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**Minutes and Action Points – DRAFT FOR APPROVAL**

**International Education Standards Committee:**

**Thursday 29th April 2021 (1000-1200 BST)**

**Attendees**

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| Jan Steenberg | JS | Chair/Trustee  |
| Jon Harris | JH | CILT International Education Lead  |
| David Maunder | DM | IESC Member (part)  |
| Keith Newton | KN | CILT Int Sec General  |
| Tania Barker  | TB | CILT UK Director of Education and Professional Development (part) |
| Namali Sirisoma | NS | IESC Member |

**Apologies**

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| Wesley Lee  | WL  | IESC Member  |
| Chris Savage  | CS | IESC Member  |

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

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| **Item No**  | **Discussion/Action Points** | **Action** |
| **1** | **Minutes of the last IESC core meeting**  |  |
|  | The minutes of the last core meeting held on 28th January 2021 were agreed together with the status notes on actions. Any outstanding actions were flagged. | **ALL to check and action**  |
| **2** | **Performance Update and Dashboard Discussion**  |  |
|  | JH summarised the latest dashboard material issued to IESC members. KN/JS highlighted key trends/issues, including the following points:* Compared to the half year point, the income generated from education was 20% up on forecast but this was due to some key providers taking on some significant numbers (e.g. Prolific, India) and there may be some risk of slowdown in April/May.
* Maintaining the budget targets was a key goal at present for the education team although Feb and March had both been ‘overbudget’ in terms of invoices raised.
* JH /ZR would continue to monitor the income situation closely.

JH explained that there were choices around moderation (see item 5 below) and who carries out the checks which has managed to keep the budget down in FY20-21. JH is moderating some of the key providers and also ensuring all ‘non-exam’ assessments come to him for consistency and to avoid additional moderation costs being triggered. A ‘6+6’ months forecast would be drawn up in early May to feed through to the CoT meeting at the end of the month.DM raised the issue of Harley Reed and their proposed accreditations in a number of countries. DM commented on some of the past concerns with Harley Reed, including the historic approval of their operation in Ghana without reference to the Branch. JH assured DM that the scale and quality of the operation had improved and based on his experience with the offer in South Africa that it was going to be possible to move forward with this provider. However each application was being carried out on its own merits and the relevant CILT country organisations were fully involved (e.g. Nigeria).JS requested that for clarity the Zambia ‘aged debt’ (which has already been ‘written off’ by the CoT) should be removed from the 120+ days column to avoid confusion, or at very least all the Zambia debt be put into one clear line. This would ensure that the IESC debtor assessment shows a truer picture, as £50k of the aged debt figure related to Zambian providers | **JH/ZR****JH/ZR/TN/KN****JH to work with Harley Reed and CILT country organisations** **JH/ZR with TN/KN and CILT UK finance team**  |
| **3** | **Education Development and Forward Growth Session**  |  |
|  | This part of the meeting fell into 4 parts 1. **Update on CILT education activity and plans for 2021**

