

SUMMARY OF STATUS AND RECOMMENDATIONS FOR CILT INTERNATIONAL TRAINING PROVIDERS IN ZAMBIA – updated 7/12/20

Final

This document summarises the latest position with each of the current training providers in Zambia

It has been updated following feedback from Chief Teete Owusu Nortey's visit 14/11/20 to 22/11/20 where he was able to meet most of the providers and to try and reach agreement on debt settlement and their future.

Chief Teete visited Lusaka on behalf of the Trustees and Secretariat, and covered the debt status, the training providers and the forward processes. There was also opportunity to support the training providers (where appropriate) with business development options.

The proposed recommendations were discussed with CILT International (Jon Harris) on 20/11/20 where the key recommendations in the last column were agreed.

In summary the status is as follows (based on a high-level report to the Council of Trustees meeting on 26/11/20))

- The visit followed decisions made jointly with CILT Zambia to discontinue working with 4 of the 12 training providers as they had failed consistently over the last year to have any meaningful discussion on debt. The debt owed by these 4 training providers is **£24,939.51**, although the whole debt has been provided for in the 2019-20 accounts. **These providers are highlighted red in the table below. Note that if any of these do settle, CILT Zambia's 'preferred order' of readmitting partners would be ITC (1), Livingstone (2), Copperstone Univ (3) and finally Makina (4). Formal letters will be sent by JH via the Branch.**
- Three of the 12 providers have repaid all their debt and are now able to continue trading and attracting students. These are 'newer' providers that have been keen to follow process and have actively cleared their debt. **These are shown in green on the table below. Formal letters will be sent by JH clarifying they are free to promote their courses etc but asking for a briefing on processes with each approved provider.**
- We have decided to continue working with 5 other training providers* who still owe **£31,176.89** but they will need to adhere to new payment plans with an end-stop date of 31/3/21. **These are shown in black on the table below.** Formal letters will be sent by JH via the Branch with the payment plan details.

Note that Chief Teete had offered an 'immediate' repayment process with some of the training providers on the basis that they cleared their debts whilst on his visit. None of the 5 training providers above* were able to settle immediately so it was agreed that the full value of the debt would become liable but split over a payment plan. 2 of the 5 providers have already provided detailed evidence of students that are on instalment plans which will cover 50-70% of their debts. Following discussions with Chief Teete, Keith Newton, Jon Harris and Tom Naylor we have agreed a final phased plan, based on a substantive amount of the debt being cleared by December 31st, 2020 and the remaining amounts by 28th March 2021. This split in settlement figures is deliberate to show that the providers are serious in paying off the debt and to avoid any further financial risks when reaccreditation and 'new' students' invoices are raised in the New Year.

It was agreed that if those providers adhere to this approach then they would be allowed to be reaccredited in January (those that are due) and start to re-recruit students. We now expect settlement for the full £31k outstanding and providing the December 31st payments are made by each training provider student registrations will resume. A further £9k has now been paid over by CILT Zambia that sits in their suspense account. Jon Harris will be writing to each provider with their account statements which correlate to the amounts outstanding. A call with CILT Zambia has been held on 7/12/20 to finalise the approach and agree communications with the providers.

At a summary level

Debt

£78k debt existed from September and October registrations, of which

- £23k has been repaid,
- £25k will be repaid under the proposed debt arrangement
- £30k has been received in registrations of students who were not properly registered by the training providers and was held in a CILT Zambia suspense account.
- Details of the student monies still in the Forex account (names, provider, course, invoice no etc) is awaited from CILT Zambia

A full summary of these amounts will be created once we have finalised the debt commitments following Teete's visit. This will be reviewed at the January IESC and February COT with Teete invited to give his full report.

Accreditations and Re-Accreditations

Note that we have potentially 3 providers that will be ready for a re-accreditation visit in Jan 21 and 3 new providers to audit as part of that same visit. Tatenda Mbara is lined up ready to undertake this under guidance from JH but we will require the 'renewing' providers to ensure they meet their substantive payment requirements by the end of 2020.

