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**Minutes and Action Points - DRAFT**

**International Education Standards Committee: Friday 21st August 2020: 0930-1215**

**Attendees**

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| Jan Steenberg | JS | Chair |
| Jon Harris | JH | CILT International Education Lead |
| David Maunder | DM | IESC Member |
| Keith Newton | KN | CILT Int Sec General |

**Apologies**

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| Chris Savage | CS | IESC Member |
| Tania Barker | TB | CILT UK Director of Education and Professional Development |
| Namali Sirisoma | NS | IESC Member |
| *Teete Owusu Nortey* | *TON* | *Special Ambassador for Africa – Zambia item only (JH to follow up)* |

**Copy to KR, DP, AJ**

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| **No.** | **Item** | **Action** |
| **1** | **Minutes of the last IESC core meeting** |  |
|  | The minutes of the last core meeting held on 10th July 2020 were confirmed as accurate and agreed,  The forward actions and progress were noted and JH highlighted there were still some outstanding matters (highlighted red on the minutes for 100720 sent with this document) | ALL to note |
| **2** | **Update on Headline Approach to Education and PD** |  |
|  | KN gave a headline update on the way in which the International webinar programme has been running and the future plans for the Autumn, starting with a key session with Sean Culey looking at the dramatic changes in the Supply Chain is early September. JS is chairing.  It was agreed that there would be a further cross-education education session in the Autumn (date TBC) given the positive feedback on the Human Capital session held earlier in the summer.  KN explained that the IMC would be reviewing the forward webinars and proposals for the International themed programme on 3/9  Ref the IMC, it has been agreed that JH/Tom Maville would cover off the US education development work and the Market Positioning toolkit as part of the CILT NA report on 3/9  JH reported at a headline level on the progress being made with the education stream ‘join-up’ work with KR/TB and JH. KN reported that a summary document had been circulated to the ‘join up’ management group that had met in Corby on 19/8 and this covered the broad shape and plan of action. It was noted that 6 months was a more realistic timeframe for the completion of the education work, due to key Business as Usual and business development opportunities that still needed to be driven through. This document would be shared after the meeting  JH explained that he would be meeting up with TB wb 24/8 to work through the first element of the plan which relates to structure and process/activity impacting on education.  There was a wider discussion relating to the IESC and the role of Education Champions with the following points drawn out:   * There is a need for some form of consultation/engagement vehicle on a longer term basis and therefore the IESC are working on the principle of a reworked/adjusted IESC would still exist to address the business needs/governance issues as at 2020, ensuring that the mechanism is fit for purpose and futureproofed into the joined up organisation * There is clearly a need for some form of ‘IESC’ given that over the past 8 years the group has worked on and delivered on * Education Strategy formulation and delivery * Disciplinary and process governance including independently assessing overall education/PD approach by CILT Branches/Territories and delivery by individual training providers * Quality management role – looking at issues with procedures and maintenance of high quality teaching standards and moderation * Product development – both refreshing the CILT qualifications but covering wider activities (CPD, Key Knowledge Areas etc.) * The audit role of the IESC also allows key messages to be given in a ‘independent’ manner to CILT country organisations and operates as an international ‘lens’ to look at education policy change and other structural matters Therefore there was strong consensus to look at refresh/reform but that the core purpose of the IESC was critical to ensure global consistency, effective engagement and upholding of standards both at a country-level and at an individual training provider level. * The IESC is supported by a network of Champions and they provide a wider international ‘consciousness’ taking account of culture and local education circumstances (e.g. National Qualification Frameworks and government requirements).   JS said that the network of Champions was valuable and that whilst the structure and use of the Champions could be adapted, essentially to have a global education committee with balanced representation was important.  The IESC understood the key differences between the standards/qualifications and issues of materials and products but stressed the point that having a ‘baseline’ syllabus at each level was critical to ensure that standards were being maintained.  