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**Minutes and Action Points v2 (updated points in red)**

**International Education Standards Committee:**

**Friday 10th July 2020: 0930-1230 BST**

**Held online using Zoom**

**In attendance**

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| Jan Steenberg | JS | Chair  |
| Jon Harris | JH | CILT International Education Lead  |
| David Maunder | DM | IESC Member  |
| Chris Savage | CS | IESC Member  |
| Keith Newton | KN | CILT International Sec General  |
| Tania Barker  | TB | CILT UK Director of Education and Professional Standards  |
| Namali Sirisoma | NS | IESC Member |

**Circulation to: KR, DP, AJ**

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|  | **Item** | **Actions** |
| **1** | **Introductions and Minutes of the last IESC core meeting** |  |
|  | The minutes of the last core meeting held on 1st May 2020 were confirmed with no changes.Under Matters Arising JH explained that the Education Champions regional calls would now be restarted. It was agreed that they would cover the same geographic / time zone limits as before but that outputs would also be helpful for the regional IVP/country meetings.New members were welcomed to the IESC including:Namali Sirisoma from Sri Lanka, with a background in engineering but most recently as Dean of the KDU defence university and key involvement in CILT SL.Tania Barker – the new Director of Education and Professional Standards at CILT UK. TB has been with CILT UK for 18 months and she previously worked at NEBOSH heading up their international business development function  | NotedJH – champion network now being re-used for specific comms Champion survey planned Sept 2020 and regional calls  |
| **2** | **Update on Headline Approach to Education and PD**  |  |
|  | KN gave an update on the Global approach to the Covid-19 pandemic and took the IESC through the ‘plan on a page’ strategy that had been put in place. Education is one of the key pillars but the strategy is also designed to address risks in membership numbers falling. The strategy is managed on a month by month basis. Operationally the CILT International staff have been operating with 10% reduction in hours but that is subject to review.Key hits on the CILT International budget related to places such as Bahrain but there has been compensation in other areas. KN also outlined the COVID-19 bulletin/webinars comms strategy and commented that the process had gone well with a good level of exposure and engagement. Many other countries were also running webinars including UK, Ireland, Sri Lanka, Nigeria, Ghana., India, Egypt, Kazakhstan etcThere has also been good feedback into UK activity such as the Thames Valley Branch ref the aviation themeJH highlighted that there would an International webinar covering the value of education/human capital held on the 29th July and members of the IESC would be notifiedOn the wider join up issues KN confirmed that both sets of Trustees had confirmed that the join-up between International and UK was strategically supported. In terms of the process a terms of reference and timeline was to be prepared during the summer and it had been agreed that operationally JH and TB would work together with the joint action plan/transition plan for education. KR and AJ are the overall owners at CEO and Trustee/Board level. The timeline is to produce this alignment work by the end of August 2020. From an operations perspective TB explained that the UK had seen a very marked fall off in delivery of any face-to-face training and that the focus had now been on setting up online assessment which would conform with the regulatory body requirements and also allowed CILT UK to uphold their contractual commitments on assessments.TB explained that Round 1 of the online assessment tools should start in August 2020 but following the same approach as ‘paper’ assessment. The next stage of work would be to consider different types of assessment within the system.JH reported on the blended assessment processes that CLT International had now adopted in response to the Covid-19 crisis and the clear QA guidance that had been used. CILT UK have guidance on exam protocols and the practical arrangements for setting up assessment – TB could provide this to JH so the overall guidance to centres could be updated alongside the moderation advice JH went through the key headline successes since the last IESC meeting in May: * Kazakhstan -continuation of the joint project with USAID despite Covid-19 – we have been successful in rescoping the project to bring forward business support and mentoring, as well as online webinars to help SMEs,. This has protected the overall project budget with a review point in October 2020

