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**Minutes and Action Points DRAFT**

**International Education Standards Committee: Core Management Meeting**

**Friday 13th November 2020: 0930-1145 GMT**

**Attendees**

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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 Int Sec General |
| Fiona Palmer | FP | Learning and Development Manager CILT UK |
| Namali Sirisoma | NS | IESC Member |
| ***Apologies received*** |  |  |
| Tania Barker | TB | CILT UK Director of Education and Professional Development |

**Copy to KR, DP, AJ, RM, TN**

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| **Item** | **Discussion/Action Points** | **Actions** |
| **1** | **Minutes of the last IESC core meeting** |  |
|  | The minutes (and update points) were confirmed for the last core meeting held on 17th August 2020.  **Matters Arising**  The action points updates were noted and IESC members were reminded to pick up on any outstanding items ASAP.  **Accounts (Item 3)**  KN provided clarity in relation to Item 3 relating to provisions made in the accounts.  KN explained that the new policy of accounts was to ‘write off’ debt that extended beyond 6 months and that this practice was now being adopted by CILT International. Whilst recovery of debt would of course continue, due to the aged of such debt they were recategorised for accounts purposes. KN explained that provisions had been made for Zambia in both FY18/19 and FY19/20 (£24k and £31k respectively) which would mean that any income now received against historic invoices/students would be counted as a ‘plus’.  JH explained that we have a forward tracker system to audit overall financial performance and project student numbers/training provider income. Coupled with our customer relationship management approach we should be able to be quite accurate in terms of forecast and have early warning of any potential income at risk. Note there is still a question concerning setting aside of a forward provision in FY20/21 accounts and reflecting this within the forward forecast against specific training providers.  **Moderation matters**  JH confirmed that there had been a positive session with the Moderator team in September and that Shunmugham Pandian, Emmanuel Farrugia and Tatenda Mbara were emerging as key lead moderators which was positive.  Gayani de Alwis was also approved and JH would follow up to see when she would be ready to commence given her other CILT workload with WiLAT.  There was an open discussion about the potential increased cost to serve the moderation consultancy because of the move to blended learning (i.e. exams, assignments and projects needs assessing, not just exams).  JS pointed out that this could be presented back to the providers on a cost recovery basis (due to Covid 19) as a matter of principle. DM and JH explained that the providers do need notice (as the current charges cover moderation costs and are fixed to Oct 2021) and therefore the way to look at this would be longer term. JH added that the additional cost per student intake were variable, but the additional charges would be marginal against the income received on larger student batches. JH would look at rolling costs and trends on moderation and likely demand for blended assessment  JH explained that the overall financial costs of moderation was circa £58k for FY19/20 as opposed to the original spend of £90k, This was due to the reduction in workload because of delayed assessments but also that JH had been moderating all ‘special’ assessments since June 2020, which also reduced operating costs.  It was noted that moving forward the moderation/AO operation would need to be sustainable without the need for direct work by JH, but at present JH was managing this without it causing disruption in other work areas  KN put this in context explaining that overall, there had been £400k of education income generated (before allowances for Zambia) against costs of £235k. Overall the margin achieved was £128k last year.  JH clarified that the discussion with CILT UK around pricing were that the overall charges for International and UK would be largely equitable. | All to Note  All to Note  JH/KN to pick up with Tom Naylor  JH/GdA  JH  JH to monitor  As above |
| **2** | **Update on Headline Approach to Education and PD** |  |