TB outlined progress to date by CILT UK on education matters. The key points to highlight from the discussions were:A heavy focus at present on the CPC Transport Manager qualifications and assessment due to OCR withdrawing from this provision. As a result CILT UK resources have been deployed on this key work area given the volume and income generation from the scale of the opportunity. This has resulted in getting the CPC fully online and a significant uplift in the number of centres to maintain. The Awarding Organisation management system is progressing well, based on the requirements needed to support regulated qualifications. The new CRM system is comprehensive and allows for student registration, tracking, certification and forms a step change in moving away from a manual process.As a result of the CPC and other regulatory activities CILT UK is now more under the microscope from Ofqual so the priority currently has to be the Awarding Organisation systems, accountability, assessment processes and quality.The changes required by Ofqual will impact on the Centre Assessment Route process as this will require some strict tightening. Although linked to the Ofqual regulatory issues, there will be downstream improvements that we can also make to the centre assessed route protocols for accredited qualifications (i.e. the International syllabus) - this will impact on moderation and consistency requirements. Given significant workload pressures in the UK the earliest that the syllabus will be looked at (i.e. ‘CILT own’ qualifications) will be Sept 2020 onwards and will be looked at with global eyes. JH will be involved in this process and CILT UK will be looking for subject matter experts to help with the with the review of indicative content to ensure they are up to date. Note that the core structure of the qualifications and the syllabus will remain fixed – as will the standards.The refresh of the qualifications will be seen through a global perspective and not as a UK centric exercise - however the UK approach (given the regulatory requirements) is a good place to start.Note that there will be a simplification of the number of CILT UK course combinations to a fewer number of routeways. However our data on modules that are most popular (and those that are not) will be valuable to this process. Important to note that the Awarding Organisation’s possibility will be on maintaining the core ‘skeleton’ of the qualifications (i.e. syllabus standards, assessment, certification) but the materials/content refresh will then operate as a separate activity. This will allow a much more dynamic assessment model to be delivered.Remote proctoring and the ability to deliver assessment from a ‘high standard’ exam bank are also key areas of focus at the moment. **(b) Emerging International Business Development Strategy and progress to date**JH explained the background to the Strategic Business Development Paper which had been presented to CoT on 25th March 2021 and since updated.JS commented that the work in this area had been recognised by the CoT, and that this approach was important for growth. JS added that the CoT had identified this an area needing some dedicated resources (ideally call off support based on the role being self-funding through successful bids) as to date JH and KN had been busy fitting BD activities in when time allowed.It was noted that whilst diversification and business development were important planks of the evolving International Strategy, it was also important not to detract from the core work on education and professional development.JH explained that the approach would be to now start to filter out some of the opportunities that do not fit in with strategic objectives, and instead enable local Branches and Territories to run with specific opportunities that their benefit their local activities and policy voice. KN added that Jane Green (one of the Trustees) had kindly agreed to support JH and KN as a critical friend in this business development area.NS added that there were some strategic opportunities arising through the Asia Development Bank and that she would keep JH apprised of developments in this area.KN also added that we may be able to get some guidance and support from TransAid in this area which JH is following up.DM suggested that appealing to CILT members who are bidders/consultants to support may also be able to help in future bidding activities. Overall IESC supported the approach and welcomed the opportunity to have input into this area – note that this will be on the Agenda for subsequent IESC meetings **(c) Presentation on findings of Training Partner/Country needs and issues** JH have a brief presentation building on the surveys conducted to date and also covered the intelligence arising from the February 2021 training provider survey.For any questions of detail, or ‘in detail’ metrics/outputs from these surveys please get in touch with JH.**(d) Headline Success News since last IESC** At a headline level please note the following news:* South Africa – USAID/Commercial Training Academy bid won - worth $2m and enables training and development of 900+ women in South Africa – including 120 on our Diploma programme and 300 on an entrepreneur’s programme. JH has worked with CTA to support their bid formulation/methodology and will be working with CILT SA, WiLAT SA and two of our providers to deliver programmes, including the Diploma and Coaching + Mentoring services
* Kazakhstan – we have now included the piloting of the Universal Logistics Standards in Central Asia (DG Echo EU funded) and the final guidance has been published – see <https://ul-standards.org/launching.html>
* Kazakhstan – we have concluded the submission of a strategic bid to USAID for ongoing services in Central Asia ( 5 years duration) and concluded a World Bank study looking at transit routes and costs focused on Kazakhstan and surrounding countries
* Kazakhstan – we have been invited to put together proposals for a strategic rail study working with the World Bank
* USA - University of Houston has now started to recruit and has generated students for CILT courses and Incoterms CPD online courses. The university has been awarded Bank of America support for a significant number of students but we are waiting to see how many funded places will be allocated to the supply chain and logistics training area
* Pakistan Trade Mission - providers now applying following the engagement work earlier in the year – IBA in Karachi are the first to seek accreditation formally
* Russia – Plekhanov University is now fully signed up and approved with courses (degree and Diploma etc) starting in Sept 2021
* WiLAT CALF and Global Sustainability programmes - now set up for running as global CPD programmes with the Sustainability module also linked across to a Level 3 Unit (Certificate) with assessment
* Coaching and Mentoring and Business Support Programme - JH is developing and delivering these programmes for WiLAT and Next Generation - to be used flexibly globally
* New ventures: New education development activity under way in Turkey / Greece /Sierra Leone /Ecuador / Guyana and Cameroon
 | **JH and TB to maintain contact on this area** **JH, KN and JG to meet re the business development strategy** **NS to keep JH informed** **JH to liaise with Sam/Caroline at TransAid** **JH to take forward****JH** **ALL TO NOTE**  |
| **4** | **Education Governance issues**  |  |
|  | **Zambia** JH updated the IESC on the current situation ref CILT Zambia/Zambian training providers and the outcome of process and debt management discussions. We are now in position that we have 3 approved training providers carrying on with recruitment of new students and a further 3 at various stages of agreeing payment plans.JH has run the Train the Trainer programme with all relevant Zambian providers and new finance processes have been put in place and explained fully to reduce risk to CILT International.JH is also engaged with CILT Zambia on the approval process of the Certificate, Diploma and Advanced Diploma (international syllabus) with the Zambian Qualifications Authority. JS clarified that the CoT were involved from a diligence viewpoint to ensure that risks over non-payment and ‘out of process’ student registrations and examinations would be managed out in future. **India** KN explained the background to the restoration of education powers to CILT India by the CoT.JH explained that a final operating protocol has now been fully agreed with CILT India and regular monthly education panel meetings are taking place.JH added that CILT International have secured a student placement that will be involved in delivering a Market Development Study to support India development, particularly in the northern regions/Delhi area. | **ALL TO NOTE** **ALL TO NOTE** |
| **5** | **Moderation and Assessment**  |  |
|  | JH summarised the current moderation activity including:* Update on moderator pool and geographies covered (now we have a comprehensive set of 17 moderators with a very broad global coverage )
* Moderator Roundtable meeting planned for June 2021
* Assessment model and how it may need to alter longer term to reflect Covid and local needs - using a combination of exam, exam/assignment hybrid, assignments, and projects for assessment