DM observed that although individual training providers could write their own training material and resources, the ‘central’ repository of the CILT International course materials did help to ensure consistency and a global benchmark. He urged that this still be retained and refreshed and he viewed this as vital with the central ‘uniform’ product in place with an ability to update.  Key actions arising from this discussion were that   * KN would send on the Roles and Responsibilities document tackling the purpose of the IESC for JH/TB to consider (produced 2010 and approved by Privy Council in 2013) * JH would re-engage with the Education Champions to check on how active they are, focusing on Covid-19 impacts and issues that have arisen in their own countries * JH/TB would be presenting at the November meeting of the IESC once they had outlined key progress to the ‘join up’ board in mid/late October   JH outlined the headline Success News since last IESC – covering   * South Africa partnerships * The qualifications recognition work was well under way with a good level of cooperation from our network of training providers. CILT SA had developed a local course approvals/recognition process for principally CPD programmes and were devising the CPD guidance for the SA context based on our international guidelines. * A successful partnership has been set up with CILT Int, CILT SA and CTA, a training body, who are currently preparing a USAID submission worth $2mill focusing on entrepreneur training/enabling, support for women business owners, and wider skilling issues – linked to business start-ups in the transport sector * CTA are looking for partners in terms of commercial (truck/bus) vehicle provision that can provide the fleet requirements etc. JH to find out more from CTA about the requirements as JS may be able to open up communications with TATA. * There is a key opportunity for the use of our qualifications to support this and building on the work already under way with USAID in Kazakhstan - JH is working with the South Africa team and providing material/evidence to support the business case for this work * Fleet Forum - Africa region * Fleet Forum provide online training in fleet management fundamentals which is now approved as CPD. * The course is offered across Africa (and other locations\_ as if focused on the humanitarian dimension and JH will raise with local Branches as needed * Kazakhstan * The USAID/CILT project is going according to plan and budget and we have now launched the Business Support Programme (including business coaching and technical advice for SMEs) across the Central Asia Region * In November CILT will be leading the transport and logistics panel session as part of the week-long online Central Asian Trade Forum. Sean Culey is speaking and KN will also be involved. JH is working up arrangements for the event (likely to be Monday 16/11) * Russia * We have nearly concluded the final MoU paperwork with Plekhanov University which means we will have the first Russian CILT partner (based in Moscow). * This has included approval of degrees and use of our qualifications * Qatar * We have our first Community College applying to work with us on the Diploma qualification * USA - Houston * The partnership arrangement working with the University of Houston has been set up (use of CILT materials/accredited degrees) and we are currently working up a strategic alliance document looking at how to carry out conjoined business development * Development of market positioning tool to support branches and territories - this has now been completed for the US and Greater Houston areas and will be explained as a key tool for all Branches and Territories through the IMC meeting on the 3/9/20   JS outlined that he was pleased with progress that was being made both in terms of business development and financially in the light of some challenging situations in some countries. He added that by focusing on supporting existing providers and ensuring new customers were properly engaged was paying dividends. By focusing on key products and also allowing some flexibility in approach had led to a sustained growth strategy being put in place.  IOSCM - new institute   * JH raised concerns surrounding this new Institute which had set itself up internationally with a UK base. JH explained that he had been alerted through Bernard Auton and Keith Newton concerning this body which includes Alex Borg as one of the board advisors. * It was noted that Alex Borg started his affiliation when CLT revoked his membership due to conduct concerns in 2019. * JH had looked at the headline syllabus and it would appear some of the CILT products may have been used but we do not have enough detail to be able to conclude this formally.   As this was now potentially affecting the UK JH would raise with TB/KR to look at ways to protect our market position but it was agreed there was little we could now do disciplinary-wise unless there was concrete evidence that the materials were based on our products. As the syllabus is mapped across to the SFEDI awards it may not be a problem but the materials could still have been deployed as Alex Borg was previously supporting accredited training providers in the Middle East. | JH/KN  KN  JH  JH to circulate  JH/TH  JH/TB  JH  JH  JH/JS  JH  JH  JH to raise with TB |
| **3** | **Performance Update and Dashboard Discussion** |  |
