

**The Chartered  
Institute of Logistics  
and Transport**

**CILT International**

**Training Provider Guide**

**Accreditation Processes and**

**Charges**

**Version 3**

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Control version : Jon Harris, IPDC 7<sup>th</sup> August 2017

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## 1. Introduction

CILT International is an integrated part of the worldwide CILT family. As the 'international' organisation, CILT International (CILTI) is the custodian of the standards and Royal Charter, including education standards.

One of the primary functions of CILTI is to ensure that globally, the standards and reputation of the Institute are upheld, and that, wherever a customer is in the world, they receive the same standards of learning and development as anywhere else, be it in the developed or the developing world.

This simple guide is designed to help training providers deliver that consistency of service globally, and is particularly focused on Branches or newer Territories where the full range of education provision has not yet been embedded, or where there is shortage of human resources (voluntary or paid) to deliver accreditation and/or student registration and certification services.

**This guide deals with the accreditation process, starting from the time a provider makes an initial enquiry, through the formal application process, to the point of decision. It also covers the ongoing relationship that CILT International and the local Branch would need to maintain with the provider in order to keep standards high. It is complemented by a companion guide dealing with the student registration and certification process.**

This **accreditation guide** and its **supporting forms** bring together all the previous material, approved by the IESC and other CILT International committees, in a fresh format. It is now more straightforward, and the documentation has been updated to make it easier to read and to see what steps should be taken.

The process has been streamlined and now benefits from an **online student registration database** that ensures students are registered, paid for and tracked right from the start of their studies. Part of that process includes key information about each provider, up-to-date contact information and an 'early warning' system when a provider's accreditation is due for renewal. This guide covers both '**centre accreditation**' (where a provider wishes to run the CILT International qualifications) and '**programme accreditation**' (where a provider wishes CILT International to endorse a degree or postgraduate programme as meeting the academic standards for MILT or CMILT membership grades).

We have tried to keep the system as simple as possible but we are here to help if there should be anything that you do not understand. **To make communication effective and clear we would ask that all enquiries initially be made by email and we have provided key contact details as part of the guide.** We would respectfully ask all CILT officials and training providers to use the email system and to target their queries to the most appropriate person.

The **key purpose** of the **updated guidelines** is to help **speed up the process**, make it **easier to use**, and to enable CILT International to give a more effective **customer service**.

The CILT International education administration service is the vital service needed to make sure CILT grows its place in the international marketplace and more providers coming on board to deliver our qualifications.

**This training manual is a 'living document' which means it is always under review and we will look to improve it as we receive feedback. It is important that both newly accredited training providers and those that have already been offering our qualifications carefully study the requirements and provide any feedback.**

Finally, I would like to thank all of our accredited training providers for the support they have given to CILT over the years and for promoting our courses locally, in many cases giving real opportunities to employers and students to develop and grow in the field of logistics and transport.

A handwritten signature in black ink, appearing to read 'Jon Harris', with a long horizontal flourish underneath.

***Jon Harris***

**International Professional Development Coordinator**

## 2. Contact Details

To clarify the communication channels, here are the emails and numbers you should use:

[jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org) - for all major queries/guidance/training and issues of process, including fee appeals and complaints. Jon Harris is the IPDC.

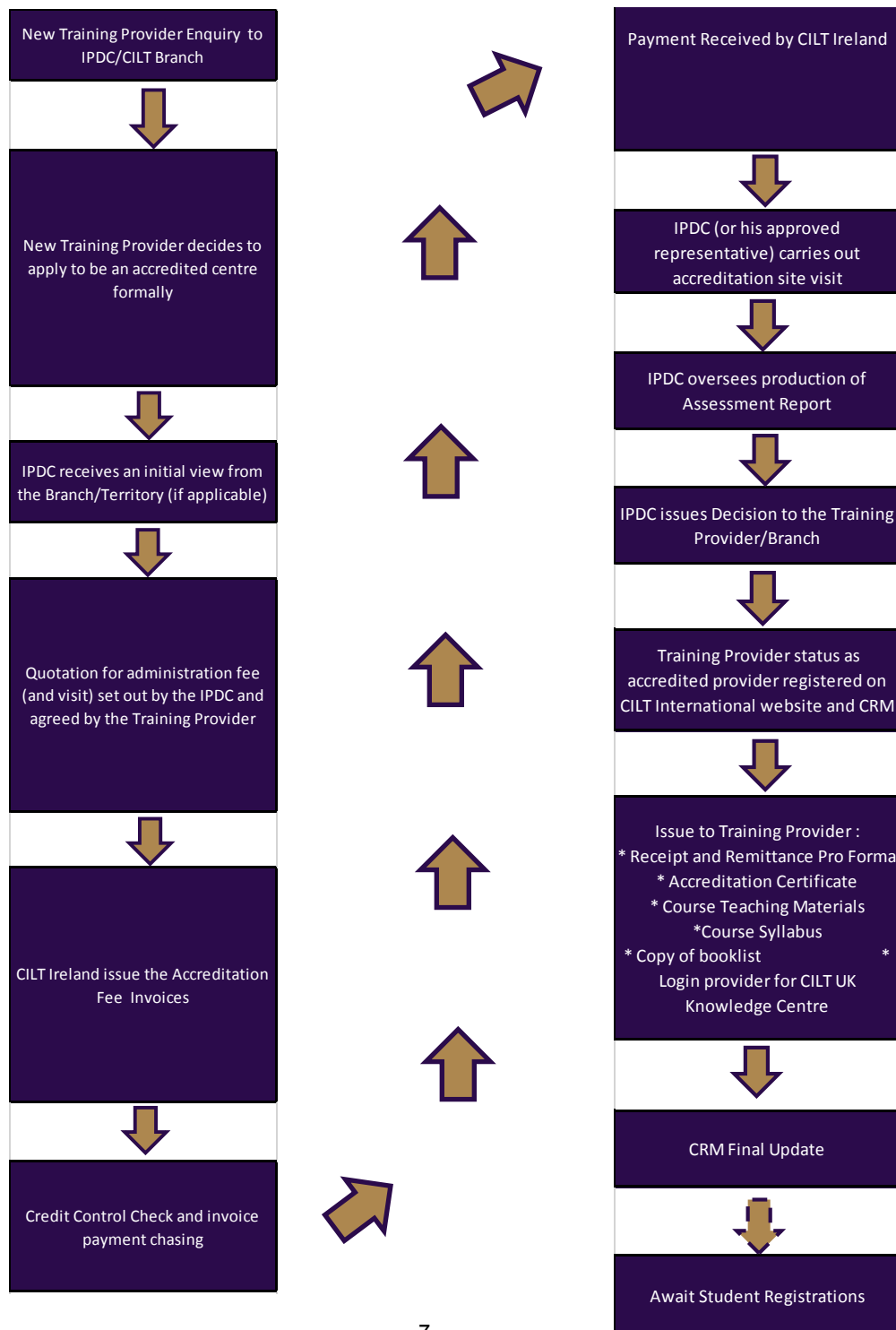
Key Tel Numbers: Jon Harris +44 (0) 7881 805 952

[zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org) – for accreditation/finance enquiries, registration/certification enquiries, exam results and general requests for information. This email will come through to Zoe Roberts, the CILT International Education Administrator.