|  | **Update on Global approach on COVID-19 bulletin/webinars and comms**  KN reported on the successful series of webinars and bulletins organised by CILT International, addressing the response to Covid 19. They are now taking place every 2 months (alternately) with the next bulletin due to release wb 16/11 to tie in with the Central Asia Trade Forum and our next International webinar.  KN explained the next webinar would in December on Grocery impacts and has a UK focus in terms of the retailers involved. It was noted that many Branches and Territories have been very proactive on webinar and information flow opportunities, and CILT UK have done a huge amount on EU/Brexit and other areas.  KN explained that there was good collaboration with Daniel Parker Klein (Director of Policy and Communications) at CILTUK to ensure good levels of engagement on the relevant International webinars – and vice versa.  JH reminded the IESC that there would be another education focussed seminar in January (13/1) covering the theme *New Year New Ways of Learning* and this would be a chance to involve companies that have changed their ways of learning training covering the risks and also to showcase some of the work carried out in the UK as well. JH would assemble a brief and asked for nominations for speakers.  FP commented on the CPD programmes now being offered through the UK and how the PD team is continuing to respond to the market in terms of products and services.  NS added that it was important to carry out some training webinars to support with ‘do’s and don’ts’ of online assessment and ensure that quality standards are kept high.  **Headline update on CILT UK/International join up process and education stream**  KN gave a brief update on the Join Up process and how it is being managed.  The first stream to be looked at is education, and there is a dedicated internal ‘join up’ group in place led by Alan Jones who is a Trustee of CILT International and Chair of the UK Board. There is also senior representation from CILT UK and International including Trustees and Finance Directors.  KN explained that there weas still a lot of work to do in terms of alignment and strategy development but that education was the first area to be tackled because of the obvious synergies. Also, a significant % of UK revenue was also being generated from overseas education, membership and other sources.  JH outlined the progress paper which was presented to the ‘join up’ group by TB and JH in November - and which had been adjusted to take account of feedback from that meeting particularly in relation to engagement and consultation. JH explained that whilst a lot of the background research was now complete there were still actions relating to the CILT Territories and due diligence that needed to be carried out.  JH outlined the project timetable and explained the rationale for carrying out ‘benchmarking’ consultation with the network of Education Champions to find out the current situation in their countries relating to education and their current opportunities and challenges.  This baselining work, from a Branch/Territory perspective, would then marry up with the comprehensive datasets from all the Training Providers that has also been assembled. This would inform the communication and engagement activities with Branches, Territories and Training Providers, moving into the join up plan for January 2021 onwards.  JS raised some key points relating to the join up process and the different shape of offerings between International and the UK.  JS outlined that   * The availability of both regulated and accredited offerings must be allowed to continue into the future, as it as recognised that the formal ‘regulated’ offer may not suit everyone * The price point must also remain affordable for International customers * The issue of delegation agreements must also be respected, allowing Territories and Branches the appropriate level of self-governance on education, reflecting the federated nature CILT globally * The Delegation Agreement is awarded by the Council of Trustees for CILT, and that CILT UK is in fact operating as one of those Territories Therefore in the join up process the education element should not contravene any of the delegation agreement clauses. * As a federated organisation, it should be stressed even though CILT UK has strong ‘authority’ with the Ofqual recognition of its regulated qualifications, this should not supersede the status of their delegation agreement as a Territory * It was noted that having one common global standard (that is not country centric in its standards and approach ) makes a lot of sense, but there must also be flexibility to continue to empower local action and enable courses to be approved through the ‘accreditation’ route.   KN also noted that there was value placed on a title of a qualification with ‘International’ in it – and for some countries that may remain an important consideration. A good soft check would be with Ghana who have a number of providers and run education effectively at Branch level.  Any communications will need to ensure that the messaging is clear about the ‘regulated’ and ‘accredited’ options and that there is still a home for the qualifications that have already been developed. JS reminded the IESC that although the education join up work has got off to a good start the rest of the CILT world will be watching the way in which the process is managed and conducted.  