



ILM Assured Case Study

Webhelp

Webhelp is a global customer experience and business solutions provider with over 75,000 employees worldwide.

Webhelp used ILM Assured to improve and validate their training programmes which, in turn, helped them increase staff satisfaction, improve retention and offer more progression opportunities.

Key objectives



Increase staff engagement



Increase retention

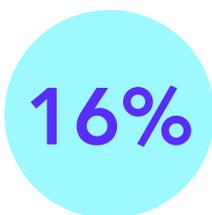


Grow revenue

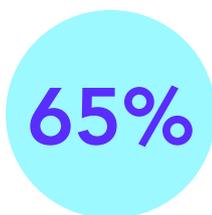


Enable Progression

Impact

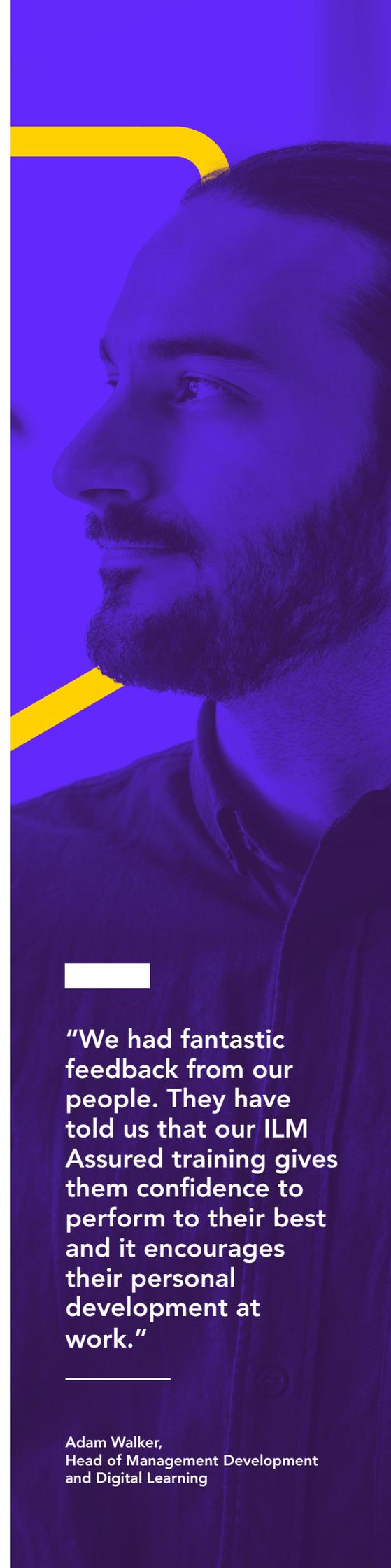


Increase in management score rating



Internal appointments

To find out how you can realise your business potential visit cityandguilds.com/recognition-services



"We had fantastic feedback from our people. They have told us that our ILM Assured training gives them confidence to perform to their best and it encourages their personal development at work."

Adam Walker,
Head of Management Development
and Digital Learning