Examinations and Results

JH is satisfied that CILT Zambia is on track with the final results (and certification) processes for the Sept/Oct batch and is also working to timetable for the exams to be sat w/b 14th December. Note that the final results have now arrived post moderation and that the exam papers for the December exams have also arrived for moderation. ZR should be able to raise the certificates for the September exams and despatch prior to Christmas. Note that we have 22 unregistered students and 11 unpaid students as a result of inspecting the exam results for the Oct batch – which will require further investigation and invoicing. 46 certificates have been despatched for 'paid up' students as of 3/12/20.

Processes and Support

The forward processes in relation to CILT Zambia's role (help with exam setting, registration of students, finance etc) needs to be documented and agreed. JH will now start delivering Train the Trainer programmes to support those providers able to move forward and repeat the training and induction with those that are re-accredited/taken off suspension. A debrief with Teete has taken place to agree this financial report and we will have a full debrief with Teete on wider education and governance w/b 7/12/20 once his independent report is finalised.

Ref No.	Name of Training Provider	Accreditation status	Current Debt (GBP)	Comments	Recommendation	CILT International position	Teete Owusu notes from visit and recommendations discussed with CILT International View from CILT Zambia
1.	Zambia Institute of Management (ZAMIM)	Approved until 31/7/23	<p>£11,751.05</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p> <p>Counted in the CILT Zambia line on Aged Debtors - which combined ZAMIM and Copperstone)</p>	<p>ZAMIM has one of the highest debts but also struggling to get students to pay the debt. However, they have expressed interest to continue offering the CILT Programme.</p> <p>Further, ZAMIM has the highest number of enrolments and recently won bursaries from government for CILT Students.</p> <p>ZAMIM is also the oldest and first established CILT Training Provider in Zambia</p>	It is recommended that ZAMIM is allowed to continue offering the CILT Programme and given more time for them to recover debt from students.	<p>No evidence of students' payment commitments or tackling of debt payments</p> <p>However strong provider in terms of future enrolments</p> <p>Await feedback from visit</p>	<p>Visited</p> <p>Accept full amount of the debt as quoted '</p> <p>JH to write offering payment plan of 40% by 31/12 (£4700) and residual 60% (£2351.05) by 31/3</p> <p>Jan = 20% £2350/Feb = 20% £2350/Mar = 20% £2351.05</p> <p>Can recommence trading and taking students if the 40% is settled in time</p> <p>Note they will be taking income from other on CILT courses and tuition fees to help pay off the debt</p> <p><i>Recommendation is fair - keep it as it is but allow higher instalments if they are in position to pay more than 20%. Keep main deadline as 31/12 throughout (for first lump sum) but note that there may need to be week's grace period for payments to receive in CILT Int. account</i></p>