 * Uzbekistan – new provider – University of Westminster in Tashkent. Note that there will be need to be collaborative work with CILT Kazakhstan and also with CILT UK in relation to the main University of Westminster link and their accredited degrees
* Russia – moving forward with Plekhanov University in Moscow and their satellites
* USA – moving forward with the University of Houston and potential plans for a business support model to feed out CILT qualifications / accreditation to wider university partners. Key research project looking at how CILT can support with industry skills and support in Texas with CILT International, CILT NA and a placement graduate secured through CILT International
* Gulf Region - key growth still occurring in this area with new centres opening up. Some help and advice needed ref recognition of CILT qualifications in Dubai/Bahrain and regulated/non-regulated scenarios
* South Africa - good progress made with the CILT SA team and key training providers to map the CILT qualifications/module content to the QCTO standards and therefore ensure CILT qualification routeways are recognised. Expect conclusion of this work in summer 2020.
* Zimbabwe – good levels of support from the CILT Zimbabwe team with new providers coming on stream and also a pilot project module covering Humanitarian Logistics to meet market demand (Levels 2 and 3)
* China region/Daohe partnership – the MoU between CILT International and Daohe is now in its final stages of negotiation to set up a 5-10 year partnership. The scheme uses CILT’s network of international lecturers to deliver intensive training at universities in China.
* JH explained that some CILT courses and moderation were being carried out in Arabic, Russian (and shortly Spanish) but in order to ensure the exams and marking/moderation were of quality JH had put in a safeguard process with a bilingual moderator that JH interviews regularly for QA purposes. It was agreed that this works in the short term but ultimately a central, benchmarked approach would be the ideal scenario to aim for.
 | All to note strategy – slides issued Event held - online recording available TB/JH working together on the join up with KR – 6 month horizon  TB to provide - done JH/JB – note no applic received yet JH to present model to IMC/Trustees – booked for 3/9/20JH to pick up with TB – o/s JH to liaise with TB ref NEBOSH approach - results of CILTSA work due by end August Pilot delayed due to uptake issue Now signed formally  |
| **3** | **Performance Update and Dashboard Discussion**  |  |
|  | **Overall performance** JH / KN went through the overall dashboard and explained the financial and student numbers JH explained how the Covid-19 survey July report) had translated into healthy student numbers and income predictions for the next 3 months and the following academic year. Based on the current statistics (covering 40% of all providers) the predictions were:**Next 3 months*** 2050 students
* £198k value – covering all types of course (qualifications, modules, CPD, short courses etc)