JH explained that these issues had been taken on board in the thinking, and that the bulk of the ‘join up’ work was in effect internal mapping and risk assessment work at this stage. The parallel routes for the Ofqual regulated single qualification and the CILT ‘accredited’ routeway would very much feature, but the Education Champions and Training Provider engagement work this side of Christmas would help with this.  It was agreed that the Education Champions benchmarking survey was welcomed and that would go ahead pre-Christmas, with a report back on the clear risk/opportunity issues at the next IESC. Feedback from Territories and providers located in Territories would be particularly important.  In order to ensure ’safe landings’ on any communication plans it was decided that there should be a specific IESC meeting devoted to the join up work in January and that would form a key part of the ongoing validation work and communication strategy.  **Headline Success News since last IESC**  JH/KN reported on the following headlines  South Africa – USAID   * As a result of collaborative work in South Africa and Kazakhstan, CILT has been working with CTA, new training provider bidding to support 900+ women across South Africa * This programme is funded by USAID, budgeted at $2m over 3 years and involves supporting women drivers/competence, professionalising women within transport companies, and helping entrepreneurs set up their own transport operations businesses * JH has been working with them on the CILT offer and we expect a positive decision very shortly. JH will update at the next meeting, but this will help capacity build CILT SA, WiLAT and also directly involve CILT International in developing the business coaching and mentoring programme * JH to remind JS ref introduction to Tata ref partnering on the transport business start-up and vehicle supply   4D Supply Chain – CPD online   * JH explained that a new global partnership had been signed with 4D Supply Chain Consulting relating to INCOTERMS 2020 and potentially other short online CPD courses. * This would be launched in November and be open to all Branches/Territories to cross-promote and also to training providers who may want to partner. JH would pick up on the UK messaging with FP.   Kazakhstan – CAF and work extension proposals   * JH updated that there was currently a proposal in place for developing the CILT Central Asia project into 2021 with a further match funding of approximately $45k. * This would focus on the successful Business Support Programme and allow the WiLAT CALF training programme and NextGen to take off.   USA - University of Houston   * The partnership was developing well with the next stage of course development and accreditation of other partner Universities getting under way. * CILT NA were currently considering their options for education growth and JH would be working on the next step with the US Chapter Chair, Andrew Young.   Pakistan Trade Mission   * KN explained that CILT international had been invited to take part in the UK Dept for International Trade virtual mission to Pakistan, focusing of partnerships with Universities and HE providers. * KN and JH were speaking with 6 key education providers and the initial 3 meetings had gone well. It is expected that these translate into degree accrediting, and approvals of learning partner centres and CPD/executive programmes. This will complement and build on the existing relationships with Szabist the Maritime Training Institute.   Russia – Plekhanov   * JH explained that there had been a delay in the confirming of Plekhanov University in Moscow, due to a major audit at their end. We expect accreditation by Christmas 2020.   New ventures:   * JH highlighted further expansion of education partners likely in the Caribbean, Korea, Tanzania and Sierra Leone . * There was also bidding for technical work under way in the Caribbean (Jamaica Transport Policy) with the MONA School of business and Management and CILT Caribbean (new Branch emerging) and potential in Sierra Leone (Freetown Transport Policy). | All to note and nominate possible speakers to JH  Draft Brief v1 done  JH to look at this  JH to pick up  JH actioning survey  JH/TB  JH  JH/JS – under way  JH  JH. CILT Kaz  JH/CILTNA  KN/JH  JH  All to note |
| **3** | **Performance Update and Dashboard Discussion** |  |