2.	Zambia Information and Communication Technology College (ZAMBICT)	Expired on 31/12/19	<p>£9,520.04</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p> <p>£6190 accounted for through payment plans to end November with residual amount of £3330.04</p>	<p>ICT College, although also struggling to get students to pay the debt, has been cooperating with regard to the debt.</p> <p>Further, the College is strategically located in Ndola, which is the Provincial Headquarters of Copperbelt to offer CILT Training.</p>	Recommended to be allowed to continue offering CILT Training in Zambia.	<p>Good payment plan in place accounting for 65% of remaining debt</p> <p>Recommend retain and re-accredit in January 2021.</p> <p>Key geographic location for serving Copperbelt</p> <p>Not included in visit now but Tatenda can pick up on re-accreditation visit. Teete will need to speak with them if they visit Lusaka</p>	<p>Not visited but case discussed</p> <p>According to the evidence from the college the student commitments extend to December and these account for 65% of the debt</p> <p>Therefore, the college will only need to find the top up 15% to meet the December target payment and will have time to recover the residual amounts</p> <p>The amount has not been disputed to date</p> <p>The payment plan would therefore be</p> <p>£7600 by 31 Dec</p> <p>31st Mar = £1920.04</p> <p>Assume that Tatenda will do a re-accreditation visit in Jan 21</p> <p>Agreed with CILT Zambia that this is satisfactory</p>
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3.	School of Transport and Logistics Management (STLM) (Transport and Logistics Training Institute Limited)	Approved until 31/12/22	<p>Nil</p> <p>Not on Aged Debtors as nil balance and no transactions at 23/11/20</p>	STLM has paid the debt in full	<p>Recommended to be allowed to continue offering CILT</p> <p>Training in Zambia. However, the issue of the location of their offices has to be dealt with.</p>	<p>Lift ban and allow to take students as long as location / facilities are tested</p> <p>Need to understand position ref the premises and visit if appropriate to check they are OK to start admitting students</p>	<p>Visited</p> <p>Able to continue and recruit students</p> <p>Has a unique catchment area and has a strong pioneering attitude and will want help with the marketing strategy</p> <p>The facilities have been checked and they are fine in terms of library, classrooms etc</p> <p>The key issue is the distance from the main road. JH to ask them to put in place a health and safety policy to cover students and staff accessing the site (i.e. walking in groups, visible clothing carrying torch etc) which was supported by RN</p> <p>Agreed to move forwards with business development support/health and safety measures</p>
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4.	National Institute for Public Administration (NIPA)	Expired on 31/12/19	<p>£4,536.69</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p>	<p>NIPA has equally had problems in getting students to pay the debt. Through engagements on the matter, NIPA indicated that they would like to request for more time up to June next year to get students to pay the debt. However, they have not submitted a written position as requested from them.</p> <p>NIPA is one of the biggest Government learning Institutions in Lusaka and offers a wide range of training programmes. They thus make a very strategic Institution to work with in providing CILT Training in Zambia.</p>	<p>Recommended to be allowed to continue offering CILT Training in Zambia and consider giving them an extended period within which they should settle their debt.</p>	<p>No evidence of students' payment commitments or tackling of debt payments</p> <p>However potentially strong provider in terms of future enrolments</p> <p>Await feedback from visit</p>	<p>Visited</p> <p>Reconciliation done</p> <p>The debt was accepted apart from 3 students which withdrew (assumed 3 x Dip at £600) – Rodgers to double check</p> <p>ZR will need details of the students so that this amount can be credited officially</p> <p>We can assume for payment plan that the debt will £3936.69 which will have a 80/20% split applied</p> <p>By 31st Dec = £3150</p> <p>31st March = £786.69</p> <p>Same situation as ZAMIM with use of other course income to cross support meeting this debt</p> <p>Assume Tatenda will do re-accreditation visit in Jan 21</p> <p>Agreed as above with CILT Zambia. Reaccreditation will be able to continue and enrolment restart</p>
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5.	Industrial Training Centre (ITC)	Approved until 31/12/21	<p>£14,132.44</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p>	<p>ITC also like ZAMIM has one of the highest debts and struggling to get students to pay the debt. Although being a government Institution, they have not shown seriousness and corporation regarding the settlement of debt.</p>	<p>Not recommended to be allowed to continue offering CILT Programmes until debt is paid and systems are put in place for effective delivery of the CILT Programme.</p>	<p>Agreed not to work with this provider in future. Debt to be addressed</p> <p>No need for visit</p>	<p>Not visited but case discussed</p> <p>Letter to be sent asking for debt to be settled via payment plan and setting out terms</p> <p>We will not mention that they have been 'unaccredited' as there will be little incentive for them to settle anything</p> <p>Request that the debt is paid by 31st March to clear debt - make clear no enrolments</p>
6.	MAKINA	Expires on 31/12/20	<p>£4,645.65</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p>	<p>MAKINA, although faced with similar challenges just like other Training Providers, has not shown seriousness in addressing the debt problem.</p>	<p>Not recommended to be allowed to continue offering CILT Programmes until debt is paid and systems are put in place for effective delivery of the CILT Programme.</p>	<p>Do not renew in Dec 2020 and will be discontinued.</p> <p>If monies are paid up, then we will reconsider for re accreditation</p> <p>No need for visit</p>	<p>Not visited but case discussed</p> <p>Letter to be sent asking for debt to be settled via payment plan and setting out terms</p> <p>We will not mention that they have been 'unaccredited' as there will be little incentive for them to settle anything</p> <p>Assume that Tatenda will not visit in Jan 2021</p> <p>Request that the debt is paid by 31st March to clear debt - make clear no enrolments and that their accreditation has also expired.</p>