|  | JH went through the KPIs dashboard report and highlighted the key performance issues since the last IESC.  Overall it was noted that the original budget for 2019/20 (without Covid) was £444k overall with a predicted reforecast set for £363k by 30/9/20. Based on current invoicing levels and course uptake/accreditations we expected to achieve circa £385k by Year End.  Overall the education budget has performed better than anticipated when the Covid-19 reforecast was first carried out, and there has been a large number of new accreditations secured during June/July and the first part of August - with more in the pipeline.  JH outlined the forward forecasting tool (predicting month on month revenue generation from training provider intelligence) and how he had applied risk factors on a provider by provider basis covering Covid-19 and the reality check of some of the targets offered by each training provider.  The model also took into account the training provider income trends and course bookings for the 12 months prior to Covid. JH also explained that income from CILT Zambia (both student income and accreditation fees) were excluded from the forecast at this point due to the current uncertainties and financial due diligence being applied across all Zambian training providers.  JS asked to see the forecast tool and the level of detail included  JS/KN agreed that the issue of provisions in the 20/21 accounts and how this could be shown would be discussed - i.e. showing as ‘bucket’ amount to cover potential income at risk. It was suggested that this might be extended from £15k to £30k, and that the detailed financial model spreadsheets could also be used to support the provision figure if needed. It was agreed that some risk could be taken within the forward forecast but that this needed to be allocated | JH to email to JS  KN/JSD pick up with TN and DP |
| **4** | **CILT Zambia** |  |
|  | This section of meeting addressed the detailed concerns and current QA/revenue issues affecting CILT Zambia and their 12+ training providers  JH summarised:   * The current position of CILT Zambia/Zambian training providers and outcome of process and debt investigations including payment plans * Exam and education scrutiny processes for affected students * Future governance recommendations in relation to the way CILT International manages Zambian education provision   JH referred to the 2 pager synopsis and recommendations for the next steps through to December 2020, which needed ratifying prior to the next CILT Zambia call taking place on Monday 24th August 2020. The payment plan was also requiring sanction.  It was agreed that the note as it stands was supported with the additional point made by DM that is was critical for CILT International representatives (i.e. UK team) to be part of the audit visit group as soon as Covid 19 allows It was also firmly agreed that despite the CILT Zambia Act, the Branch had no special powers for education etc. outlined in their delegation agreement and that all accreditation rights rested with International (for degree approval and centre approval)  It was also agreed that although exams could go ahead in Sept 2020 (given the time lag for some students that had legitimately paid) but that this was strictly only for students that had paid in entirety (either directly to CILT Zambia or via their provider)  The payment plan programme sent ahead of the meeting was also agreed as proposed.  It was agreed that on the next CILT Zambia call that the formal response of the IESC would be fed back and that work would start to try and address both an accredited centre and accredited degree issue and alignment of the CILT Zambia Act with the pre-existing CILT byelaws and delegation agreement clauses. JH would also feedback to Teete Owusu Nortey who was helping on this project in his capacity as a Special Ambassador to Africa  JS raised that CoT were looking for a ‘any lessons learnt’ report to demonstrate how we might prevent a similar situation arising somewhere else and the risk assessment and diligence checks that we may need to review and tighten up on. JH would be looking at this report for the next CoT but also building in some of the issues within the join up work on processes and procedures | JH  JH/TN    JH |
| **5** | **Education Fee Structures and Fee Discount Arrangements** |  |
|  | **Fee Charge increases and deferral**  JH highlighted the current fee levels (in place to April 2021 due to Covid-19) and set out the recommendation to postpone any changes in fee regime and level until October 2021  There was a discussion around the pro-cons offering the prices now but given the budgeting process/cycles (which we are now in) and the need to give training providers 6 months warning of what may happen, the consensus was to freeze the CILT charges until 1st October 2021.  Due to the join up process JH pointed out that the figures quoted for April 2020 (and now deferred) may be superseded through the discussions on pricing/cost to serve etc. arising through the work JH and TB are doing and therefore we need to keep our final options open for October 2021. However in order to be fair to training providers there would need to be clear communication of the likely pricing model by 1/4/21 at the latest  **Providers with ‘discounts’ in place**  JH explained that there also had been a review of all providers currently on ‘discounted’ fee amounts (all due to expire April 21).  