JH explained that at present the model works on a flat fee for assessing an exam question paper, and a flat fee for assessing samples of student scripts once they have sat the exam and been marked. This is been the long-term model.However with the potential changes to the moderation model (refer to TB’s presentation) and providers potentially needing more than one set of assessments per topic, the payment approach to moderator consultants may need to change.It was agreed that there would be no changes to the payment system this FY (to 30/9/21) with JH continuing to deliver moderation on complex matters, bilingual assessment, and scenarios where projects and assignments are submitted. However there would be review and we would look to a new model from October 21 onwardsJH would work up a suggested structure and use DM as a critical friend as stage 1 of this process JH also added that CILT UK now have a formal ‘e-certification’ system which can be white labelled, meaning that CILT International may be able to offer qualification certificates and CPD certification through proper online certificates. CILT NA are also exploring this to deal with membership and education needs, driven by the requirements/scale of the University of Houston operation, so there may also be an opportunity to link into this route.  | **ALL TO NOTE** **JH****JH/DM****JH to liaise with CILT UK and CILT NA**  |
| **6** | **Pricing and Fees** |  |
|  | JH outlined the current choices surrounding prices increases for student registration, moderation and certification fees.JH explained that if any changes to be put in place from October 21 would have to be decided now at this meeting because of the notice period policy we have in place with training providers and individual countries.Following discussion of the options is was agreed that there would be no increase in charges in October 21 but that IESC would keep options open for April 2022. It was noted that given the volatility of the market and the fluctuations we have seen in the number of student registrations that it would be prudent to wait until October 2021 for a ‘whole year’ review on the future of pricing and the model. This would be linked to clearer definition of the value proposition. JS commented on the importance of redefining the value proposition as this was probably limiting the pricing levels. Currency of the teaching material, career prospects, salary expectation, access to work experience and placements and acquisition of both knowledge and competence were all ‘sales factors’ that might allow the next increase to potentially be more than just a cost of living/inflation factor. Selling the inflated value of the employee and what they ‘can now do’ is a key factor in the longer-term success of the CILT qualifications and also links to professional designation and competency frameworks.NS commented that in Sri Lanka, for example, it is difficult for the CILT courses to be competitive when there are local programmes in place which are cheaper. However the development of a postgraduate qualification by CILT Sri Lanka and local universities will certainly assist with boosting the value proposition.KN raised the point concerning student membership and growth into the Branches and Territories, and the importance of engagement with local country organisations ensuring they pick up on new students and teaching staff for recruitment as members (student, affiliate and assessed grades).JH would be looking at ways to safeguard student registrations and trigger Branch knowledge of student cohorts when they start. | **ALL TO NOTE****JH/ZR to pick up with KN/CW** |
| **7** | **No AOB** |  |

**Closed at 12:05 BST**