7.	Zambia College of Pensions and Insurance Trust (ZCPIT)	Expired on 31/12/19	<p>£3,720</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p>	ZCPIT has shown willingness to settle the debt and institute new reforms to prevent recurrence of the problem	Recommended to be allowed to continue offering the programme and to be given an extension for the payment period.	<p>Letter sent in explaining resistance from students in collecting the money and the difficulty the provider has to pay off using their own funds</p> <p>Await feedback from visit</p>	<p>Visited</p> <p>They were offered an immediate lump sum settlement of £3000 but this was rejected. They will have to enter a payment plan instead.</p> <p>The full debt value is accepted so the instalments will be based on a 80%/20% split</p> <p>£2975 by 31st Dec</p> <p>By 31st March = £745</p> <p>Assume that Tatenda will do a re-accreditation visit in Jan 21</p> <p>Agreed with CILT Zambia - reaccreditation in Jan and new enrolments will be allowed</p>
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8.	Zambia Institute of Business Studies and Industrial Practice (ZIBSIP)	Approved until 31/12/21	<p>£1,649.11</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p> <p>£850 max accounted for through payment plans to end December (3 students) and Spring 21 (2 students) with residual amount of £799.11 unlikely to retrieve</p>	ZIBSIP is a relatively new CILT Training Provider. They have equally faced similar challenges in recovering debt from students.	<p>Given its strategic positioning on the Copperbelt, it is recommended to be allowed to continue offering the programme and to be given an extension for the payment period.</p> <p>Copperbelt and North-western provinces have a lot of potential for growth because of robust logistics and transport in the copper mining sector</p>	<p>Letter provided giving details of students able/ willing to pay and those that have withdrawn.</p> <p>Debt level is relatively low and should be affordable for the provider to make full payment if operating effectively - decision to be made on £680 worth of withdrawn students – check when they withdrew - Rodgers to check with this</p> <p>Await feedback from visit</p>	<p>Not visited but case discussed</p> <p>The final amount owed needs clarification</p> <p>£850 worth of debt agreed by individual students</p> <p>£680 worth of withdrawn students may need to be credited. RN to get details of when they left. If at the beginning of the course, we will credit but if they left later on in the course (i.e. after x modules or just before exams) then we will not credit</p> <p>If we assume all monies are liable, then the payment plan looks like -</p> <p>£1320 by 31 Dec</p> <p>31st Mar = £329.11</p> <p>We will need the evidence (marked in red) via Rodgers</p> <p>Agreed with CILT Zambia - reaccreditation in Jan and new enrolments will be allowed</p> <p>Note Kennedy is travelling to Copperbelt for the Dec exams wb 14/12</p>
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9.	Copperstone University	Approved until 31/12/21 but can revoke	<p>£5,500</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p> <p>Counted in the CILT Zambia line on Aged Debtors - combined ZAMIM and Copperstone)</p>	Copperstone have equally faced challenges to get students to pay the debt. Further, they have not shown any seriousness and commitment to have the matter resolved.	<p>Not recommended to be allowed to continue offering CILT Programmes until debt is paid and systems are put in place for effective delivery of the CILT Programme.</p>	<p>Unreliable provider and we would not continue this relationship</p> <p>No need for a visit</p>	<p>Not visited but case discussed</p> <p>Letter to be sent asking for debt to be settled via payment plan and setting out terms</p> <p>We will not mention that they have been 'unaccredited' as there will be little incentive for them to settle anything</p> <p>Request that the debt is paid by 31st March to clear debt - make clear no enrolments</p>
10.	Livingstone Institute of Business and Engineering Studies (LIBES)	Expires on 31/12/20	<p>£661.42</p> <p>Correct debt amount as checked on Aged Debtors 23/11/20</p>	LIBES has indicated that they are still committed to settling the debt by December 2020.	<p>Recommended to be allowed to continue offering the CILT Training Programme especially that they are the only Institution situated in the Southern part of Zambia offering CILT Training Programmes.</p> <p>Note that they are running artisan programme so could cross-fund</p>	<p>Has not paid for previous accreditation visit fees which they need to do.</p> <p>We will not be prepared to renew the accreditation given their performance, but we should get outstanding fees first. No need for visit at this stage as need justification for continued business and payment in full</p>	<p>Not visited but case discussed</p> <p>Letter to be sent asking for debt to be settled via payment plan and setting out terms</p> <p>We will not mention that they have been 'unaccredited' as there will be little incentive for them to settle anything</p> <p>Assume that Tatenda will not visit in January 2021</p> <p>They are located in a strategic location for growth. Request that the debt is paid by 31st December to clear debt - make clear no enrolments and that they have also expired.</p>