JH outlined the Zimbabwe report, explaining that training providers in Zimbabwe charge £85 per person and they are on this discount until 1st April 2021.  Due to the requests made by CILT Zimbabwe as a whole the IESC agreed to the concession to move to 1/10/21 in line with the recommendation above.  However JH will pick up with CILT Zimbabwe concerning the pro rata increase needed to cover additional modules that are now required by the Zimbabwean education authorities, meaning that more moderation work needs to be done. JH will therefore explore and agree a price increase per student registration n of from £85 up to £100.  JH outlined the report covering Prolific’s proposal to reduce prices to a £50 per person level. Whilst reasons had been put forward this was clearly unsatisfactory due to the costs-to-serve, undercutting of other approved providers in the South India project, and a dangerous precedent when other providers are meeting all or a high proportion of the existing CILT fee levels  The strong consensus is that that such a move, whilst it might give ‘quick income’ it seriously undermines the value of CILT qualifications and compromises the overall South India business development strategy. The view was that was a ‘non-starter’ and JH would communicate this back to Prolific and also ask for a strategic meeting with Andy, Julesh and Kwaja to move things forward in a holistic way | ALL TO NOTE  JH/TB  ALL TO NOTE  ALL TO NOTE  JH/CILT Zimbabwe  JH to feed back |
| **6** | **Quality Assurance processes and management of risk** |  |
|  | Due to time constraints on the meeting, JH said that this would be held back to the October meeting.  JH would continue to develop a risk tool to look at the viability/suitability of partners and also discuss proposals for tightening of accreditation of processes and risk assessment of partner providers (and Branches) - as part of the join up work with Tania  JH would bring a process and guidance back to the next meeting as part of the ongoing join up work | JH |
| **7** | **Development Update** |  |
|  | JH tabled the development budget for 20/21 FY –which set out proposed CILT International investment post October 2020 and identified join-up shared activities with CILT UK  JH explained that there had been a ‘best case’ budget developed which was more expensive, but now a pared-down budget of circa £23k had gone forward into the budget process for International.  JH noted that many of the activities could still roll forward, but that the resource would need to be ‘in house’ and therefore potentially take longer. Once the 2020/21 budget is locked down the key task will be to prioritise any of the ‘in-house’ workstreams in partnership with CILT UK to see which projects can be achieved and by when e.g. refreshing of the International course materials which urgently need updating in terms of content  .  **Update on Competency Framework/Professional Designation**  On behalf of TB JH gave an update on the competency framework work – and highlighted that this is now on the CILT UK website at <https://ciltuk.org.uk/PD/CompetencyFramework>  It is the intention of CILT UK to now test the Professional Designation system with existing assessed CILT UK members first. | ALL TO NOTE  ALL TO NOTE  JH to pick up within 20/21 FY program and join up work |
| **8** | **AOB**  **Moderation Issues**  JH/DM discussed the issue of moderator payments which have been frozen for the past 5 years.  Due to the Covid 19 impacts JH confirmed that no increase had been planned this coming FY and that any review would be in line with the UK join up (as their system for paying assessors is different)  JH raised the issue of the costs associated with moderation of ‘exams’ and the impact on the fee regime if there were also blended programmes including exams and assignments/projects.  DM gave some initial feedback on the pricing/cohort issues and JH would come up with a suggested approach which DM would act as a “critical friend’. It is likely these changes will need to come into place operationally during the Autumn given the increasing number of providers that want to stick with blended assessment post Covid.  JH updated DM on the latest round of moderator recruitment with Will Holden, Charles Dey and Jeff Tucker providing support as needed  JH was in the process of holding one-to-one catch up discussions with each of the moderators and would schedule a full moderators Zoom call in Sept which DM was happy to join if available to do so | JH/DM  JH/DM |

**The meeting closed at 12:10 pm**

**Reminder of future IESC Meeting Dates agreed for 2020**

* **Friday 2nd October 930-1130 – healthcheck meeting to discuss any budget, appeals and other operational matters**
* **Friday 13th November 930-1230 - Discussion ref the Education Join Up stream (following the main Join Up meeting in October 2020. Also feeds into IMC on Thursday 26th November**