



Education and Professional Development Report

Explanation

This summary report follows on from the IESC meeting held on Thursday 26th January 2017. Minutes from this meeting will be available in due course.

This report covers 6 principal areas:

- Strategy Review process and monitoring
- Current performance monitoring
- Key Knowledge Areas (KKAs)
- Product Development activity
- Business Development and models for strategic engagement
- Fees and Charges for education services 2017 onwards

Area 1 - Strategy Review Process

The current Education and Professional Development Strategy runs from 2015-18. A copy of the latest timeline and monitor is at **Annex 1**, as reported to the IESC in January 2017.

We have already started a review of priorities and performance over the last 2 years, and in Q1 2017 we will be updating the monitoring tool to cover changes in the marketplace, governance requirements, qualification development and other material issues. We will also revise the strategy document and plan to report this to the next IESC/IMC cycle in March/April 2017.

Actions for IMC

IVPs and other members of the IMC are asked to make any comments on the monitor and any gaps they feel currently exist within the next 2 weeks so it can feed into our review process

Area 2 - Current performance monitoring

During 2016, the dashboard monitor for education performance has been refined to cover both financial and wider key performance areas, such as student numbers and expansion of the number of accredited training providers. The new style dashboard is at the first tab, with the final release of the older version at Tab 2.

A copy of the latest monitor is attached at **Annex 2**, but significantly members of the IMC should note

- A headline increase in the overall income generated through education since 2015, with an income figure of £312k in FY2016, a 37% increase on the previous year



- A reduction in the overall level of fees outstanding from providers, and in particular a reduction in the level of debt at 60+ or 90+ days.
- We will still need to increase the average receipt value per training provider, the numbers of students they recruit, plus an increase in the average income value per student (note the average figures take account on modular, CPD, and concession arrangements as well as those providers paying full price).
- The approval of 12 training providers over the last 6 months, spread over 7 countries – where our focus is on conversion from approved provider to booking in of students and the speeding up of course set up and commencement of CILT programmes. This has included taking us into new growing markets, such as Kazakhstan, Cameroon. This trend is due to continue with Malta being added to the list shortly.

The dashboard report will continue to be refined and improved, with a ‘new look’ register being used for FY2017.

Actions for IMC

To note the above

Area 3 - Key Knowledge Areas

The KKA process is now fully under way, with the project scope, revised project timetable and communications plan provided at **Annexes 3a to 3c**.

Work has already started on developing the key knowledge elements per topic area and there will be a workshop review and a ‘virtual’ review of the outputs so the revised tools can be presented at the 2017 International Convention.

Actions for IMC

As part of the KKA review process we need the following:

- **Support from the IMC in referring us to overseas universities they consider would helpfully contribute (e.g. Hong Kong, Malaysia, Australia). Please pass these nominations to Jon Harris.**
- **Support from IMC in terms of nominations of any industry professionals that we can survey/interview in relation to the technical knowledge areas for graduates. Please pass nominations to Jon Harris.**
- **Support from IMC in nominating any key critical friends we can approach**

Area 4 - Product Development Activity

Members of the IMC may wish to note the proposed product development activities, as set out in **Annex 4**, as approved by the IESC at their last meeting. This is subject to the full budget being available, although there is some flexibility in managing resourcing and priorities should there be any restrictions on spend.



As part of this process IMC members will note the refresh and ongoing promotion of the CPD Toolkit and Global Training Directory, but a key element of its success is ensuring that the education, training and CPD pages of each country's website are fully up to date and signpost the user to the websites of approved training providers.

Actions for IMC

- **To encourage development and regular updates of Branch/Territory websites in line with the International quality requirements, but specifically to enable signposting from the Global Training Directory into the country education webpages**
- **To encourage the use of the CPD toolkit set up country specific CPD schemes to support both professional development activity and membership benefits.**

Area 5 - Business Development and models for strategic engagement

Members of the IMC may wish to note two models currently being implemented to generate education activity and support the strengthening of CILT presence in the marketplace.

- In Oman, through partnering with our local approved provider, we have been able to support the development of strategic and 'basic' logistics training for the Oman Global Logistics Group, the overarching policy development organisation set up in the country to advance the logistics strategy and delivery growth. The tailored training programme based on key logistics principles at management and operational levels, coupled with the benchmarking and market competitor analysis, provides a helpful 'proof of concept' for working with similar enabling organisations elsewhere.
- In India, the South India Project has resulted in the development of a sound franchise model that allows two key education providers to develop and expand CILT courses to a wider audience, using satellite centres and other training providers delivering the core product through the principal partners. We have been able to set up a robust franchise/MOU model that is also capable of being developed in other countries to boost student numbers and the quality/standards of the education providers.

Actions for IMC

- **To note the approach and identify any opportunities for use of this model within their countries/regions**

Area 6 - Fees and Charges

IMC members will be aware of the agreed pricing increases in the education area. These have been agreed by both IESC and IMC in Autumn 2016.



Generally, there has been little resistance to the price increases, with most providers and CILT country organisations accepting the value of the qualifications and the reasons for the changes in fee levels.

However, it should be noted that there has been a limited number of providers/countries who will be using the formal appeals process in relation to the proposed fees increase, whether on a short terms basis or longer term. This is normally linked to affordability and/or local fiscal issues within the country/exchange rates. There is an agreed process for considering these appeals which links into the IESC and IAC.

Submission of an appeal case will not however result in automatic acceptance and the review panel will only make an exception where this is supported by a clear financial statement and business plan from the CILT country organisation/training provider.

Actions:

- **IMC members are asked to note the price increases taken effect from 1st April 2017 and the role of country organisations in supporting/reinforcing the reasons behind the financial changes**

Contact Details:

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