### 3. Taking you through the process – an outline

The latest process for accreditation is set out below in ‘simple’ terms using a flow diagram. This process diagram shows the steps from first enquiry to formal recognition of a training provider as either an ‘approved centre’ or as running an ‘approved programme’.

**Process Diagram showing the steps from first expression of interest through to decision on accreditation**

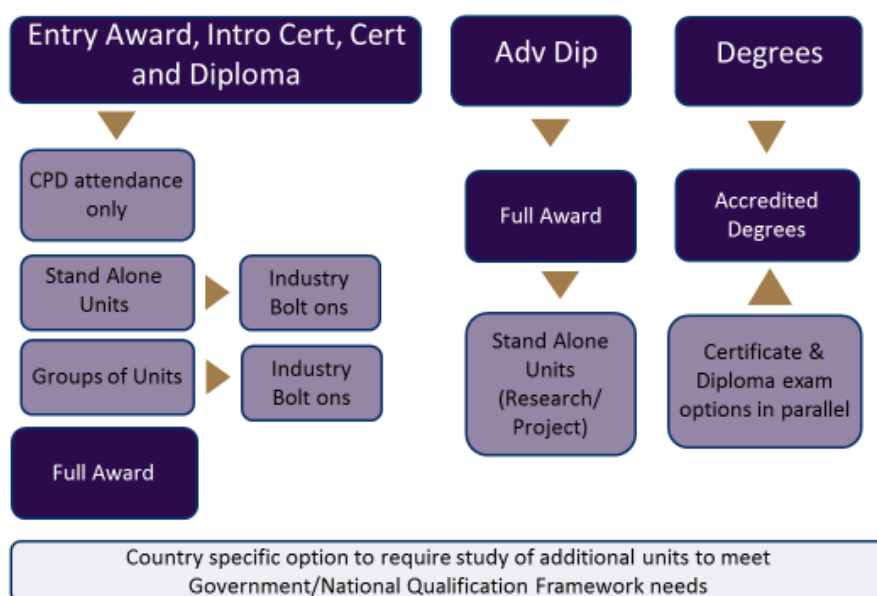


A more detailed diagram telling you exactly what happens at each stage is provided in **Supporting Document 1**, and this is also available as a PowerPoint presentation in **Supporting Document 2** to help you explain the process to your colleagues.

**Supporting Document 1** sets out each of the accreditation stages with detailed actions for training providers, the relevant CILT Branch/Territory, the IPDC and his team, and the CILT education administration service. We advise that you print this out at A3 paper size and use this as a poster to help you work through each stage. For complete clarity, note that the accreditation process will apply to any training provider that wishes to be accredited to run the CILT’s own international qualifications, either in full or offering single modules and to any providers that wish to have their existing qualifications mapped and approved to meet MILT/CMILT membership standards.

The process will also apply if a provider wishes to use the CILT qualification material as a basis for a CPD seminar or short course series but not include formal examinations, or if they wish to deliver a suitable CPD programme with ‘recognition’. This type of course/CPD will **not** lead to formal CILT International certification but instead to an agreed CPD/attendance certificate. Charges and fees for the core CILT qualifications and accreditation of degrees follow a set fee system; for CPD courses please apply to the IPDC for guidance. The diagram below helps to explain the different types of courses and approvals.

**CILT Education Offerings covered by our international accreditation service**





Note that at this stage the 5 CILT International Qualifications are ‘mainly classroom’ taught and that assessment is by examination. This is to ensure that there is parity internationally in the way in which students are assessed, and to maintain consistent standards. However, we are moving towards a more blended learning approach, covering written assessments and individual studies/reports alongside the conventional exam routeway. This is particularly important where Government education bodies and the market want additional ‘on the job’ learning and review built onto the core elements of our CILT programmes.

We always inform training providers about other ways to achieve CILT qualifications and other accredited degrees. The CILT International ([www.ciltinternational.org](http://www.ciltinternational.org)) and CILT UK ([www.ciltuk.org.uk](http://www.ciltuk.org.uk)) websites list out locations where accredited degrees (leading to MILT and CMILT membership grades) are offered, as well as outlets for taking the CILT UK range of qualifications. Note that both the International and UK versions are based on the **same standards** and broad content, but the CILT International version has been adjusted to cater for the **global market** taking into account differences of culture, governance and location.

There are also options to study the CILT UK version by Distance Learning, where a student will be provided with access to materials and a tutor, but will still be assessed through attendance at an exam centre in their country. Contact Elizabeth Stribley ([elizabeth.stribley@ciltuk.org.uk](mailto:elizabeth.stribley@ciltuk.org.uk)) if this routeway is appropriate to you, or go to <http://www.ciltuk.org.uk/TrainingCPD/DistanceLearningCentre.aspx>.

Finally, there are a number of E-learning options open, but these are not online assessments. Materials and support can be accessed using e-portals, but essentially the need for examination still remains. CILT Singapore and CILT UK have developed products in this area.

For example, CILT Singapore’s Supply Chain Professional Development (SCPD) Programme has been running successfully for several years and CILT UK have been focusing on converting 4 of their most popular CILT UK Diploma modules to an e-learning format. For more details go to [www.ciltuk.org.uk](http://www.ciltuk.org.uk) for information on UK programmes and for more information on CILT Singapore offerings go to: <http://www.cilt.org.sg>. In addition, some of our accredited partners in India and South Africa are developing online blended approaches to learning using the CILT

International materials, and in addition, CILT Australia have carried out extensive work on webinar based CPD learning. For more information please go to:

<http://www.ciltinternational.org/education-development/future-logistics-partnership-south-india-project/>

<https://www.cilta.com.au/page-webinars>

**Supporting Document 3** contains the detailed application form that needs to be completed by any organisation interested in becoming an approved training provider or who wishes to renew, together with **Supporting Document 4** that asks for additional supporting information from those organisations that are re-applying.

