

## Minutes and Action Point

**International Education Standards Committee – Thursday 13<sup>th</sup> April 2017 Rev 1**

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

**Chair: Jon Harris (for Jan Steenberg)**

**Core Management Meeting held 0900-1030 GMT**

### Core Group Members

Jan Steenberg	JS	Chair (apologies)
Jon Harris	JH	CILT Int Prof Development Coordinator – present
Dorothea Carvalho	DC	CILT UK Prof Development Project Director – input via email
David Maunder	DM	Member (Prof Dev) – present
Keith Newton	KN	CILT Int Sec General – input via email
Tim Hayes	TH	CILT Ireland – Education Services – present
Neil Villiers	NV	CILT UK Awarding Organisation Manager (apologies)
Shane Walton	SW	CILT UK Prof Development Director – input via email
Kim Hassall	KH	CILT Australia (part)
Neil Villiers	NV	CILT Awarding Organisation (apologies)

Item	Subject	Action
<b>1</b>	<b>Minutes of Previous Meeting - 26/1/17</b>	
	Agreed with one minor change (at TH request) ref Item 1 final para to reflect that CILT Ireland should be issuing all certification with the exception of any manual legacy requirements	<b>JH to amend minutes</b>
<b>2</b>	<b>Performance Update</b>	
	<p>JH invited comments in relation to the KPIs dashboard report for the education function</p> <ul style="list-style-type: none"> <li>Financials</li> <li>Student Generation</li> <li>Accreditation</li> <li>Forecasting</li> <li>Overall education performance for Q1 FY2017</li> </ul>	



	<ul style="list-style-type: none"> <li>TH added that the practice of part payments on accounts should be discouraged. Whilst the incidence has decreased the only instance where part payment should be made is in relation to an agreed payment plan and should clear invoice values in full. No certificates would be issued to the relevant provider until a student batch/invoice had been totally cleared.</li> </ul> <p>TH asked that there be tightening of processes, especially due to the stringent auditing procedures now in place in CILT Ireland</p> <p>JH reported that Mike Hanly had been asked to quote for various key system improvements so that certificate wordings and other provider specific issues could be dealt with by ZR/JH directly rather than rely on BH Associates to make all the changes. This would also be discussed next week .</p> <p>JH also explained that where providers are slow to pay, we instructed our International moderators to stop their marking services so that further costs are not accrued. ZR is managing this process.</p>	<p><b>JH</b></p> <p><b>JH to issue ahead of visit to Ireland on 20/4</b></p> <p><b>ZR</b></p>
<b>3</b>	<b>Key Activities for 2017</b>	
	<p>JH provided an update on key areas of activity/spend this coming year and the overall budget priorities.</p> <p>TH noted the budgets allocated to CILT Ireland education projects and commented that if third party/cross sales were achieved in other countries (e.g. aviation courses and Oman Air) then this would also help with the package costs for direct award training</p> <p>DC had raised (by e mail) the specific issues concerning Humanitarian Logistics courses and the potential way forward</p> <p>DM was happy to help as an overall reviewer of new units and occurs (e.g. Train the Trainer, additional Unit awards) etc.</p> <p>DM commented in detail on the Train the Trainer unit as its construction and JH explained that this was now a collaborative project working with CILT UK, Bahrain Polytechnic and CILT Ireland</p> <p>JH explained that Train the Trainer was needed as a key induction course for accredited and new providers (covering What's is CILT/connect, CILT processes, and trainer capability and would need to cover risks relating to exam moderation and assessment of student papers arising from newer providers.</p>	<p><b>JH to note</b></p> <p><b>JH to liaise with DC/ CILT Ireland</b></p> <p><b>JH to arrange</b></p> <p><b>JH to work up detailed brief</b></p> <p><b>As above</b></p>

4	<b>Risks and Opportunities inc Training Provider Business Development</b>	
	<p>JH outlined key risks and opportunities that will affect the education service and growth plans.</p> <p><b>Key Risks and Mitigation Issues</b></p> <p>Kenya – MUA and RTI approved providers</p> <p>JH outlined concerns with RTI still not following process and generating additional support work whilst not generating many students</p> <p>DM advised that it would be best to keep them under scrutiny whilst MUA establishes itself in the CILT course marketplace. If MUA demonstrates its competence and volume registration then it would be appropriate to let RTI's accreditation lapse at the end of 2017. A notification asking RTI to follow process and to have 6 months to remedy their current practices would need to be issued in May.</p> <p>Uganda - UMI approved provider and KCLT status</p> <p>JH explained that KCLT were no longer approved as a provided but allowed to finish providing courses to part-finished students as long as a lump sum payment figure was agreed for historic debt and fees for the continuing cohorts of students agreed and paid</p> <p>Zambia – income and quality management</p> <p>This is subject to ongoing monitoring</p> <p>Nigeria – outcome of KN audit visit</p> <p>JH reported on a note and recommendations from KN concerning the education function – as result of KN's visit in March 1017. T</p> <p>he ten recommendations were supported as stated in KN's report with the addition of 2 additional requirements -</p> <p>(a) that CILT Nigeria provide full details of all students to be certified at least 3 months before the end of their courses. This would allow time for invoices to be raised in respect of each student batch, the invoices to be paid and cleared, so that there is no delay in drawing certificates and transcripts from the system once the exam results are issued. This</p>	<p><b>JH/ZR to write letter</b></p> <p><b>JH to pick up with ZR/Teete and KCLT</b></p> <p><b>JH/DM to note</b></p> <p><b>JH to take forward with KN</b></p>