|  | JH summarised the key findings from the KPIs dashboard reports for FY19/20 and progress in FY20/21   * There no specific queries on the figures but the following were highlighted * The October 2020 student levels were lower than originally predicted but this is due a ‘shift to right’ in terms of admissions (due to Cvoid-19) and temporary closures of some providers. KN explained that we were optimistic that activity would pick up as lockdowns are lifted and already in November, we had seen 50% of the monthly target met in the first 12 days in November * Overall last year we put nearly 4370 students through the books including CILT China. We are aiming for 4400 this coming year * In addition, there was rigorous forecasting model in place coupled with regular gathering of metrics and info from providers * It was noted that there would a review a cross performance of Q1 as a whole before any changes to forward budget forecast | KN/JH/TN |
| **4** | **Education Governance update - Zambia** |  |
|  | KN/JH provided an overview of the situation in Zambia covering -   * Update position of CILT Zambia/Zambian training providers and outcome of process and debt investigations * Exam and education scrutiny processes for affected students * Future governance recommendations in relation to the way CILT International manages Zambian education provision   KN explained that Teete Owusu Nortey was visiting wb 16/11 in his capacity as Special Advisor to the Africa IVP and to carry out the necessary check and audit process. This would focus on process, debt recovery and agreeing the final list of training providers that should move forward with reaccreditation visits in January 2021 (by Tatenda Mbara).  KN stated that faults arose on all sides of the relationship between CILT Zambia, the Training Partners and CILT International. The aim now was to restore the correct processes for the future including work to complete the resolution of the debt and then enabling the education business to restart with new providers and re-accreditations of suitable training partners.  Chief Teete would be touching base with JH and KN during his visit and also providing a recommendations report at the end which will feed back to KN/JN and the Trustees for final action.  Out of the discussion 3 key points emerged:   * Overall support for the way in which where CILT Zambia TP issue was being handled. * DM agreed to review the recommendations report for dealing with each training provider and see if he concurred with the views – ahead of Teete Owusu Nortey’s visit to Tanzania. * DM advised that allowing the training providers to register their own students and monitor would be preferable to CILT Zambia carrying this out entirely as a Branch - this should ensure the TP’s own the process and are accountable, and also there is a possibility CILT Zambia will want to charge extras fees for the support work. | TON  DM – complete  JH to update Teete – done |
| **5** | **Protocols with overseas accreditations** |  |
|  | **Discussion ref processes with Branches and Territories with ‘offshore’ accreditations – including membership considerations and ‘visit’ issues**  JH set out the issues of accreditation of degrees through partnership arrangements and some of the key differences between the way degrees are accredited versus the way that centres are approved  JH used the example of concerns in Sri Lanka (raised by the CILT SL team) about the difficulty in not being able to visit ‘offshore’ facilities linked to approvals in other countries. This related to the NEXT/Birmingham City University relationship in SL.  JH outlined the context of a number of emails received from CILT SL, the outcome of discussions with BCU and NEXT, and the CILT UK clear position of approval of degrees as opposed to the approval of centres (a practice with CILT International also follow).  The main points of principle were   * Branches and Territories being able to carry out a visit to the partner organisations to ensure that their facilities are to standard, including library, classrooms etc. They also want to be confident that the pre-entry standards to courses are being met and that the tutors hold the relevant qualifications and are CMILT level members * In addition they want to ensure that the courses meet the national qualification standards in their own country because of the employability and career issues for the students, and also that the students are able to attain MILT and CMILT in parallel with standards set nationally with Institutions that the Territory has accredited themselves. * There was concern in Sri Lanka that student emerging from the NEXT campus were of a marked different level of experience/quality in terms of peers from other Universities in Sri Lanka   JH shared the response from TB which was positive in terms of ensuring that there was always a ’courtesy check’ with Branches and Territories, in instances like this and ensuring that the local CILT were involved.  JH explained that the current process where CILT accredit a degree and is aware of it being ran overseas through a University and its partners, CILT will of course pass this information on to the relevant branch out of courtesy.  