

Minutes and Action Points – DRAFT

International Education Standards Committee – Friday 5th April 2019

Core Management Meeting Issues 0930-1145 BST

In attendance

Jan Steenberg	JS	Chair
Jon Harris	JH	CILT Int Prof Development Coordinator
Chris Savage	CS	IESC Member (dial in)
Neil Villiers	NV	CILT UK Awarding Organisation Manager (dial in)
David Maunder	DM	IESC Member

Apologies

Keith Newton	KN	CILT Int Sec General
David Jordan	DJ	CILT UK Education and Professional Development Director

Item	Summary	Action
1	Minutes of the last IESC core meeting	
	<p>The minutes of the last core meeting held on 1st February 2019 were formally agreed.</p> <p>There were no specific matters arising not covered by the agenda for the current meeting.</p>	All
2	Performance Update - including Strategy issues	
	<p>JH outlined the information pack that had been sent through with the Agenda. JH explained that whilst the education workstream was following the principles and objectives of the 2015-18 strategy technically this has now concluded and therefore the Action Plan dashboard had not been presented to IESC.</p> <p>JH explained that the bulk of the strategy activities had been completed or developed, but that a couple of the 'red' items had been the effectiveness of Branch operation (i.e. low turnout at the Education Champions meetings) and generally a low take up on production of Branch/Territory education strategies.</p>	

	<p>In terms of UK education NV updated the meeting on the latest position in terms of the Awarding Organisation's responsibilities and those of Professional Development, and the need for standards and accreditation to sit clearly in one place. The emphasis on L3 and L6 had been driven mainly through the opportunities for funding (i.e. linked to the apprenticeship levy) and therefore only catered for some of the need, whereas L5 Diploma was still a key qualification that needed to be offered. The Committee echoed this as it is the main 'selling' product that International hold.</p> <p>DM raised concerns over the absence of refreshed materials and that he was getting consistent feedback about the need for the materials to be updated. DM commented that this concern was mainly from Africa and that assessment by exam was still a clear message that was coming from the training. NV reported that he would like to tackle a complete rewrite of the L3 certificate.</p> <p>JS asked for a roadmap that as a team we can agree in terms of future direction on qualifications/rewrites and new products. JH would pick this up with NV and DJ as part of the ongoing CILT education arrangement</p> <p>There was a discussion on the importance of having a strategy in place and to work towards this. JS stated that for now our 2015-18 strategy was still fit for purpose in terms of its approach and activities but that there was a need to refocus and prioritise. Therefore a clear strategy that articulates the following is key for 2019 – covering</p> <ul style="list-style-type: none"> • Strategic Objectives • Priorities – what we will and won't do • Action Plan <p>DM stressed it would be important for this to happen before JH had to conclude his input in the Autumn, so a target date was set of end Sept to have the strategy developed and approved. This would mean a workshop in June (post Convention) and one in September to validate and sign off.</p> <p>JS outlined the need for Territories and Branches to have clear standards that we expect them to operate to in terms of education quality and process. Production of a clear and succinct Standard Policy document would assist with the providers of our own courses and the standards expected for other programmes that are supported by CILT. This issue had been picked up by the Trustees and the ability for have a clear guide covering CILT international policy, equivalence of qualifications and standards would help.</p>	<p>NV/DJ to keep CILT International update on any internal changes</p> <p>DM to write to JH/NV with evidence of concerns due to the age of materials</p> <p>JH to lead of reviewing the strategy and set up 2 workshops including IESC members and other experts</p> <p>JH to develop standard document in collation with IESC core group</p>
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	<p>It was noted that due to the 100 year 'special' convention that Education consultation and strategy development couldn't take place in the normal way, so messages around quality control and standards would be more difficult to get across. JH explained that KN was deliverability covering some of these issues as part of the Africa Forum and JH would get a debrief from KN on any specific issues emerging from the conference.</p> <p>For Convention it as agreed that as a team we would need to maximise our impact through Delegation meetings/'side' meetings and the Education Desk to tackle this issue. NV would also look to see if anyone could attend to support on the AO side as he is not available on the 17th.</p> <p>JH summarised the End 03/19 dashboard report for the education function - covering</p> <ul style="list-style-type: none"> • Financials including status of debt and income • Student Generation and • Accreditation <p>JS highlighted that the figures are £50k lower overall compared to the income levels at the same point last year and that the invoicing amounts were consistently lower each month. JH explained that there had been a delay in getting the correct figures through, and that ZR was busy looking at the trends by provider from the student database.</p> <p>It was agreed that there needs to be a push on providers that are either not generating students or where there are significant reductions. This type of proactive account management has been difficult to achieve with the current level of resource, but JH will be running a survey covering quantitative and qualitative issues during May ahead of Convention. However the recommendation is for a system that delivers account management and keeping providers motivated and sustained.</p> <p>It was noted that CILT Kazakhstan funds due to come to the International account for the DAI education project had still not arrived and JH would ask where the current HMRC evidence etc is</p>	<p>JH to speak to KN</p> <p>JH to discuss convention arrangements with KN/CW and DJ</p> <p>ZR to report back on her student numbers analysis</p> <p>HH to run survey during May and discuss account management protocol with KN</p> <p>JH to chase KN/AW</p>
3	Budget 2018 Review and Areas of Activity	
	<p>The budget for education FY 2019 was presented. JH explained that there had been a reduction in the overall budget due to the current income profile for the financial year</p> <p>The budget was agreed in terms of spend and priority areas</p> <p>There was an observation from DM in the proposed 'on line'/CRM' approach to moderation of exam papers/coursework etc. DM stressed the importance of a blended solution as both he and CS have had poor</p>	