**Next academic year FY20/21*** 4010 students and £381k invoice value (similar course mix to above )

 JH explained that whilst the figures were very positive, through the regular account management calls the level of probability would be recalibrated and a moderated set of figures produced for the forward forecasting for FY20/21 budget (due by early August 2020) JS commented that the figures, given the current challenges, were looking robust and emphasised the importance of maintaining momentum and keeping the figures under review KPIs dashboard report for the education function – covering financials and overall invoice values for July and August.**Zambia situation** JH/KN explained the current situation in Zambia in relation to QA and debt issues and the reasons behind the current challenges. There was a key discussion of combined CILT Zambia/training provider situation including debt recovery and quality assurance issues. Overall, there was £73k of existing debt due to mismanagement between the providers/CILT Zambia but further students who have paid but who are not on the current CILT student database. Monies had been received but this was largely to do with students who were unaccounted for rather than paying off what was already on the books. KN explained that this would be a long haul despite strong letters being sent to training providers and the Branch, latterly to support the claims for Government training providers to pay. KN observed that in the past there had been isolated incidences with training providers and country organisations not following process but the scale of abuse of the CILT global education system had never occurred to this level.DM observed that there had been problems in the past and 3 successive audits had been carried out, the last in 2017/18. DM reiterated that a visit in 2018/19 would have helped but clearly the current level of conduct is unacceptable.The IESC endorsed the **hard line policy** on ‘pay debt – resolve registrations – then tackle exams’ and reinforced the importance of this sequence. No new registrations or centre accreditations would be allowed and whilst it was recognised that a couple of providers without legacy issues had been able to move forward, strong sanctions needed to remain in place.There was a discussion around the pro and cons of allowing CILT Zambia to still maintain the ‘rights’ to carry out exam assessment and moderation ‘en bloc’ when clearly other processes were not working. There was concern that continuing to allow localised Branch control on exams might reinforce that there was confidence in the ability of the Branch to run the education process. JH confirmed that no special powers had been conferred on CILT Zambia for education and that historically they had only ‘stepped in’ as the Branch when trying to resolve debts from a couple of providers back in 2013. Whilst the Zambian Government have formally recognised CILT as professional body, that legal recognition does not alter the education quality management requirements that still exist with CILT International. DM suggested that as a compromise Training Providers could write their own exams but a quality system similar to that in Ghana would be needed at Branch level if that was to work. CILT Zimbabwe carry out the same process as Zambia at present with the Branch writing all the exams twice a year which works well. When making the final decision about the model that CILT Zambia will need to put into place it will be important to tackle the pros and cons around assessment, security of exam papers and upholding standards can be tackled. It was noted in Ghana there is a support team and full time administrator so any similar model in Zambia would need the same resources. The QA process already issued (June 2020) would need to be tightened further in view of the lack of local progress.The exam processes would also need to be clearly set out and an audit would be needed on the ground with an IESC representative as well at Teete Owusu Nortey. This is likely to be an African delegation in the first instance once travel restrictions lift.These finding on lack of process and the need for CILT International to take control in defining the final Zambia solution would be brought into the next call with CILT Zambia wb 13/7.**Wider QA issues**Other QA issues were flagged relating to use of the CILT logo/web presence and checking if individual training providers may be breaching the MoU and other stipulations – alongside tracking or providers that may purport to be CILT-approved. A pilot search would be carried out of Zambia providers and then expanded out to cover all providersLong-term a centralised solution working to common system would be needed covering awarding organisation, training provider support/accessibility and student visibility aspects. At present, the CILT systems are an assembly of different processes, rather than an integrated transparent model.**Appeals for discount fees**The IESC were asked to consider an appeal from Prolific for a reduction in Diploma fees (one-off) to £180 per student (was £200 at full rate) in relation to current economic constraints. JH circulated an email from the provider outlining the reasons and the reduction in fees that Prolific were able to charge DTDC as client. It was agreed that this sanction could be granted on the express conditions that:* It is a one-off permission only for the current Diploma cohort because of the Covid-19 impact
* The target number of 50 students must be registered and paid for
* Prompt payment must be received by the end of Sept 2020
* This is in no way to be interpreted as a precedent
* All these conditions must be met for the price reduction to be granted

It was noted that other training providers were generally paying/being managed and that CILT Zambia remained the priority for debt recovery. The reduction in invoicing value for Bahrain (this year only) was explained, together with the local risks associated with payment from the Bahrain government. | More detailed work now complete and forecast will be presented at next meeting JH to explore within final QA process options - will be covered in detail at next IESC with Teete KN/JH/ZR strategy with Teete – as above TB to share checklist tips with JH – o/sJH/TB join up work - processes being tackled wb 24/8JH to write back to Prolific – done and 55 student bookings achieved  |
| **4** | **Education Providers Survey and Support Approach** |  |
|  | JH described the process that had been undertaken with the Stage 1 and Stage 2 2020 COVID-19 impact survey and the key recommendations arising from the reports JH observed that most training providers either had switched immediately onto online platforms and blended delivery, or with some support/advice from CILT had been able to manage to achieve this. Moving to blended assessment and allowing diversification into short course and bite sized learning had also made a significant difference. JH highlighted the changes in the way students pay, with over 65% now paying for their courses on a monthly basis rather than ‘up-front’. The findings around sponsorship of students and payment terms likely to imposed by providers going forward would be an important consideration when recalibrating the business model The IESC had reviewed the survey documents and there were no specific question on the approach. General comments included: JS had observed that the findings were more positive than expected and that the level of students and income was higher than expected, with the resilience of our provider network possibly stronger than first anticipated.KN observed that now the evidence had been gathered it would be good to overlay across this a strategy to reduce risk. JH explained that now that he is full time he has been able to set up an account management system with each training provider, and also extend this to Branches and Territories where relevant. Regular monthly calls should significantly help to manage risk for our training partners and also help to proactively manage debt this model would drive performance It was also agreed that the detailed findings would be used to work with individual Branches on account management of providers (subject to data cleansing and that at higher level statistics would also feed into the new round of IVP regional meetings. JH would discuss the exact format of these reports with KN.JH explained that the survey had been used to explore potential markets for CILT UK (through PTRC for expanding the market for their transport/highways related curses. JH would pick up the findings of the survey and their approach with training partners/Branches with Daniel Parker Klein JH stated if anyone needed any further metrics or research to get in touch direct with him  | JH – CRM approach to be set up JH – o/sJH/DPK – in progress All to Note  |
| **5** | **Refreshing the Business Model** |  |
|  | There was a discussion around the need to revisit the business model for CILT International fees/timing etc in the light of the training provider research and the UK join up. There was also a need to take account of some of the other Territories with strong education offers and budgets (e.g. Malaysia, Australia etc) and ensure that the new International model takes account of the wider practiceJH and TB would work together on the options and use the evidence from the IESC to help with an initial SWOTS analysis to feed into the choices for the final model. This would need to be approved by IESC/IAC and the Trustees.  |  JH/TB - note to feed into joinup process |
| **6** | **Product Development Update**  |  |
|  | **Competency Framework/Professional Designation update** TB gave an overall update on progress with the CILT UK Competency Framework/Professional Designation work which is shortly due to go live. TB went through the summary presentation used previously with KR/AJ/ JS/JH and KN and answered any questions (note slides attached) Points of detail concerning the use of the model as a global, consistent, framework were noted and will be used jointly between JH and TB on the join up work. Critical points were * Understanding the difference between the qualification itself and the learning routeways/materials to get there and how these need to be kept updated in future
* The alignment with membership and that in itself the Membership assessed grades do not equal a Professional Designation level – there is an overlap but the two do not mirror
* Evidence of competence and ability to ‘do what you say you can do’ drives the designation piece and therefore there will need to be some strategic alignment work conducted with the CILT International Membership Committee as well as with the membership team in the UK
* The Key Knowledge Areas are still intact and built into this development work
* This process has allowed CILT UK to look at the qualifications and also what materials we already have. This will inform measures to be taken in future about updating content.