**Supporting Document 5** is the format of the final assessment decision report that is completed by the independent assessment team, the Branch/Territorial Organisation and by the International Professional Development Co-ordinator.

**Supporting Document 6** is the Memorandum of Understanding that we will be asking all existing new and existing providers to sign up to.

**Supporting Document 7** is the CILT Accreditation Rules for Education Programmes leading to CILT Membership and CILT International Courses which is the formal 'rulebook' as endorsed by the International Education Standards Committee and the International Management Committee.

**Supporting Document 8** is the Syllabus Summary Sheet which sets out the titles of each of the various modules offered, explains the minimum number of modules that must be passed (50% score or more per exam) and tells you the combinations of unit modules that can be studied. This may help you decide which levels of qualification your organisation wishes to be accredited for and also identify any particular electives/unit options you would wish to offer initially.

**Supporting Document 9** sets out the current fee structure in place for both accreditation and registration/moderation/certification services. This is normally set annually, with at least 3 months notice so the providers can take account of this when pricing and advertising their courses. It covers all CILT International standard costs with the exception of the initial accreditation visit, which is agreed with the training provider, but which covers all travel and subsistence costs and the professional daily rate for the IPDC or his representative.

**Supporting Document 10** is our newly adopted Key Knowledge Areas document which is important for those providers seeking accreditation of their existing degree and postgraduate programmes. This sets out, as a clear global benchmark, the key knowledge areas that we would expect a professional seeking Chartered grade (i.e. CMILT) to know about. This covers the breadth and depth of knowledge needed to support their application for Chartered Membership.

Finally, **Supporting Document 11** provides a guide on how international training providers and their student can use the CILT UK Knowledge Centre, and the extent of services open to our international partners.

In addition to the above processes, all accredited training providers (both accredited centres and accredited programmes) will be expected to evidence processes in place for training their trainers/consultants in relation to teaching ability and how this is performed. All newly accredited centres will need to run the CILT Train the Trainer induction programme (via face to face, webinar or blended delivery models as agreed with the IPDC) and all centres will need to run a refresher/updated course on an annual basis using materials provided by CILT International. This is to ensure that the trainers are suitably competent to teach and deliver the programmes. Should a trainer already hold a Train the Trainer qualification this should be explained on the accreditation application form and details provided of the course content.

**This is the 'kit' that makes up the accreditation process.** Should you require any help or advice, please contact Zoe Roberts or Jon Harris, the IPDC, who will guide you through the process, and provide the ongoing 'account management' support that you need. It is important to us that we are able to build and sustain longer term relationships with our training providers and therefore regular contact with Zoe Roberts and the IPDC is essential to this process.

Please note that if there are local country arrangements in place for accreditation visits and payments (i.e. a 'group visit' covering more than one provider) then these will be notified by your own CILT Branch or Territory and we will liaise direct with the relevant CILT body.

For further help on how to work through the process please contact the IPDC on email ([jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org)) or email Zoe Roberts on [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org).

## 4. Taking you through the process – in more detail

To maintain the education standards, set by CILT it is vital that training providers are able to offer the quality of provision and teaching needed to ensure that CILT's own qualifications (and any related accredited/recognised qualifications) are properly delivered, assessed and maintained. Accreditation of Centres or Programmes **can** be carried out by Territorial Organisations (TO) or by CILT International centrally. In some circumstances CILT International may retain the education quality management function even if there is still a CILT Territory organisation in place. This can occur where there is transition period from a Branch to a Territory, or where for good reasons, CILT must maintain central control.

CILT International will normally become involved where a training provider is located within an Institute Branch (IB) (**which cannot formally accredit courses**) or where a training provider wants to expand to a new country where there is market for the coordination and transport qualifications but no CILT branch network in place. CILT International will also manage the application of any provider wishing to expand to other countries to ensure that the local Branch is fully involved in the approvals process. It is the policy of CILT International for approvals to be specific to the location and team of staff delivering the programme and no 'blanket' accreditations will be given.

**Please note that CILT International do require each Territorial Organisation and Branch to make a return (for quality control purposes) covering the accreditations, approved training providers and numbers of students per qualification. This is to ensure that the international standards are consistently maintained across Territorial Organisations and Institute Branches. This also feeds into the wider annual reporting process that Branches and Territories submit to the International Secretariat.**

There are also similar processes to accredit a degree programme/academic qualification (where CILT International map the content to our standards) and which can lead to MILT, CMILT etc but **we do not 'dual award'**\*.

\*The only exception to this is Victoria University, Melbourne where the CILT International Diploma can be awarded as well as the degree qualification

But in all other cases students must take both sets of exams/assessment to obtain their academic qualification and their CILT International qualification.

To respond to market demand CILT International will consider the mapping and accreditation of existing courses available within the country of origin across the the CILT syllabus. Where the training provider is willing to enrich their quality and content to meet our standards it is feasible to award a locally titled qualification but stating on the certification its equivalence to the CILT international qualifications at the appropriate level. This is assessed on a case by case basis via the IPDC

Normally the assessment team will comprise of one or two professionals representing CILT International, plus a local representative. In terms of best practice, we would expect the visiting assessment team to comprise of at least 3 relevantly qualified professionals/academics. **Under no circumstances can an assessment be carried out without an independent representative of CILT International, and ideally at least two assessors should be present.** This is to ensure that there is consistency, equity, fairness and transparency in the process, as well the need to ensure that all aspects of the visit are adequately covered.

Note that where the IPDC himself is not present, he can nominate an approved assessor to carry out the visit on behalf of CILT International. In this case the individual will be acting as a paid consultant specifically contracted to carry out the visit independently with the express purpose of feeding back their recommendations to the IPDC. Normally the IPDC's decision will be final but in case of complex applications or points of precedent, the matter will be referred to the IESC. Where necessary the IPDC reserves the right to escalate the application to the CILT International Secretary General or to the International Education Standards Committee.

Additional members of the assessment team can be drawn from the Institute Branch or Territorial Organisation, and the IPDC reserves the right to attend any assessment panel and/or carry out verification checks on members of the approved accreditor team. Assessment visits will normally be managed through the **International Professional Development Coordinator (IPDC)** and the names of **approved accreditors** will be listed on the CILT International website.