	<p>experiences of overseas providers who use scanning – which results in missing material, documentation being incomplete, papers mixed up between candidates etc DM also commented that in some cases the writing is illegible and English is poor which makes a scan approach more difficult. There may also be band width issues in some locations presenting use of the portal.</p> <p>JS asked DM/CS to look at this in terms of key criteria that would have to be met for an on line/CRM portal to work. CS would lead and DM follow on with his recommendations.</p> <p>NV reported that CILT UK are also looking at this and use ‘Turn it in’ although CS commented that here are some limitations that would make application in an international context difficult. CS also observed that proprietary software can detect plagiarism but not ghost writing. NV would provide info / guidance ref the UK options</p>	<p>DM/CS</p> <p>NV to share evidence</p>
4	Risks and Opportunities	
	<p>This section of meeting covered key risks and opportunities that will affect the education service and growth plans.</p> <ul style="list-style-type: none"> <p>Kazakhstan - JH outlined progress on the DAI/USAID project and explained how the issue of the 2018 marking issues had been tackled. JH explained that he now ad confidence in the CILT Kazakhstan team following the recent visit by KN. In order to close this down there needed to be 2 more actions:</p> <ul style="list-style-type: none"> Note from KN/JH explaining the diligence checks and student discussions during the March visit Clear process to remove the direct delivery and marking etc away from CILT Kazakhstan and instead to other providers such as the Universities and KazATC <p>ACK Kuwait – JH updated the meeting g on the meeting with the CEO of ACK and their major efforts to get back on track with process and protocol. JH explained that the only exams that needed formal moderation were L3 Cert and above at this stage and that processes had been put in place to avoid confusion between mock exams and the final CILT ones. All issues of quality control and remedial action have been documented</p> <p>Philippines – JH gave an update on new the Branch formation and JS explained that the Trustees had asked for the Branch development team to come back with clearer strategy/plan which will include the education element</p> 	<p>JH/KN by 19/4/19</p> <p>JH to discuss with KN/OC and CS</p> <p>JH to speak with CS</p> <p>CILT Pppines/KN</p>

