs and choosing strategies for others (including diagnostics / psychometrics and other tools)
		• Creating an effective coaching programme – how to approach it and what to include
		  ○ Resources available and the importance of setting realistic goals
		  ○ Support from others (line manager, other sources of feedback).
		  ○ Digital versus face-to-face coaching
		  ○ Group/team coaching
		• Preparing for coaching - a practical session to prepare for the real-life coaching session including the use of a coaching diary and proformas to help.
			On-line
			Wednesday 29th July 2026

4	**Coaching / mentoring in practice - managing relationships**	• Conducting a coaching session • Establishing the relationship and 2 / 3 way contracting (manager, coachee etc) • Listening, questioning and summarising • Principles for providing feedback and techniques for challenging assumptions • Managing relationships - dealing with potential conflicts & differing opinions • Changing your coaching style and recognising when this may be beneficial. • Practical sessions with feedback and personal development planning	Wednesday 19th August 2026
5	**Practical coaching Coach Development 1**	• Coaching practice and reviewing your own performance as coach ○ Plan an organise the session including setting the scene/contract; use diagnostic/assessment tools and a range of feedback; use push/pull & effective questioning, listening and challenging; agree learning goals and explore how to overcome barriers; record outputs & next steps • Guidance and feedback from peer group and course tutors. • Tutorial support towards assessed work.	Wednesday 9th Sept 2026

6	**Practical coaching Coach Development 2**	• Difficult coaching situations and how to manage these effectively
		  ○ Recognising barriers to coaching and practical ways to overcome them.
		  ○ Disengagement - when and how to do this professionally
		  ○ Practical activities covering a range of common challenges to coaching / mentoring situations.
		  ○ Real time coaching with peer group followed by feedback session (including use of a video camera and playback where time allows).
			Wednesday 7th October 2026

7	**CPD including coaching / mentoring supervision**	• Coaching supervisions – what they are and how to get the best from them
		• Your base level assessment & journey so far
		• One to one coaching session with a course tutor
		  ○ Areas to improve (based on evidence and personal reflection)
		  ○ Learning goals and personal development planning for the next 12 months.
		  ○ Coaching action learning sets & continuing professional development
			Wednesday 11th November 2026

Assessment: 2 x written assignments + professional discussion with portfolio of coaching evidence.

Venue: Nottinghamshire – Free parking and within easy reach of public transport routes and M1/A46 corridor.
Further details will be supplied upon booking.
Cost per delegate £1,795 + VAT