



**IMC**

**Final Minutes**

**Tuesday 20th September 2016 11:00 GMT**

**Teleconference / GS1, London, UK**

<b>Present:</b>	<b>Name</b>	<b>Initials</b>	<b>Position</b>
<b>Members present in person</b>	Kevin Byrne	KB	Chairman & President Elect
	Paul Brooks	PB	President
	Bernard Auton	BA	IVP & Trustee
	Stephen Rinsler	SR	Hon. Secretary & Trustee
	Finbarr Cleary	FC	IVP
<b>Members present by 'phone</b>	Ibrahim Jibril	IJ	IVP
	Neville Binning	NB	IVP
	Gilles Legault	GL	IVP
	Radzak Malek (part)	RM	IVP
	Romesh David	RD	IVP
	Umar Usman	UU	IVP; Chair Africa Forum
	Elliot Price	EP	IYP Convenor
<b>In attendance:</b>	Keith Newton	KN	Secretary General
<b>In attendance by 'phone</b>	Jon Harris (part)	JH	Professional Development
	Duncan Snook	DS	Director of Finance
	Ceri Williams	CW	Communication/Administration
<b>Apologies:</b>	Rupert Nichols, Jan Steenberg, David Pugh, Sunny Ho, Radzak Malek (part), Aisha Ali Ibrahim, Vicky Koo, Kevin Richardson, Harriet Leung, Monique Kack-North		

	<b>Item</b>	<b>Action</b>
<b>1.0</b>	<b>Welcome</b>	
1.1	KB welcomed members to the meeting KB urged delegates to attend meetings whenever possible and to send reports and references when attendance is not possible	ALL
<b>2.0</b>	<b>Minutes of Meeting on 19 July 20</b> FC seconded KB's proposal that the minutes of the meeting on 19 July 2016 be passed as an accurate representation of the meeting and be approved for posting on the website.	
<b>2.1</b>	<b>Matters arising</b>	
2.1.1	KN confirmed that updated Brand Guidelines are still in progress and will be released shortly. The guidelines will assist all branches in Brand compliance.	
2.1.2	KN requested that IVPs encourage branches to install the iframe device on their websites – many branches have still not completed this task	IVPs
<b>3.0</b>	<b>Strategy &amp; Finance</b>	
<b>3.1</b>	<b>Vision, Mission, Values &amp; Strategy</b>	
3.1.1	KB opened discussion on the vision & strategy presentation circulated.	

3.1.2	KN reported that although education committees and champions deliver education products locally these are still not in place in all countries. KB reinforced the importance of filling these positions and asked IVPs to assist. KB to write to IVPs for action	KB
3.1.3	KN suggested that specific questions about local business plans, education committees and education champions be included on the annual statement	CW/KN/ DS
3.1.4	KB reported that sample business plans were available as a model for branches to follow	
3.1.5	KB reinforced the importance of annual returns and asked for all branches to respond in timely fashion	
<b>3.2</b>	<b>Financial Forecast</b> KN circulated financial estimates and reported that at top level we are slightly behind plan on education income. Overall expenditure is fairly well on track. There are negative figures for Convention income and costs from 2015 when the event had to be taken over by International. Otherwise costs are largely as predicted, although the drop in income will leave us with a loss. JH and his team are trying to ensure we meet the education figures.	
3.2.1	KN confirmed approx. £100,000 outstanding debt which is manageable and around £20-30,000 which is at risk	
3.2.2	No further questions were received	
<b>4.0</b>	<b>Conferences &amp; Conventions</b>	
<b>4.1</b>	<b>3<sup>rd</sup> China International Conference</b> KN confirmed that CILT China is sponsoring 30 country delegates, 4 CILT speakers and 6 International delegates for this year's China Conference from 31 October – 1 November in Suining City	ALL
4.1.1	Specific travel arrangements should be raised with CW	
4.1.2	FC requested that the programme be sent to all countries	
4.1.3	KN confirmed that delegates from Thailand and Philippines would be attending	
<b>4.2</b>	<b>Africa Forum 2017 (March 2017)</b> UU announced that Africa Forum will be held in Johannesburg, South Africa from 14 to 16 March 2017 and circulated the S Africa proposal. Planning Meetings have started and local training providers are supporting the event	
4.2.1	KB urged members to support and attend the event	
4.2.2	IMC endorsed the arrangements and the event will now be posted on the website.	
4.2.3	JH confirmed that he viewed the facilities in S Africa last week and that the 3 proposed hotels provide flexibility in pricing	
<b>4.3</b>	<b>International Convention 2017</b> KN confirmed that the first planning meeting will take place when KN and PB are in Macao in Oct.	
4.3.1	The event will be held from 11 – 14 June 2017	
4.3.2	More info will be available at the next meeting	
<b>4.4</b>	<b>Future Conventions</b> KN reported that the bid process for 2018 closes at end of Sept. COT plan to make a decision at their December meeting	
4.4.1	Bids have been received from Ireland and Poland to date	
<b>5.0</b>	<b>Committee Reports</b>	
<b>5.1</b>	<b>IESC</b>	