## The stages for approval of a training provider – in summary

The accreditation process normally follows the format set out below in terms of the key stages to reach a decision:

### Stage 1 - Making an Expression of Interest

An approach/EoI (Expression of Interest) for course accreditation is submitted to the IPDC/TO by the training provider direct **and/or** is nominated by the Institute Branch as part of any expansion strategy they are promoting to offer courses and/or more study locations where their qualifications can be offered.

At this stage, it is vital that the provider has a discussion with the IPDC about the range of courses they wish to offer, and specifically which levels of qualification they feel ready and competent to deliver now. This is because the accreditation administration fee is non-refundable, so if upon the site inspection visit the provider has a strong risk of not being deemed suitable or that that only some courses levels will be delivered, they will still need to pay all the administration fees for the levels they have applied for.

Note that TO's that carry out their own accreditation and validation processes will manage this process internally within their own country but will need to provide regular datasets to CILT International (to the IPDC) so that centrally we are aware of what is being offered. They will also make returns relating to student numbers, exam pass rates and any new accredited centres/lapsed providers. The IPDC is always on hand to assist with any queries from a TO in this respect and to provide support to newly developed TO's or TO's where the skills and resources to mobilise accreditation processes is limited.

Note that as matter of principle CILT International always notify the Branch or TO if an application is received. Wherever possible, we encourage early engagement between the TO/IB and the provider to make sure that the provider already has the backing 'in principle' from the local CILT before making financial investment in the accreditation process or new teaching programme.

Note that where a CILT TO is working with an already approved university, multinational provider or global company that wishes to develop a 'satellite' centre or deliver in-house programmes, then they will notify the IPDC who will handle account relations with the country affected. Where a UK university is already providing CILT accredited degrees and wishes to expand into their overseas locations, then again, they will notify the IPDC to manage the relationship with the respective Training Provider/Branch.

## **Stage 2 - Formal Application Process**

The request for accreditation is received by the IPDC who sends an application form and accreditation criteria to the provider to demonstrate sufficient competence to deliver a CILT International qualification.

### **The provider must:**

- Have suitable premises and facilities to deliver the qualification
- Have sufficient qualified staff with relevant experience – including MILT and/or CMILT (preferred) members – to deliver the requested qualifications. Note that the Course Leader or Lead Tutor should ideally be CMILT graded.
- Have sufficient projected student numbers/business strategy to make the course delivery sustainable
- Have a clear and robust method for assessment and quality assurance.
- Pass a financial assessment in terms of ability to fund the accreditation and ongoing registration processes to time and to budget.
- Demonstrate that they have contacted the Institute Branch or Territorial Organisation (where present) to ensure that they have their support in principle.
- Demonstrate willingness to work in partnership with CILT International and the local Branch/TO on product development and marketing.

When the accreditation application is made the provider is asked to specify the range of CILT International qualifications that they want to deliver as follows:

- Entry Level – **Entry Level Award** (released 2014)
- Introductory Level - **Introductory Certificate** (released 2011)
- Supervisory/Management Level - **Certificate** (released 2013)
- Operational Level - **Diploma** (released 2015)
- Strategic Management Level – **Advanced Diploma** (released 2015)

At this stage, the IPDC will also make clear the cost for the accreditation administration process and the fees that will be levied for a visit. It is CILT International policy (as it is for the UK) **to visit any new provider prior to any courses being approved. We use the international ‘pool’ of assessors to help keep local costs down and make the accreditation process as accessible as possible.**

For renewals (normally every 3 years) it is normally dealt with by email/phone, with a local visit from the local Branch/TO, but if there are concerns over delivery/ability to sustain the course then CILT International do reserve the right to carry out a physical visit and to charge for this service.

### **Stage 3 – Getting Support from Branch/Territorial Organisation**

In parallel with Stage 2 the IPDC contacts the local Branch Chairman and the Education Coordinator (or an appointed individual) to ask what knowledge the Branch has of the credibility, suitability, and long-term sustainability of the training provider. This will give the CILT International Secretariat an ‘early warning’ of any problems, challenges or opportunities surrounding the training provider – and allow CILT International to highlight any issues early ahead of any visits. The IPDC, working with the IB/TO will also review the current state of training provision in the particular location and whether the addition of the new provider will help with increased exposure and take-up of qualifications, succession planning and projected membership growth. These issues can then be developed further on the face to face visit.



If the Branch 'filter' reveals any issues of concern, then these will need to be discussed with the Branch personnel and the relevant training provider, and a decision made as to whether to proceed with the accreditation process and/or whether there are conditional issues (e.g. a shorter approval period or approval granted only for 'lower level' qualifications).

It is important to remember in terms of 'flexibility' that the CILT (UK) range of qualifications may also be desirable for a number of reasons (credibility, government recognition, reputational value etc., and that within both CILT International and UK qualification structures the training provider could offer a specific unit (e.g. warehousing and inventory management) to meet local market demand with a certificate awarded for that module. These opportunities should be raised on the visit.

The IPDC reviews the application and has a skills pool of education support personnel that can help review the application as a second opinion. The ultimate panel that will be brought in to deal with any review/scrutiny process and act as arbiter in the issue of a dispute over the award of accredited status (or conditions/time limits attached to an approval) will be the International Education Standards Committee (IESC).

#### **Stage 4 – Planning the Accreditation Visit**

The accreditation visit is then scheduled based on the specific requirements per training provider. All costs should be borne by the training provider unless the Institute Branch is able to combine the visits with other CILT International discussions and liaison which may bring the cost down. CILT International also promote the use of 'group visits' where a number of training providers are batched together to save on cost.

Normally the accreditation visits are carried out by a team built up of CILT International and local Branch/TO representation. This ensures that during the visit it is possible to focus on the management and business viability of the provider and the academic track record/education content. This is normally a fixed chargeout rate for the advisor plus expenses.

Fees are requested upfront ahead of the visit as it ensures that CILT International receive the full funding and that the applicant is keen to progress with delivery. With expenses and associated costs, a single overseas visit is likely to cost in the region of £2000 and will be negotiated on a case by case basis.