However, for good reasons, CILT International/UK cannot place a condition that the faculty has to engage with the branch or define what membership is expected. In the CILT approval documentation we would strongly recommend that the university considers advising students to engage with their local branch for membership and professional support.  This is process and policy issue, which was discussed at length, with the following views shared:   * There was a point of principle relating to Branch and Territory protocol and enabling Branches and Territories to form relationship in these cases * The point of principle has been demonstrated in UK-Sri Lanka but could apply anywhere (e.g. Australia-Philippines, Australia-UAE, Malaysia – Indonesia etc) * The issue would need to be taken into the join in discussion but it was noted that there needs to be clear collaborative working between the main University, satellite provider and the Branch/Territory to ensure that membership and long terms relationships are set up from the outset * For NEXT the CILT Sri Lanka team are still very keen and willing to make a visit to the NEXT campus to meet the officials but are fully aware it is not part of the formal approvals process. However, they do want the chance to engage on both membership and the way in which the qualification relates to their own qualification frameworks.     JH would take the feedback forward with TB to see what messaging and further refinement could be carried out | JH/TB |
| **6** | **CPD and Mentoring Development** |  |
|  | FP kindly gave an update on the CPD/online products and mentor programmes in the UK  CPD guidance was currently in progress and it was agreed that in parallel JH would work on the guide on CPD options and approaches for Branches and Territories. This would need updating in line with the new CILT competency framework and FP confirmed that most of the updated UK guidelines content would be align with the original international CPD toolkit provided in 2016-17. It was noted that the CILT UK website is able to track individual CPD records and CPD activity in the Member area.  The Mentor/Mentee programme had been relaunched and was going well in the UK. There has also been a ‘speed webinar’ run by CILT UK which had set out the Mentoring scheme very helpfully and simply for Members.  There are guidebooks for both the Mentor and Mentee, and these are in the CILT UK Member login area. There is a mentor agreement and as part of the process clear confidentiality requirement and boundaries are set on the mentoring relationship at the start.  It was agreed that that JH would work with FP to continue to look at the opportunities for the CILT UK mentoring approach to be adapted for other countries (also drawing on other best practice from WiLT Sri Lanka and other locations)  NS would arrange for the WiLAT Sri Lanka mentoring guidelines to be sent to JH/FP  JH explained that on the basis of the CILT Kazakhstan work and the CILT South Africa/CTA USAID programme he was developing a business coaching and mentoring product that again to be sold through local markets and/or with a core central product in place as well | JH/FP  JH/FP  NS – done  JH |
| **7** | **AOB**  DM asked if the meeting papers could be sent out at least a week in advance  KN – noted that there seemed to be good CPD products and webinar coming out from across the world. Recently a Dangerous Goods webinar had attracted 136 attendees, so it was important to keep an eye on the ‘hot topics’ of the day  JH/KN - Meetings for 2021 would continue (dates TBC) and be scheduled 2 weeks ahead of the IMC so that the reporting channels work. The provisional date for the next IESC (which will be a focused session on the join up strategy and communications) will be set for w/b 25/1/21 | Noted  JH to advise dates and scope |

**The meeting closed at 11:45 am**

**Future IESC Meeting Dates proposed in 2021**

**Held at least 2 weeks ahead of the IMC meeting schedule so that actions and issues can feed in.**

**Dates provisionally planned\***

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| **Date of IESC ……** | **Feeding into IMC on date….** |
| **Thursday 28 January**  **09:30 – 12:00 noon GMT**  **Zoom** | **Friday 12 February**  **11:00 – 13:00 GMT**  **Zoom** |
| **Thursday 29 April**  **09:30 – 12:00 noon BST (08:30 GMT)**  **Zoom/Tbc** | **Thursday 13 May**  **12:00 – 14:00 BST (11:00 GMT)**  **Zoom / Tbc** |
| **Thursday 19 August**  **09:30 – 12:00 noon BST (08:30 GMT)**  **Zoom/Tbc** | **Thursday 2 September**  **12:00 – 14:00 BST (11:00 GMT)**  **Zoom / Tbc** |
| **Thursday 11 November**  **09:30 – 12:00 noon GMT**  **Zoom/Tbc** | **Thursday 25 November**  **11:00 – 13:00 GMT**  **Zoom / Tbc** |
| ***\*Note any additional/emergency IESC dates will be timetabled around the core meetings*** | |