<p>5.1.1</p> <p>5.1.2</p> <p>5.1.3</p> <p>5.1.4</p> <p><b>5.2</b></p> <p>5.2.1</p> <p>5.2.2</p>	<p>JH's pricing proposal was circulated. A number of options have been road tested following the last IESC meeting and progress is summarised in the paper. The plan is to action incremental price increases from April 2017 and a reward proposal is also being considered. IESC also recommend that high value products have more weighting in price increase with lower end products remaining more affordable. The aim is to communicate plans to providers in November to allow a 6 month lead in.</p> <p>KB supported single global pricing but PB suggested consideration of a discount model to allow for specific markets. IESC to consider and recommend on level of pricing – are we underselling?</p> <p>It was suggested that a Rewards scheme should be structured to reward retention and completion of the membership process</p> <p>SR suggested the scheme should be simple to maintain and administer</p> <p>JH reported that a detailed paper looked at a variable model by continent but raised issues of market intelligence and obtaining price declarations from existing providers.</p> <p>JH asked IMC to approve the incremental pricing model and the meeting authorised the IESC to change the pricing structure. The Next stage should be the provision of a more detailed proposal</p> <p><b>Global Growth Task Force</b></p> <p>PB reported on the meeting held on Tuesday 9 August 2016 which focused on plans for connecting with global companies using branch in a box, the senior member network, and website connectivity to encourage corporate membership</p> <p>S Africa is being used as the first model to see how we can connect and grow membership from a low level. The team will also look at USA and Canada, and China and India for modelling purposes. (developing a range of models)</p> <p>KB confirmed that growth will be a major agenda item moving forwards. All branches should be growing year on year.</p> <p>PB reported that the group is also looking at how territories can assist countries that need support</p>	<p>IESC</p> <p>IESC</p>
<p><b>6.0</b></p> <p><b>6.1</b></p> <p>6.1.1</p> <p>6.1.2</p> <p><b>6.2</b></p> <p><b>6.2.1</b></p>	<p><b>Territorial Organisations and International Branches</b></p> <p><b>Asia Region MOU</b></p> <p>SR reported that the MOU is designed to help and encourage branches to work together and to think regionally. It is not a contract or legal document and governance remains with the COT, the IMC, delegation agreements and local councils. Hopefully countries in the Asia region will see value in the agreement and sign at the Malaysia Convocation in November. Countries in the region are asked to make any comments quickly</p> <p>FC queried whether international admin support would be required and suggested that the weighting of voting for the Chairperson position by membership numbers be reviewed</p> <p>SR queried the resource of smaller countries to perform the Chairperson role</p> <p>SR reiterated that this is a local initiative and that countries needed to commit locally to the structure and make it work locally without international secretariat support. The Reporting structure is into IMC. The aim of the scheme is to strengthen co-operation within the region</p> <p><b>Regional Updates</b></p> <p><b>Africa (UU)</b></p> <p>UU reported that the Ministry of External Affairs has recently approved the Cameroon application. Details have been submitted for an agreement number and we are now awaiting clearance to set up the branch.</p> <p>The issue of deregistration of CILT Uganda Ltd continues as does the issue with</p>	

