



Date: 24 February, 4pm UK time – Virtual Meeting	Chair: Maggs	Minutes: Julian (Next: Paula)
Present: Wulff, Rupert, Julian, Maggs, Marlien, Marty, Sarah, Paula		
Apologies: Ramon		
Missing: Andrea		
Date of next meeting: 17 March		

**Agenda**

1. **Icebreaker** (Rupert, 10 min)
2. **Update from the Board and Committee Management** (Maggs, 10 minutes)
  - a. News from the Board Meeting
3. **Update from the Regions and Senior Management Team** (Rupert, 5 minutes)
  - a. Recently completed work on training materials packages was circulated by email; any questions?
  - b. Getting ready for Regional Meetings
4. **Child Protection Policy** (Wulff, Marlien, Ramon, 45 min)
  - a. **Status Update**
  - b. Review **Amended CPP** compared to **Current CPP**
  - c. Motion 1: In order to minimize confusion remove current Part 5 and Part 6 and replace it with the new Procedure 5 Recognizing, Reporting and Documenting Concerns and Procedure 6 Acting on Concerns
  - d. Motion 2: Add definition of Person in Charge to current CPP – recommend adding to list of definitions.  
Alternative: add to part 5 and 6.
5. **Strategic Plan 2019-2021: Take 1** (All, 30 min)
  - a. Overall introduction (Maggs)
  - b. Plans for the TQA area (Rupert and Wulff)
  - c. First reactions by Committee members
  - d. Next steps

**Minutes TQAC meeting 04:00 pm GMT 24/02/2019**

Minute-taker: Julian. Please note that participants' comments and questions are \*not\* fully verbatim. They reflect the minute-taker's understanding of what the speaker intended.

Welcome to everyone by Maggs.

Icebreaker (Rupert, 10 min):

"CISV will professionalise over the coming years." Tell us your thoughts and feelings using an app to create a wordcloud (see the result in Appendix 1)



RF: Quality & excited are key themes in word cloud.

Marlien: Word cloud reflects really well my own view.

RF: A lot a things to be worked out: Professional organisation & keeping friendly volunteering culture.

Marty: What do you mean by professionalisation?

RF: E.g. a growing body of paid stuff. Drivers for that change: quality, consistency and standardisation. Volunteer experience will change in all likelihood.

Marlien: I think we are talking about quality, using professionals as well as volunteers. Link: 'Professionalisation' ~ 'Professionals' Worried about this link.

RF: Discussed organisational culture with LMOs and within CISV. I don't know where CISV is heading, I just think it is worth talking about.

Maggs: Excited about chance and concepts. E.g. in risk management done fully by volunteers but in very professional way. Not afraid that it will impact on volunteer spirit in the organisation overall.

Marty: 'Anxious' also a big word and small ones, such as 'loss' and 'confused'.

RF: Purpose: Stimulate some thinking. And get in touch, if interested.

Update from the Board and Committee Management (Maggs, 10 minutes):  
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a) News from the Board Meeting

In-person board meeting 15th-17th Feb. Strategic plan discussed there. Drafts were shared with the committee.

Board also discussed recommendations from the programme review team. Documents will be shared soon. Board will engage with committee members wrt their recommendations.

Update from the Regions and Senior Management Team (Rupert, 5 minutes):  
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a) Recently completed work on training materials packages was circulated by email; any questions?

Took a lot of work, but a good load off our shoulders. A step towards higher quality and consistent trainings in CISV Int. Any questions, comments? No questions.

b) Getting ready for Regional Meetings

Work started already with the Board meeting. Preparations for ReCo workshop running. All regional coordinators and int team meet, discuss roles and challenges and work with national representatives.

Marlien: Will the issues analysis process results be presented at these meetings?

Wulff: Yes, a final report will be published soon and presented at these meetings.

Child Protection Policy (Wulff, Marlien, Ramon, 45 min):  
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a) Status Update

On plate since June 2018, there have been delays for different reasons. Consultation from NSPCC, UK firm with expertise in child protection. Conclusion: New policy version cannot be published in time for this programme season. So, suggestion: Amend part 5 & 6 current CPP for guidance on dealing with disclosure and postpone passing the rest of the changes until after this programme season (fall 2019, to be published by 2020).

Sarah: Why disclosure? Has anyone identified this as a priority?

Wulff: this was identified as a challenge during the process of addressing concerns over the past year.

RF: How was the collaboration with NSPCC?

Wulff: There was a lot of feed-back. Laborious to go through all of their input. Challenge: Make it more tailored towards CISV, since NSPCC are UK-oriented, not always advising international NGOs, although they are qualified enough. This tailoring-process is in the first steps.