### **Stage 5 - Site Visit**

The visit itself requires the completion of a checklist and a detailed report and should include:

- A tour of the proposed training venues and their facilities (classrooms, library, canteen and other facilities).
- Meetings with the training provider management, course leader and ideally some lecturers. This should also include contact with those responsible for marketing and administering the CILT qualifications.
- A review of the approach taken to learning support and development of student.
- A review of the business plan and market viability for the course over the next 3 years, including a review of the level of qualifications proposed to be delivered.
- Ability to provide sufficient learning material and resources to students. This includes confirmation on any learning materials that have been produced by the applicant, with any mapping across to the standards for the CILT International qualifications and their 'equivalence'
- Review of assessment processes and procedures, and the provisions for quality assurance and control at each stage.
- Q and A session based on any advance paperwork issued to the training provider.
- Discussion of the financial requirements of the programme (i.e. registration of students and payment at the outset of the course) and the other quality assurance requirements linked to the online student database.
- How to use the CILT International online student database.

- How to link into the UK Knowledge Centre and what the online service offers.
- Expectations surrounding student membership registrations and also registration of training provider staff with CILT.
- Linkage with the local Branch/TO and ways of encouraging more engagements (e.g. seminars, events etc).
- Discussion (and signing) of the Memorandum of Understanding.

An integrated part of the accreditation visit should include a Train the Trainer session (run by the IPDC or his representative) to cover:

- The syllabus and materials and how they should be used
- An introduction to CILT and what CILT is and does
- An assessment of trainer suitability for core teaching staff and modular, 'guest' or 'call-off' speakers

CILT International are currently developing an online Train the Trainer programme which will include reflective analysis and observations on lecturer competence. This is particularly important where industry/technical experts are brought in to cover topics but they are not 'trainers'. From a quality control perspective CILT International need to be confident that the standard of teaching is consistent across the global network of training providers so this will provide the quality assurance necessary. Both new providers and those going through reaccreditation will be required to take the programme, focusing initially on core tutors and then extending out to other teaching staff through a 'light' programme. We plan to introduce this new Train the Trainer resource from 2018 onwards.

At the time of application, the IPDC will also let the provider have sight of the accreditation report template and the proforma Memorandum of Understanding.

### **Stage 6 – Formal Decision**

The written report is produced by the visiting assessment team and passed to the IPDC for final review. Where the IPDC is leading the accreditation visit he will be responsible for producing the report.

The formal decision is then issued by the IPDC by letter with a copy of the report.

There are 3 possible outcomes:

- *Rejection of application*

This is unlikely at this stage, on the basis of checks and filters applied earlier in the process, unless there are concerns around facilities or ability to maintain payments in line with the Memorandum of Understanding.

This is why it is important for the local CILT organisation to carry out their own pre-assessment before the IPDC or his representative visits. It is also important that the prospective provider checks with the IPDC first concerning their proposed course levels when they pay their accreditation administration fee.

- *Conditional approval*

e.g. 1 year approval subject to various improvements to facilities/library resources, approval to run Certificate level qualifications but not the Diploma etc.

- *Full approval*

This is normally for 3 years maximum and is aligned with the calendar year i.e. 31<sup>st</sup> December.

A formal letter is issued by the IPDC and an Accreditation Certificate is issued to the training provider to display. The Memorandum of Understanding must be signed and returned to the Education Administrator / IPDC in order for the accreditation process to be concluded and this should also be countersigned by a representative of the CILT Branch or TO.

The learning materials are also despatched with a 'Terms and Conditions' statement conditioning the proper use of the materials which should be returned to the IPDC. This includes the recommended booklist, course syllabus and login details for the CILT UK Knowledge Centre so that a

restricted number of staff/local library managers can start to access resources and plan ahead for dealing with student queries at a local level. It should be noted that it is up to the Training Provider to source their own core books and to buy these using cheapest route. Please note CILT UK nor the UK Knowledge Centre offer a book finding and shipping service.

At the same time the details of the approved training provider are added to the CILT International master database (including the setting or review dates) and also entered onto the CILT International website listing. The approval is also reported to the IESC at their next quarterly meeting. The EA will issue the training provider with their personal login details to the new CILT International student database.

At this point in time we also release a guide (**Supporting Document 11**) explaining to the provider about the use of the CILT UK Knowledge Centre and exactly which services are available to international providers and their students. It is critical that training providers (existing and new) all follow this process to avoid over-demand on the Knowledge Centre staff, particularly avoiding duplicate enquiries.

Note that at present there is no specific 'charter' time period in which to provide the feedback decision but a turn-around of 2 weeks is recommended unless there is additional information requested as part of the visit.

### **Stage 7 – Preparing to run the courses**

This is a critical stage in the process where both the IPDC and local Branch/TO will want to maintain a close working relationship with the new provider. This is to ensure that course planning, marketing, student recruitment and a positive 'launch' is achieved.

Once the first 'start date' for courses is agreed, the training provider will start to use the online student database registration system. The process of registration, payment and certification is covered by a separate guide that will be issued to all new providers.

This guide is kept under constant review and update versions will be issued. It is therefore particularly important that training providers inform CILT International of the names, emails and phone contact details for:

- Senior management staff (normally in relation to accreditation, performance and any issues that require elevation to a senior level).
- Lecturing and course delivery staff (normally relating to course materials, detailed questions concerning delivery).
- Administration and finance staff (related to student registration, invoicing/payment, issue of student exam papers for moderation, certification requests).

It will be particularly important for any new Training Provider to work in close partnership with the local CILT organisation. They can assist with marketing, promotion, employment briefings, events and other awareness raising activities to encourage student uptake.

In order to provide an efficient customer service, it is vital that CILT International have up-to-date access to these contact details.

**Note that CILT International reserves the right to introduce sanctions on a provider for non-performance in line with the Memorandum of Understanding. This could be in relation to the quality of delivery, student pass rates or non-payment/repeated late payments - with the ultimate removal of the accreditation to deliver CILT courses or accredited degrees.**

## **5. Costs and Charges**

The revised schedule for all costs and charges relating to accreditation, registration and certification stages of the process are set out below. They also feature in a Memorandum of Understanding which all training providers need to sign, both at initial accreditation stage and at any subsequent re-accreditation point (**Supporting Document 6**). Should you require any assistance in working out your total fee costs for the accreditation administration process, please contact the EA in the first instance. Note that visits are costed in a case-by-case visit and a quote will be prepared for you to approve. **All administration and visit costs must be paid in advance of scheduled visits.**

Where a Branch/Territory has decided that students need to take more modules than those stipulated by CILT International (i.e. to meet country-specific criteria concerning qualification standards, length of course or study time) then additional fees will be charged on a pro-rata basis to cover the additional examinations, moderation and certificates processes. **These will be discussed with the provider as part of the application process and as part of the accreditation visit.**

These prices are fixed to provide the necessary education support service (including shipment costs). It is essential that all charges relating to each student entry cohort are paid at the outset of the course, and that full details of each student (including course level) are entered using the online database so that the charges can be raised correctly. **This is covered in the Student Registration and Certification Guide.**

Note there is a clear policy in place regarding late registration that will be added to the value of the registration invoice. The **Student Registration and Certification Guide** and the **Memorandum of Understanding (Supporting Document 6)** clearly sets out the circumstances under which the late payment charges will be levied.