	<p>Kampala Institute having permission to run L&amp;T courses. There is a call with Geoffrey Etyang tomorrow to progress. Legal action would be very costly. Teete Owusu Nortey is handling the Kenya situation KN reported that COT will consider the situations in Uganda and Kenya &amp; make some decisions</p>	
<b>6.2.2</b>	<p><b>Nigeria (IJ)</b> IJ circulated a regional report and discussed issues relating to:</p> <ul style="list-style-type: none"> <li>- CILT international certificates and the conclusion of discussions with the Federal Ministry of Education on the recognition of CILT certificates issued by International.</li> <li>- CILT Nigeria's recent MOU with the Nigeria Air Force</li> <li>- CILT (UK)'s relationship with Phentem Consult who are offering CILT (UK) courses and membership in Nigeria</li> <li>- Reactivation of Nigeria YP Forum</li> <li>- Confirmation of Nigeria AGM and Council Meeting arrangements</li> </ul>	
<b>6.2.3</b>	<p><b>SE Asia (RM)</b> Report circulated</p>	
<b>6.2.4</b>	<p><b>E Asia (SH)</b> No report</p>	
<b>6.2.5</b>	<p><b>S Asia (RD)</b> No report</p>	
<b>6.2.6</b>	<p><b>Europe &amp; Middle East (BA, FC)</b> No report</p>	
<b>6.2.7</b>	<p><b>Australasia (NB)</b> NB reported a slip in renewals despite improving the member offering so additional initiatives are being looked at. Three out of seven sections are performing well and are now being used to mentor other sections. The region looks forward to PB's visit later this year and work is taking place with YPs. Karyn Welsh the new National Manager will be going to China conference and is working at a more strategic level than previously. There is interest from Papua New Guinea in creating a CILT presence. As discussed previously, plans for the Transpacific partnership will be affected by the US election</p>	
<b>6.2.8</b>	<p><b>Americas (GL)</b> Report circulated. North America are launching a one year programme to increase membership from Q4 this year</p>	
<b>6.3</b>	<p><b>South Africa plans for growth</b> KN reported that we are supporting a secretariat for S Africa for Q4 this year. Catherine Larkin is forming the group as a base for Africa Forum organisation and for growth in S Africa. This will produce a good model for use elsewhere</p>	
<b>6.4</b>	<p><b>Pakistan Business Plan</b> Business plans for growth are in progress. Pakistan have a document ready for COT to consider in December</p>	
<b>6.5</b>	<p><b>India Business Plan</b> We are awaiting the India document</p>	
<b>7.0</b>	<p><b>Key Developing Groups</b></p>	

<b>7.1</b>	<b>WiLAT</b> A report was circulated.	
7.1.1	KN reported that WiLAT China would be launched at the China Conference	
<b>7.2</b>	<b>YP</b> EP reported on challenging times for YPs with problems gaining traction and feedback from countries / IVPs	
7.2.1	EP reported that YPs are excited about Macao – Stephen Chan has a good support team and this will be a big YP event with a big base of YPs from Hong Kong. EP stated that we need all countries to send a minimum of one YP to get the full benefit from the event	
7.2.2	KB reported that YPs are the future of the institute and as such, need to be present at convention – a small investment for countries here would provide a valuable return	
7.2.3	PB suggested the idea of a shadow council of YPs	
7.2.4	EP reported that YPs have been lacking a formal strategy and would welcome support in developing one. This will require future budget acknowledgement	
7.2.5	KN reported that the next YP call is to be organised	
<b>8.0</b>	<b>Any Other Business</b>	
8.1	FC requested that the issue of financing International remains on the agenda	
8.2	Invitations for the next IMC will be sent out early and IVPs are reminded to prepare and submit reports on their entire region	
<b>9.0</b>	<b>Dates of Next Meetings</b> Teleconference / GS1 London Tuesday 22 November 2016 11:00 GMT	