	<ul style="list-style-type: none"> • CILT India and South India status - JH/JS updated on the decision that India still have restrictions placed on their education status. JS clarified that in North India providers can still apply through CILT India, but that CILT International has the final say and will monitor their processes. It was agreed that providers outside the South India reign should be given a choice about whether they partner/use the SLMT version syllabus or come direct to CILT International • China Education development opportunities - JS updated on the positive progress with Chengdu and the significant potential for CILT in that region. JS explained that this was not a CILT China offering, but a project with Doau Logistics, the University sector and CILT. A formal collaborative MoU was signed at the end of March and we are now moving to admitting students by July with the main intake lined up for September 2019. • IMM and SCA Academy update – JH updated on these 2 South Africa’s providers. The IMM debt has been paid and it was agreed to keep SCA Academy’s application open because of other education governance matters under way in South Africa via the Branch. • JH reported on the South Africa education development process with the formal submission of our courses to the Transport TETA (skills council) which will allow learners and funding to be released. • We have aligned our CILT programme to qualifications already on the TETA so that employers can more readily access our courses and training including women learners. • We still have an issue with the Qualifications Agency, and this is dependent on CILT South Africa making an application in their own right. JH asked the key point concerning awarding of greater education powers to CILT South Africa locally, as without localised confirmation any application to the national qualifications body could be rejected because the level of control locally is not strong enough. <p>In principle JS advised that there should not a problem with a positive ‘permission’ for education within a delegation agreement for a Branch but would check with Rupert Nichols on the CoT. JH would find out exactly what SAQA and CILT SA need in parallel to ensure that there is confidence in our application</p> <p>NV asked that JH explain the shape and detail of the proposed South African arrangements, as he felt it may contravene the ‘historic’ verbal arrangement between CILT International and CILT UK which stated that</p>	<p>JH to ensure ZR is aware</p> <p>JH to alert ZR of forthcoming application</p> <p>ZR to note</p> <p>JS/RN</p> <p>JH</p>
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	<p>the material could only be given to training partners rather than country organisations. JH explained that the principle of this had already been tested elsewhere and that the issue had been raised with DJ.</p> <p>There was a detailed discussion around the NIT (ex CTPD) and NGCL situations. NV confirmed that NIT have had to pay for the CILT UK Introductory Certificate accreditation and that the students will have to resit because of the NQA investigation into NIT. It has become apparent that NIT had paid for UK accreditation/registered with NQA but continued to use the International syllabus which was not recognised by the governing qualifications body. The regulated version is also essential for drawing down government funding. NIT would be twin tracking both International and UK qualifications and where CILT Int courses are offered to those from neighbouring countries they will ensure students to do not approach NQA for validation.</p> <p>NV raised an issue of a student chasing for a certificate via a lawyer</p> <p>NV explained that at NGCL there had been a high incidence of failure, but that due diligence had been carried out. NV had offered additional services to NGCL but these had not been taken up. The high level of failures could be due to poor livery, attitude/competence of students and poor exam prep. NV has also observed students living the exam hall early on his visit. NV is working with NGCL to try and resolve the problems with pass rate and put in place an aftercare package but would keep Greta and Logan at the centre fully informed.</p> <p>Oman – JH commented that as a result of recent discussions and the CILT UK accreditation of IMCOM Maritime College two key things need to happen</p> <ul style="list-style-type: none"> • Development of Pan Gulf Countries Education Plan • Chase up of Wraith Kharusi (Oman CILT) and Ibrahim Al Bakri (ASEAD) on where we are with securing learnership style funding, promotion of CILT etc <p>DM/CS raised the issue that some providers are still using old brand documents. Zoe could help by sending out the latest suite of materials to all training orvieto ensure they are using the right version.</p> <p>JH/JS explained the recent visit to Saudi Arabia where KN had visited Meli and a new support program has been agreed with one of the government bodies which means CILT courses are recognised and employers/sponsors can claim back the training costs</p>	<p>JH to explain to ZR</p> <p>JH to refer to ZR</p> <p>JH</p> <p>JH</p> <p>ZR to issue</p>
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	NV raised the issue that Smart Concept Training Centre has now come back on board as an applicant in Saudi Arabia, wanting to delivery L2/L3 CILT UK./ DM/JH commented that they will struggle with the UK syllabus and that the International syllabus should also be promoted as an option because all other Middle East providers use CILT Int syllabuses. JH expressed concern as there was a strategy to grow the Middle East market through the MELI programme as mentioned above. NV to look to promote both syllabuses and let them choose.	NV
5	Country/Provider Appeals and Issues	
	<p>No appeals or discount papers were considered</p> <p>JH will update the current schedule of country discounts and agreements and curate</p>	JH
6	CILT Education - Special Projects	
	<p>Language of Logistics and Promoting Training Excellence courses – further discussion need to take place between CILT Int and CILT UK on the possible commoditisation of these 2 courses so that they can be offered to UK colleges/universities and also run as a CPD offer</p> <p>Level 5 Diploma Business Case/Project - the materials have been sent to JH by NV. JH has asked DM to take forward the internationalisation as a project with a view to launch at Convention. There are applications for this unit in South Africa and Kazakhstan and potentially in Bahrain and Kuwait.</p> <p>eLearning Update - JH reported that in addition to using How Now for the trials of Promoting Training Excellence/ Language for Logistics a second provider option had come through from the OD dept at CILT UK. It was agreed that JH would look at both options and pros/cons/costs</p> <p>Quality Management Alignment – in progress with NV</p> <p>CPD Development – Jha reported that this was under way with Fiona Palmer (CPD/L and D) and Tania Barker (Relationship Manager) - both CILT UK</p>	<p>JH/NV/FP/TB</p> <p>JH/DM</p> <p>JH</p> <p>JH/NV</p> <p>JH/FP/TB</p>
7	Process Matters	
	Henry Spurrier Award promotion 2019 – JH will look to getting promote this on line	JH/CW

	<p>New Moderators and Assessors - JH outlined that we now have 5 new assessors Ans metate in place – 2 in the UK, 2 in Malta and one in Africa There would be an orientation event in May for all providers - date TBC</p> <p>Note that DM/CS are likely to now finish by end September with DM focusing on the large marking tasks during the summer (Zambia/Zimbabwe) but both will metro the new moderators as required so that they have plenty pf practice ahead of taking over.</p>	<p>JH</p> <p>All to note</p>
8	<p>Any Other Matters</p> <p>No other business raised</p>	

Future IESC Meeting Dates for your diary

Note new venue location for INIGO

4 Queen Street, Bath BA1 1HE

International Convention – 16th – 18th June 2019 – Education desk will be operational Sunday 16th and Monday 17th.

Friday 16th August - 09.30 – 12.00 BST - Bath/Teleconference

Friday 8th November - 09.30 – 12.00 GMT - Bath/Teleconference

PLEASE NOTE WE MAY CONVENE A SPECIAL IESC IN SEPTEMBER TO ADDRESS THE NEW EDUCATION STRATEGY