### **Student Registration Fees**

It is CILT International policy that all student registrations are made through the CILT International online database and that **all payments are made within a strict time period from the start of the course**. All students registered with the provider at the **outset of the course** must be registered with CILT International and the student fees **paid each year in respect of each student** (particularly important for those taking a qualification level which take more than **12 months** for them to complete). Through our database we will be able to check which students are taking longer than 12 months on a course. For full details of the current charging system please refer to **Supporting Document 9**.

**It is no longer permissible for providers to delay the application for registration and payment until later in the course, or make part payments on account.** Full details of penalties are given below should any provider fail to adhere to this policy, with the **ultimate sanction that their accredited status can be revoked**.

### **Local Subscriptions**

All Students undertaking the CILT International Qualifications are now required to become members of their Institute Branch or Territorial Organisation and so the local subscription rate will be payable. Student Membership is not the same as student registration, so when pricing courses, Training Providers must be clear in their pricing strategies about what is covered. Membership amounts are set by the IB/TO locally and not by CILT International itself, although it must be enough to cover the administration costs. Payment and registration of membership fees should take place at the start of the course in respect of all registered students.



Where there is no Branch or TO in place, the provider should discuss with the IPDC which alternative country membership will be sought. CILT UK offer an e-membership for students but neighbouring countries may also provide online material that will of benefit. Check [www.ciltinternational.org](http://www.ciltinternational.org) to see where your local CILT Branch or Territory is located

### Local Charges and Fees

From time to time local Institute Branches or Territorial Organisations may put in place **additional charges** to support the accredited training provider in the ongoing promotion/marketing of their courses via their CILT website and publicity, to provide quality assurance checks on student applicants, examination support services, to provide call-off lecturing personnel and other quality control measures.

These measures are permitted through the relevant Delegation Agreement made between the specific country and CILT International and thereby support all reasonable charges made by the local Institute Branch or Territorial Organisation for this service. As with membership and registration fees, these must be made transparent to all parties prior to course commencement and all fees paid at the **start of the course**. Providers are reminded to check with their local CILT Branch if such fee structures are in place so that this can be built into any pricing mechanisms for the courses.

### Collection of Fees

It is suggested to simplify payment and membership administration that training providers should include in their customer chargeout fee (i.e. the price per student) the total (annual) CILT professional membership subscription, for the period whilst the Student is undertaking the course, so that there are no 'hidden' costs. Training providers should note that student registration (i.e. with CILT International for each student taking a course) is different from the fee for student membership which is levied by the local Branch/Territory.

Where an accredited training provider is operating in a country without a formal CILT Branch, then we will advise on the nearest Branch to use to apply for membership. An example of this currently is the use of CILT UAE to provide student membership for those attending CILT courses in Oman.

### Accreditation Fee Summary (in force until 31<sup>st</sup> March 2018)

CILT Full Qualification in Logistics & Transport	Accreditation Administration Fee
Entry Level Award	£200.00
Introductory Certificate	£220.00
Certificate	£250.00
Diploma	£350.00
Advanced Diploma	£450.00
Accreditation of Bachelor/Masters Degree to meet Academic standards for MILT/CMILT	£1000.00 per qualification

*Note that the accreditation administration fee purely covers the costs associated with the administration process and production of certification/issue of materials. This does **not** include the costs associated with any visits and/or local charges applied by the local Branch/TO. This is also an **administration fee** which is **not refundable** in the event that qualification level/s are not approved.*

CILT Qualification in Logistics & Transport (Single Unit Award Modules)	Accreditation Administration Fee
Entry Level Award	Not applicable as would advocate full course
Introductory Certificate	£100.00
Certificate	£100.00
Diploma	£110.00
Advanced Diploma	Price on application

*Please note that 'partial course' means the use of 2-3 units together to deliver a specific study 'stream' (e.g. warehousing, inventory management) and in this instance it will be cheaper to apply using the 'full' accreditation prices than add together single modules.*

*The term 'unit award' relates to one specific unit module studied as a stand alone unit. The accreditation normally lasts for one year but can be extended through special arrangement with the IPDC.*

### **Memorandum of Understanding**

Full details of the charging regime and the late payment rules are set out in **Supporting Document 6** which is the **Memorandum of Understanding**.

This explains the exact requirements for successful registration and the key time periods for training providers to adhere to for registration and payment.

We would also draw your attention to the MoU which includes the following specifications:

- The need for upfront registration/payment at the commencement of the course and forward visibility on student registrations.
- Request for details of chargeout fees from providers so that CILT International can properly benchmark on a country by country basis and deal effectively with any ASPIRE grant applications.
- Protocol where a training provider staff member may wish to serve on a CILT International or CILT local committee as a volunteer and the behaviours expected.
- Promotion of a much stronger 'account management' approach and clear two-way communication with Branches and Training Providers.

## 6. Using the Online Student Database

The new online student database has been developed to help training providers and Branches/Territories to be able to enter their own student registrations. The system is available to all approved Training Providers and requires use of a login which will be provided by the EA.



### How the online student database helps with accreditation

The new student database system has a module within it, managed by the EA, which deals with new training provider applications and which holds key data about the training provider (contact details, dates of approvals, copies of accreditation reports etc).

When a training provider applies to become registered, they will be given a login that that will allow them only to view their contact details screen, and to be able to track the progress of their accreditation process. This will not be available to any other provider but can be viewed by the Institute Branch/TO to track progress, especially if the local CILT are involved in supporting the accreditation process for your organisation.

Once the final review report has been produced and decision has been made, this will be made available on the system as well as a direct email to the training provider.

When the provider goes 'live' on the CILT database the accreditation expiry date (between 1 – 3 years dependent on the application) will also be entered and this will produce 'red flag' trigger warnings when you try to enter new students into the database:

At **6 months** before expiry the EA will warn you that your accreditation is due to expire and that the courses you are running are unlikely to finish within that time period. It will let you enter your students but advise you to complete the re-accreditation application form and notify the EA.