 **Update on CILT UK online learning** * TB updated IESC about the pilot supply chain CPD course set up by the L and D team using Nimble and the proposed expansion of this service to cover other online topics

**PTRC offer development** * JH explained that he was now working with the Atkins to deliver a new transport planning skills pilot project with Atkins. This would allow PTRC to offer bespoke in house transport planning skills gap and training solutions for the larger transport planning/multi-disciplinary planning/transport/engineering consultancies that have now opted to take much of their training ‘in house’ through the use of their own staff and peer-to-peer learning techniques.
* This would help to replace potential revenues lost from traditional ‘public’ courses where the learning outcomes and benefits are more generalised and may not align with the precise training needs. The model is being developed by JH and Rachel Evans at Atkins and JH would be able to report back at the next IESC
 | Summary slides circulated All to Note TBJH |
| **7** | **AOB**DM raised the issue of the updates on current International material and urged that this is not forgotten in the join-up and forward planning work. JH explained that this would be picked up in the review process and emphasised the difference between the qualifications/standards aspects of the education work and the materials/content work required. TB/JH reinforced the fact that one global standard would be needed going forward and that the join up work would need to reinforce that.CS raised the point concerning moderation and ensuring that what is ‘good’ in one country might be viewed differently in another. Therefore, interpretation of the standards in a consistent manner would be important and this would need to be clearly explained in relation to the professional designation work. There were also links to membership levels and ensuring that standards for assessed member grades were consistently applied. This would need to be covered in parallel membership workstream and JH stressed the importance of ensuring the ‘join-up’ plan brought forward the membership stream for consistency.  | TB/JH to include feedback in join-up thinking - taking on board in joint planning meetings  |
|  |  **The meeting closed at 12.45pm**  |  |

**Reminder of future IESC Meeting Dates in 2020 - please make a note of these in your diary**

* **Friday 21st August 930-1230 - focusing on FY21/22 budget, Joint Action Plan, product development**
* Outcomes of the 10th July meeting and this meeting feeds into IMC on Thursday 9th September
* **Friday 2nd October 930-1130 - to keep join up on track and cover final new budget for FY20/21 (extra meeting needed because of join-up work)**
* **Friday 13th November 930-1230**
* Feeds into IMC on Thursday 26th November