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**Minutes and Key Action Points -**

**Core Management Meeting**

**International Education Standards Committee –**

**Thursday 14th Sept 2017 0900 – 1030 BST**

**Venue:**  **Bath Inigo, 1 Queen Street, Bath, BA1 2HA**

**Chair: Jan Steenberg**

**In Attendance**

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| Jan Steenberg | JS | Chair  |
| Jon Harris | JH | CILT Int Prof Development Coordinator |
| Dorothea Carvalho | DC | CILT UK Prof Development Project Director |
| David Maunder | DM | Member (Prof Dev)  |
| Keith Newton | KN | CILT Int Sec General  |

**Apologies**

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| Tim Hayes  | TH | CILT Ireland – Education Services  |
| Neil Villiers | NV | CILT UK Awarding Organisation Manager |
| Shane Walton | SW | CILT UK Prof Development Director |
| Teete Osuwu Nortey | TN | Africa IVP  |

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| **Item 1** | **Minutes of last meeting**  | **Action**  |
|  | The minutes of the meeting held on the 21st July 2017 were agreed  | ALL to note  |
| **Item 2** | **Performance Update**  | **Action**  |
|  | JH reported on the key headlines from KPIs dashboard report for the education function. This covered – * Financials – based on the situation at the end of August 2017 CILT International had received £256k out of the predicted £350k budget for the year.
* Overall, we are expecting to meet budget with a target of a further £95k of income over the next 4 months where there is normally a peaking in the number of students booked.
* Student Generation levels – there was still some concern that the number of students is going down, but commented by the fact that fees were put up substantially in April 2017 for the higher-level qualifications.
* More granularity was needed in terms of numbers of students per level and which providers/countries were giving a return on investment and support. JH would look at this for the IMC report and for the budget review/setting process in November 2017 there would be more work done on trend analysis.
* Accreditation - generally the pace of new accreditations was encouraging with more planned for South Africa, Zambia, Zimbabwe etc by the end of the year.

The debtor sheet was reviewed with specific attention paid to NIT, Malawi, Nigeria, and Zambia in terms of a watching brief on balancesKN noted that £18k had been written off due to the demise of KCLT (Uganda) as an approved provider – an issue which had previously been reported to IESC, IAC and the CoT.In terms of visibility of the accreditations in process it was agreed that this would be circulated more widely to CILT UK to include NV. SW but also to Knowledge Centre and Larisa Puk, who now deals with the accreditation of UK university degrees, but which sometimes have a requirement to partner with overseas universities. JH reminded the IESC that there is a collaborative process now agreed to approving ‘satellite’ universities in this way with CILT UK. JH added that there were now arrangements in place for CILT UK to help with the mapping process for degrees that would need to be mapped for CMILT exemption in line with new Key Knowledge Areas. This is so the mapping process is consistent and kept in one place. The exact detail on the charging would need to be discussed with CILT UK but would need to be within the current agreed CILT International charging system for accredited first degrees.DC commented that in some cases the list of accredited providers including some that would not yield students due to market conditions (eg Kosovo). Therefore, the dashboard would be altered to reflect ‘active’ providers as those that have triggered student registrations in the last 12 months | JH/ZRJHJH/LPJH/ZR |
| **3** | **Key Activities for 2017**  |  |
|  | Update on key areas of activity/spend this coming yearJH outlined the current areas of work as* KKAs now launched and issued more widely to training providers and countries. A second wave of ‘reminders’ would also be sent out in Sept 2017
* KKA Toolkit was now nearly finished and ready for launch with relevant documents going on the CILT International website

The key priorities for the rest of 2017 were identified as - * Development of the Trian the Trainer programme for providers
* Development of the Level 2 Language of Logistics unit module
* Support for CILT South Africa on gaining formal recognition as a professional body and mapping the CILT qualifications against their own National Qualification Frameworks so the CILT courses could be properly recognised by government and industry
* Development of the revised Education Strategy is tandem with wider work on CILT Strategy being carried out by CoT/IMC
* Ongoing work on the Global Training Directory
 | JH/ZRJH/DCJHJHJHJH/KN/JSJH |
| **4** | **Risks and Opportunities inc Training Provider Business Development**  |  |
|  | JH provided a briefing of any key risks and opportunities that will affect the VILT education service and its growth plans. * The key areas discussed were -
* Kenya – MUA and RTI approved providers - support was now being given to rebuild the reputation of CILT in Kenya and hep MUA move forward with new student registrations.
* Uganda - UMI approved provider and KCLT status - UMI would now need paying to pick up the KCLT transferring students as locally it had not been possible for CILT Uganda to secure a professional lecturer for free. The costs were estimated by JH at around £2500 and it was agreed if the porposals came in at around this level this would be acceptable. It was also agreed that the funding for this could potentially come from the Endowment fund because of the nature of the request and the specific circumstances, JH would therefore prepare a paper for consideration at the 12th October CoT.
* DC commented that it would be good to explain to the CoT the circumstances but also put in place a risk mitigation plan so that this kind of liability could be avoided in the future
* Zambia – Quality management and accreditation visit would be carried out by DM in November on behalf of CILT International
* Zimbabwe – Quality management and accreditation visit would be carried out by DM in November also
* DM commented in respect of both these countries any further accreditations should be selective and with good quality providers to avoid local compensation issues which have arisen and flooding the market given current economic conditions.
* India – KN updated on the South India project and the importance of getting continued alignment between the South India partners and CILT India. Transglobe had agreed to be managed through the South India project but there were still issues of governance and quality management to be tackled.
* KN commented that China and Malaysia were also important markets and that visits by KN/JH would also help with developing their strategy and giving us visibility.
* Sri Lanka – the IESC had received a request to take local control of accreditation on the basis that there were a Territory and should be able to move forward on their own governance. JH outlined the challenges with CILT SL and despite having a briefing in Columbo back in 2013 with the education panel and pemrssion granted at that stage for them to move forward there had been little feedback or growth in accredited training provision since then. JH was also concerned about the quality and detail on their accreditation guidelines which was not based on the CILT International standards.
* JGH/DM also commented on the issue of CINEC and their specific request to be moderated externally from an independent UK base and that any departure from this was likely to result in losing the centre
* JS explained that our starting position should be one of enabling and helping to fix the situation, but agreed that this should be a phased approach over a period with a clear action plan in place.
* JH/DC suggested this could be over a 3-year timeframe in which local training providers could be assessed and accredited under IPDC supervision. It was also accepted that things had moved on in terms of standards and expectation of territories given lessons learnt with India/Pakistan.
* DC suggested that a set of KPIs would be helpful here to ensure Territories (and Branches) stay on track
* Pakistan – KN/JH outlined the current investigative work being carried out in relation to CILT Pakistan and their education processes and courses. KN would be visiting in October and the education audit would be concluded shortly after this visit. As part of the visit the SZABIST provider would be assessed for International courses as well as an assessment of the current approach to education with their ‘own’ courses.
* Feedback would be given to both IESC and CoT at their next meeting on the way forward together with recommendations on the education strategy and governance for Pakistan
* India - KN explained that he would also be visiting India in November to carry out assessments and move forward the South India/CILT India relationship and to understand their business strategy. Again, this would be fed back to IESC and CoT.