At **3 months** before expiry the EA will remind you that a re-accreditation is due, and that you must contact the EA immediately to secure a renewal. Students may be registered but we will carefully monitor the situation to ensure that a re-accreditation application is submitted along with the required supporting information

At **1 month** before the expiry date the system will **lock you out** and you will not be able to enter any student details. A clear instruction to contact the EA will be shown and the warning flag will highlight the expiry date.

The above process is now in place to make sure that **no providers miss their renewal dates and that a relationship is maintained with the CILT Education team**. The IPDC will be writing to each provider around 6 months before any expiry date to ensure that the re-accreditation planning process gets under way in time.

### **The benefits of the online system**

The new system has a number of **key benefits** for training providers and CILT International including:

- The holding of up-to-date contact and accreditation information for each provider.
- The proper registration of all student details right at the start of each course.
- The database system will allow better accuracy, real-time information and reduced delays, including improved turn-around times in issuing certificates.
- The database will ensure information is provided 'right first time' especially student names as they should appear on their certificates (to avoid unnecessary re-issues due to poor quality information/spelling etc).
- The avoidance of multiple handling of data and processes.
- The ability to link invoices to student batches and specific student names.
- The use of the same system by everyone.

The **features** of the database allow the following to be carried out:

- Entry by the training provider.
- Viewing by the provider of student records and invoices.

- Entry/billing through the local Branch/Territory if all student registrations are fed through a local system first.
- Individual Student profiles/records to be drawn up.
- Exam results per module.
- Certificates and Transcripts.
- Reporting.

### **The importance of following the process**

The success of the online tool relies on people following the sequenced process set out in the **Student Registration and Certification Guide** which will be provided as part of the accreditation process.

Training providers should note that failure to complete all the relevant information at the time of registration will mean that the student records cannot be saved, uploaded, or processed. Also, if a training provider tries to register students when their accreditation is due for renewal, there will be series of warnings to re-apply followed by a block on their entry.

All training providers new and existing will be expected to use the student database as a condition of their accreditation, but should there be any issues concerning direct entry into the database, please contact Zoe Roberts on [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org) or get in touch with the IPDC.

The essential information required about each student from the training provider covers these **critical pieces** of information. It is the Training Provider's responsibility to ensure spellings, name order and all key information is entered correctly. Any failure to do this may result in further charges:

- Student Surname (family name)
- Student First Name
- Student Middle Names
- Names as to appear on Certificate
- Student Gender

- Student Date of Birth
- Student Number (as given by the Training Provider)
- Course Enrolled (Level)
- Date course commenced
- Name of Training Provider
- Country

Full guidance is given in the separate guide.

### **Actions Training Providers Must Take**

- Once approved, all providers must follow the processes set out in the Student Registration and Certification Guide and Flowchart
- All providers to register the FULL information and make FULL payment
- Queries to be limited to the named email contacts and to be put in writing first not by phone
- Give early warning to the EA that new students are about to be registered.
- To be responsive to EA's request for information.
- Provide all registration details according to the new system as soon as the students start, otherwise a £30 late registration fee will be levied per student.
- Pay all fees at the beginning – no payment on time means certificates are withheld

### **How to access the online database**

You will need to install **Google Chrome** web browser onto your computer in order to be able to use the database in the most effective manner. Type in 'Google Chrome' into your search engine and download the most recent version.

To find the database online, type in the following secure web address and save it to your favourites to save time when you next want to log in:  
<http://apps.bhassociates.ie/?CompID=6C44DCC5DFC84802838DAE5EBFE59BAD>

**Please note that the database is fully secure and that we have taken out all the necessary precautions in relation to data storage of training provider and student customer details. There are login details assigned to individual providers and to CILT Branches and Territorial Organisations.**

This is the login screen that you will see when you first go to the online database. Type in your User ID and Login which the EA will give you. Then press the Login button. If you have any login difficulties please email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org). From this login screen you will be able navigate to view the accreditation details and monitor progress. Once approved, you will also be able to see which qualifications you are accredited to provide and the expiry date.





## **7. Ongoing Communication with CILT**

### **The importance of communication**

It is vital that clear lines of communication are established at an early stage between the training provider, CILT International and the CILT Branch/Territory. During the period of course set up, marketing and early delivery, the IPDC can host Skype and conference calls to support the process and keep the energy levels up in relation to promotion, launch and securing of students. The dialogue period is particularly important to convert an accreditation approval into 'real students' so all providers are encouraged to make full use of this service. Both prospective and accredited providers have direct access to IPDC and the Education Administrator for any general help and support they require so please make use of this central support on an ongoing basis

### **Local Branch/Territory Involvement**

Please engage with your local CILT Branch/Territory at the earliest possible opportunity. Knowing that as a provider you have the backing of the local CILT means that it will support your application and enable the process to move faster. If you are unsure of who your local CILT contacts are, you can access these via the CILT International website at [www.ciltinternational.org](http://www.ciltinternational.org) or email [ceri.williams@ciltinternational.org](mailto:ceri.williams@ciltinternational.org) with your request.

### **Newsletters**

We now have an online E-newsletter set up to cover education news from across the world. As part of this service we will always list out and promote newly approved course providers and give links to their websites. Please make use of this facility and make sure the e-newsletter is sent onto your education and support staff and to your students.

### **Education Champions**

We now have a global network of Education Champions who are our first point of contact within CILT country organisations. They are responsible for keeping us up to date with any issues and opportunities facing education and training in their country, for example Government recognition of our qualifications. Should you wish to be put in contact with your local Champion, email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org) and she will put you in touch.

## 8. Questions and Answers

The refreshed accreditation process and student database has already undergone rigorous testing but, as with all new processes, we know that it will take practice to make sure that the data entry goes smoothly. Should you have any problems we ask you to follow the guidance given below as a first course of action.

We will extend **our 'Frequently Asked Questions'** section on the CILT International website to help you as we receive feedback from Branches and individual training providers.

Should you need further assistance we have provided email and telephone contacts for assistance, **but in the first instance we would appreciate contact by email setting out your enquiry.** Contact details are given below.

***Q: When should I let CILT know I am thinking of applying to run a CILT courses or to have one of our own courses accredited?***

A: If you are considering becoming an accredited provider or 'centre' or wish to seek programme accreditation (e.g. for an existing degree), please contact the IPDC with an expression of interest as early as possible ([jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org)) and also email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org).