	<p>verification only would continue at the £65 per student agreed fee but with no moderation/assessment/exam services from CILT integration</p> <p>(b) that CILT Nigeria would fund annual education audit visits for the next 3 years. The cost of this should either be met by CILT Nigeria as a lump sum (50% of cost of each visit) or by a surcharge on local provider fees which is then retained in a ringfenced fund to cover the visit costs</p> <p>CILT India and South India Project</p> <p>JH outlined the current situation in relation to CILT India and the South India Project. JH summarised notes received from KN, SLMT and CILT India</p> <p>A number of serious issues had come to light in the last month regarding CILT India's approach to accreditation/partnering with other providers in conflict with the South India Project, and more fundamentally offering qualifications which were not to the same standard/quality as CILT International provision. The pricing, moderation and assessment processes had generated concern, and as a result JH had written to CILT India asking for full details and explanation. J explained that CILT India had not adapted our own International syllabus for local consumption, but were simply accrediting number of different providers' existing courses, so there was no guarantee of consistency or standards</p> <p>At the time of the IESC the only evidence that had been received was</p> <ul style="list-style-type: none"> <li>• A copy of the overarching syllabi for CILT India products (which would need further work and development to match International standard)</li> <li>• A summary mapping sheet dealing with the qualifications levels in India and how these relate to the UK/International versions</li> </ul> <p>A number of significant items were still outstanding at that point including</p> <ul style="list-style-type: none"> <li>• Detailed moderation and assessment evidence linked to current providers used by CILT India</li> <li>• Clear process documentation (revived in part covering accreditation)</li> <li>• Details of approved providers (now received in part)</li> </ul> <p>The IESC considered that a final decision should be made on India's ability to continue to award qualifications as a territory, and that removal of education authority should be seriously considered.</p> <p>An audit of all systems, processes and procedures needs to be carried out urgently, together with an audit visit , but this would not imply</p>	
--	---	--

	<p>that CILT International would not exercise their right to remove education from their Territorial function as a result. The audit should be conducted within a 3-month maximum time span.</p> <p>If appropriate, sanctions may need to be placed on CILT India now in terms of their education function pending the audit result. DM recommended that the independent assessment should be led by the IPDC.</p> <p>Oman</p> <p>JH outlined local changes in contacts as Andy Basson (COO of Maharat) had now returned to the UK. JH explained that the relationship was still healthy and generating students- and that as result of the workshops and training with the Oman Global Logistics Group CILT was positioning itself well</p> <p>UAE</p> <p>JH explained that both International and UK were trying to build on the market potential in Dubai etc so would be working closely with Shane Walton over the coming months</p>	<p><b>JH to elevate to KN/JS/CoT</b></p> <p><b>All to note</b></p> <p><b>JH/SW</b></p>
<b>5</b>	<b>Country/Provider Appeals and Issues</b>	
	<p>The IESC considered the previous IESC decision on affordability from Zimbabwe as only the newest provider (IMCC) had expressed concern via the Branch – both Iceberg and Speciss as established providers had not challenged the 2016 prices</p> <p>It was agreed that the discounted price would be re-assessed, with an ideal solution that the 2016 levels (£130-£150) be reinstated. Consultation would be carried out with the 3 providers and CILT Zimbabwe to reinstate at the 2016 level or at a negotiated, affordable amount that is more than flat rate £85/student regardless of level</p>	<p><b>JH/ZR to contact providers and CILT Zimbabwe</b></p>
<b>6</b>	<b>CILT Education - Capacity Building</b>	
	<p>JH gave an update on CILT capacity building through network of associates providing accreditation/moderation support</p> <p>DM advised that he would be happy to carry on as a Moderator/Accreditor until July 2018, during which time he would continue to mentor and support Chris Savage</p>	<p><b>JH</b></p>

	JH pointed out that due to Chris Savage's commitments we would potentially look for another moderator to start from Jan 2018 onwards.	<b>JH</b>
<b>7</b>	<b>Any Other Matters</b>  Ref India, TH pointed out that the dialogue was still open with Tata Education Services concerning a potential strategic link up with CILT Ireland/International. It was agreed that discussions could carry on in the background but that we would need to get closure on Item 4 above before deciding on a strategy.	<b>JH/KN</b>
<b>NEXT MEETING – THURSDAY 14<sup>TH</sup> SEPT 2017 1000 – 1130 BST - Bath</b>		<b>All to note</b>