**Key Conversion Areas (course start/registrations post-accreditation)** JH reported on progress with key countries where investment has been focused over the past year or so ie - * Oman – still a strong relationship with the Oman government around qualification development and development of standards courses. Keeping the momentum up with Maharat and new providers is key priority
* Kazakhstan – there are already student cohorts being registered, with a planned train the trainer and capacity building session in Almaty/Astana in Oct/Nov co0leneted by a UK visit from key students in the Autumn for immersive learning and English language courses. A meeting with Kazakh Ambassador in the UK with senior representation for CILT UK/International was being planned for December 2017.
* South Africa - JH explained he was carrying out a promotion and accreditation visit in Sept, to approve new providers and support the new Candidacy government funded women in logistics programme
* Cameroon – new opportunities are under way but these linked to French translation being needed.
 |  JH/KNJHJHJHJH/KNJH/KNJHKNJHJH/KNJH |
| **5** | **Country/Provider Appeals and Issues** |  |
|  | This part of the meeting was designed to consider formal applications for price increase dispensations in relation to the 1st April 2017 fees structure changes.JH asked all present to note the schedule of appeals/trial pricing attached for approval. This would be updated for each IESC meeting. The specific items for Kazakhstan and IMMG in South Africa (previously discussed between JS/JH and KN and operational matters) were approved as stated. Specific appeals were presented to the IESC -  * Indonesia - JH explained that at the last IESC CILT Indonesia had made representations about discounts based on volumes. However, little evidence had been received since. Based on the consistent low level of students historically and no evidence of price sensitivity changes, the appeal should be rejected unless there is any further compelling evidence brought forward.
* Malawi - a specific request had been revived from CILT Malawi to retain 2016 prices based on affordability/uptake. DM pointed out that many Malawi students often ‘pay as they go’ because of the local economic issues, and if only a short-term dispensation was given but would simply delay a further ‘bow wave’ effect when the discount expires and they then should re-appeal.
* It was agreed that some work was needed to understand exactly what the price drivers are and they issue that students/providers are having, so that a ‘false situation is not presented. For now, the IESC were happy to freeze the prices ar 2016 levels for all students entered in the database up until 1st January 2018
* Exim – JH explained that an appeal had been received from this provider in Chennai retain at 2016 prices based on affordability/uptake
* JH explained that they had never asked before, and that he was concerned with creating a precedent as we have been storng as CILT on requiring our full fees through the South India Project – any departure from policy could cause dissention and possible price undercutting in India. On this basis the appeal was rejected
 | JHJHJHJH |
| **6** | **Any Other Matters** JHG noted that this was Dorothea’s last IESC as the UK Professional Development Director for Projects. Dorothea was now retiring and finishing later in September. JH wished to formally thank DC for all her hard work and effort in supporting International over the years and this was supported by JS and everyone on the call. The thanks are officially recorded here. It is noted that DC has kindly agreed to stay on the IESC as a volunteer going forward given her depth of experience in international education matters. JH explained that the moderators and assessors were now meeting quarterly to look at QA issues and continuous improvement – the first team meeting had happened earlier in Sept and been successful.DC reported that CILT UK had received a request for a training provider to offer short courses overseas and not just in the UK/ JH explained that whilst there would be no objection from CILT International we would like to - 1 – include this within the global training directory and2 - carry out a courtesy check with the relevant Branches that they are happyDC would arrange this with LPWG has also sent in an email regarding the need for registration of CILT qualifications on national frameworks, but stated that this needs to be well thought through. WG had also stated that the relationship between Level 5 and Level 6 qualifications is important and whether there is a need to allow Level 5 material to be used in addition to the Level 6 to balance out strategy and operational issues at the higher level. This view was also shared by EH from GhanaIt was agreed that this issue was quite detailed and would be taken off line and dealt with specifically by JH and DC. A response would come back to the next IESC when hopefully WG could join. This issue was raised in the core management meeting as DC needed to leave. **The date and time/venue of the next meeting would be circulated**  | DC/LP/JHDC/JH |