***Q: When should I talk to my local CILT Branch or Territorial Organisation?***

A: You should do this at the same time as you register your Expression of Interest with the IPDC. Early engagement with your local CILT and gaining their support can save a lot of time and help the accreditation process go through more quickly.

***Q: How quickly can I expect a response to my initial inquiry?***

A: As soon as you registered an Expression of Interest you can expect a response outlining the process and provision of the application forms within **14 days**. To ask for further information and to record an expression of interest please email the IPDC ([jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org)) and also the Education Administrator on [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org) as this will also speed up the process.

***Q: How long will the process take?***

A: Now that we have our new systems in place, we would expect to conclude an accreditation evaluation in no more than 6 months, and in some cases, we would endeavour to conclude this within 3 months if all the paperwork is provided in a timely fashion, and suitable assessors are available to carry out the visit. With the backing of your Branch/Territory, and evidence of a local visit, this will accelerate the process.

***Q Who do I talk to about arranging accreditation visits?***

A: You should be liaising with the local CILT Branch and the IPDC on this matter. The IPDC will be working closely with the local CILT to manage the accreditation visit including scheduling, flights, travel etc. The IPDC will work with the Education Administrator to put together the visit timetable and other housekeeping arrangements. You can contact [jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org) or [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org) the Education Administrator.

***Q: What happens if there are other providers also applying?***

A: If there are other training providers applying in your country, or the local CILT is coordinating the accreditation process (e.g. as happens in Nigeria and Ghana), then you may need to wait until the group of applicants are ready for a visit.

If this is likely to cause you issues in terms of marketing and student intake and/or you are ready to deliver, then this issue should be taken up with the IPDC who will carry out the necessary consultations with the Branch. It may be possible to bring accreditation visits forward, but it must be understood that this is likely to result in additional costs for the requesting provider, and implications for other providers who would have co-funded the visit. Our objective is to make the accreditation process as affordable as possible without compromising the ability for training providers to move forward with student registrations and delivery.

For any queries in this respect, please contact the IPDC ([jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org)) and email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org).

***Q: Does CILT International enter into 'exclusive arrangements'?***

A: As a matter of policy, CILT International do not enter into 'sole provider' arrangements with any applicant, as we allow the free market to determine the level of providers that may wish to apply. There may be instances in countries where there is only one provider who has applied to develop and run CILT courses, but this will not preclude other institutions making successful applications.

Where there are multiple providers in place, the IPDC will work with the Branch or TO to make sure that the spread of provision is fair and accessible for students and employers, and uphold the standards associated with being an approved provider. We do not impose a 'cap' on the number of training providers any one country can support but we do look carefully at the quality of provision and the number of students that are being admitted by each provider.

***Q: I'm representing a Training Provider, but I'm also involved with the CILT locally? Is this a conflict of interest?***

A: We appreciate that this can be a sensitive issue, but again our policy (see the MoU) is clear about the level of involvement that a specific training provider can have in Institute affairs and as a provider.

We understand that in developing CILT countries that those most keen on supporting CILT education policy development and standards may also be employed in the field of education, and be able to bring positive contributions to the development of CILT in that region. We also appreciate that conflicts of interest can and will occur.

Our preferred position is that if an accredited training provider is also active in helping with CILT education development that the key course leader/provider contact is not the same person that is involved in CILT affairs. This is critical to ensure that there is separation between policy and delivery. If you wish to have a confidential discussion on this matter please contact the IPDC [jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org). We will assess enquiries in this area on a case-by-case basis.

***Q What happens if the accreditation application is rejected?***

**A: This can happen at two stages.**

If you submit an initial expression of interest and after our initial investigations and consultations with the local CILT it is not felt appropriate to invite you to make an application, then we will let you know by email of our intentions and there will be no charge.

If you have gone through the whole of the accreditation process (including a visit) then hopefully application rejection will not be the case if the key steps outlined in this guide will have been carefully followed. However, if on the basis of the visit and detailed review of capability we feel that the training provider is still not ready, we will write back formally and advise what steps could be taken to re-apply in the future. All fees paid for accreditation administration and visits **will not be refunded**.

***Q What will I receive if my organisation is accredited?***

**A:** As soon as your application is determined you will receive the following:

- Formal letter of accreditation dealing with any areas for further development/conditions on your approval.

- Accreditation Certificate: there are different versions for approval as an accredited centre (i.e. to run CILT qualifications) and for an accredited programme (i.e. approval of a degree/postgraduate qualification to meet the academic requirements for MILT/CMILT membership).
- Formal feedback report on the accreditation visit.
- Syllabus, qualification standards and learning materials for each level of qualification that you are approved to run (for further information please refer to **Core Document 8**).
- CILT UK Knowledge Centre login.
- Student Registration and Certification Guide and supporting information (if not already supplied).
- CILT International database login.
- Details of reference numbers and other key information which will be used throughout on correspondence and certification.

**Q: *What constitutes a 'training provider'?***

A: A training provider can be:

- An existing college or university (private or state-run).
- An existing private sector training company (single location or multiple).
- A corporate organisation with an in-house training department.
- A CILT facilitated training service (but note subject to the same rules and protocols).

***Q: When should I let CILT know I am thinking of starting a course?***

A: As soon as you have an approximate date for course commencement, please contact the IPDC [jon.harris@ciltinternational.org](mailto:jon.harris@ciltinternational.org) and email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org).

***Q: Can my institution be accredited for modular courses to start with?***

A: Yes, you can apply to run 1 or 2 specific modules as a “taster” to test the market and depending on success upgrade your accreditation. Providers that are thinking of doing this need to consider the number of modules that they want to offer, as the accreditation fees may be cheaper as a whole course.

***Q: Can my Institution be approved for training in multiple locations?***

A: Within an existing company, you can be approved for multiple locations (e.g. a university with more than one campus) but for running courses in different countries requires separate accreditation applications. This is because the CILT organisation for each country has the right to make representations on the application. We would still need photographic evidence of all the locations that you propose to use for audit purposes.

***Q: What do I do if I can't log on?***

A: Check that you are using the correct login that will have been emailed to you by the EA including alphanumeric and lowercase/uppercase characters. If you have not received your login please notify [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org). Note that logins for Branch or Territorial Secretariat personnel will be different from these for individual providers.

***Q: What do I do if I have queries about using the student database?***

A: Full details about using the student database are provided in the Student Registration and Certification Guide. To contact Zoe Roberts about the registration process please email [zoe.roberts@ciltinternational.org](mailto:zoe.roberts@ciltinternational.org).