11.	Lusaka Open Business College (LOBC)	Approved until 31/12/22	Nil (note in credit by -£170 as per Aged Debtors list 23/11/20)	Paid in full. Note that new batches of students have been logged in November and payment was made within 2-3 days of invoice.	Recommended to be allowed to continue offering the CILT Training Programme in Zambia.	<p>Suspension was lifted and letter sent to LOBC – they are an active training provider.</p> <p>Visit now to look at business development and growth opportunities as they are a relatively new provider</p> <p>Note they have registered new students in Nov 20 and paid the bill straight away</p> <p>Visit needed as part of Tatenda's audit to ensure processes are being followed</p>	<p>Visited</p> <p>Can continue to promote and take students The CILT courses are a key source of income which is why there is a positive focus on making the finance arrangements work .</p> <p>They are trying to diversify their course range</p> <p>JH to contact them ref CPD courses and diversification into other products</p> <p>Agreed to move forward with business development support</p>
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12.	Kabwe Institute of Logistics (KIL)	Approved until 31/12/21	<p>£150</p> <p>£100 paid cash to Teete as part of visit</p> <p>Note lecturers using their own money to clear</p> <p>£50 to 'write off'</p>	Kabwe Institute has indicated willingness to continue offering the CILT Training despite their inability to settle the debt.	<p>Recommended to be allowed to continue offering the CILT Training Programme because of their strategic location.</p> <p>Kabwe is the Headquarters of Zambia Railways which normally sends employees for CILT Training.</p>	<p>Only affecting 2 students who have now part paid. Expect final payment in December</p> <p>Key provider for the rail sector so would be keen to meet this market as Zambia Railways is a large employer</p> <p>Recommend lifting ban and allowing student as soon as £150 paid</p> <p>Recommend positive visit now to look at business development opportunities ref Zambia Railways etc</p>	<p>Visited</p> <p>Key partner in relation to Zambian Railways as Kabwe is the main 'railway town' in Zambia</p> <p>JH to contact ref use of courses with a rail focus and how to attract more students from this market - plus business development call</p> <p>Kabwe also want to open a second campus in Lusaka in 2021 which will operate as a satellite.</p> <p>Can continue to promote and recruit</p> <p>£50 to be waived bringing balance to nil – an extract of this review table can be submitted to CILT Int finance (ZR to action)</p> <p>Agreed to move forward with business development support</p>
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Additional providers x 3	Technical and vocational Teachers Training College (in Copperbelt)						<p>3 new providers to be visited in January if they are ready</p> <p>Costs to be split for Tatenda's time so the more the number to be visited the cheaper the accreditation costs per provider</p> <p>Need full details of the potential providers on summary application forms (sent to Rodgers)</p>
	Zenith University						
	One other – Rodgers to confirm)						

SUMMARY OF APPROVAL DATES AT A GLANCE		
TRAINING PROVIDER	CILT INT FINANCE CODE	EXPIRY DATE
Industrial Training Centre, Zambia	ITCZAMB	12/31/2021
Livingstone Institute of Business and Engineering Studies (LIBES)	LIVING	12/31/2020
Lusaka Open Business College	LOBC	12/31/2022
National Institute of Public Administration (NIPA)	NIPAZAMB	12/31/2019
Zambia ICT College Ltd.	ZAMBICT	12/31/2019
Zambia Institute of Management (ZAMIM)	ZIMT	7/31/2023
Zambia College of Pensions and Insurance Trust	ZCPIT	12/31/2019
Makina Institute of Management	MAKINA	12/31/2020
Copperstone University	CU	12/31/2021
Kabwe Institute of Logistics (KIL)	KABWE	12/31/2021
Zambia Institute of Business Studies and Industrial Practice	ZIBSIP	12/31/2021
Transport and Logistics Training Institute Limited	TRANS	12/31/2022