Marlien: Did NSPCC come in to consult on crisis communication in regards to child protection rather than CPP review?

Wulff: No, that is a different advisor (called Instinctif), NSPCC came in specifically for reviewing CPP.

b) Review Amended CPP compared to Current CPP  
Part 5 and Part 6 to be changed. Clearing up definitions.

Sarah: Defining and training is one thing. But we need a ready-at-hand resource that people can refer to, when they are actually confronted with a disclosure by a child.

Wulff: Yes, this will be drawn up in the process.

Julian: What is to be changed in fall?

Wulff: Basically, there will be a whole restructuring, sharpening definitions of the policy to be in line with the other policies. Make it all clearer.

RF: My clear impression is that the new draft is much clearer. Thanks! What are the key things that we are making right in the new policy compared to the old one?

Wulff: Remove fluffy language and clear up structure. In current one, long paragraphs and a lot of text that does not 'do much' in terms of policy and procedures. The new one is more 'direct'.

Marty: For me there is also more clarity on who is responsible for what in the new policy. As well as individual steps in procedures are clearer.

RF: Looks like very good improvement to me, thanks a lot!

Wulff: Any other questions, comments, concerns?

RF: Definitional changes?

Wulff: In the old one the person in charge is not defined well. In other policies this is clearly set out in the definition section.

Marlien: We suggest to replace old part 5 and part 6 with the new ones. The old ones had the definition of the person in charge in the text, the new ones don't. That's why it has to be added in the elsewhere.

RF: Definition of safeguarding missing?

Wulff: The term "Safeguarding" is almost exclusively employed in the UK. To make the policy more international and more easily understandable we have chosen to not use that term in our policy and procedures.

Maggs: Isn't it in the Safeguarding List of banned and suspended individuals?

Wulff: Yes, this is possibly a bit confusing. Let's review to come up with a different term for this.

RF: Yet, CISV Int operates under UK law which uses the term. But not experienced enough to comment.

Wulff: The UK uses the term "Safeguarding" to refer very generally to keeping people safe. This policy is focused on Child Protection, which is part of "Safeguarding". We are naturally making sure that we are fully compliant with all relevant laws. There is no strong reason or legal imperative that we must use the term "safeguarding".

Wulff: Move on to Motions? Write in the chat, whether you are in favour, against or abstain

c) Motion 1: In order to minimize confusion remove current Part 5 and Part 6 and replace it with the new Procedure 5 Recognizing, Reporting and Documenting Concerns and Procedure 6 Acting on Concerns

Motion 1 carries and is approved by TQAC.

d) Motion 2: Add definition of Person in Charge to current CPP list of definitions

Motion 2 carries and is approved by TQAC.

Wulff: We will forward you the final version as soon as it is done.

Maggs: Congratulations on the hard work reviewing the CPP. Thank you very much! The board is awaiting the policy for vote.



Wulff: Also a big thank you to Marty and Denise at the IO for help in language revisions and feedback.

Strategic Plan 2019-2021: Take 1 (All, 30 min):  
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a) Overall introduction (Maggs)

A couple of weeks ago, Marlien has raised legitimate questions on how to communicate and design the strategic plan.

There was no prior sharing of drafts of the new strategic plan. But the board was very much observant of the committees' inputs as well as input on the global conference.

One pillar of the strategic plan is the programme review. This had close contact with broad set of volunteers in town hall meetings, focus groups etc.

In the draft documents circulated prior to this meeting, there are strategic priorities in TQAC's responsibility.

b) Plans for the TQA area (Rupert and Wulff)

3 year objective: basic risk management and child protection training for all CISV programme staff and leaders.

Marlien: Will there be one project for each of the three objectives or might there be more?

RF: There might be more, so far there are only 1 planned for each.

Wulff: Why is this an important area to address? Topic taken from feed-back, e.g. on the issue analysis process. First step: Develop global minimal standards in rubrics: Role (e.g. staff, leader, JC), Expertise (Attitude, Skill, Knowledge), Level (Basic, Intermediate, Expert). Training and testing of minimal standards worldwide will be done via e-learning.

Marlien: re: Policy for staff and leader certification. Do we have to develop the policy?

RF: yes, it means we have to develop that. The principles for (re)certification are there in the organisation, but it has to be cast into concrete terms. E.g. In future, the real-life in person training will still not be under CISV Int control.

Yet, we want to add an e-learning part to the certification, which can be controlled by CISV Int.

RF: There is an initial plan and related budget for this work in 2019; the detailed workplan is not set out yet.

Timeline: 2019 conceptualise, 2020 develop e-learning content, 2021 piloting material. Board pressures to be fast with this. Could there be a 'beta-release'? -> Discussion with Maggs. There will also be external support to develop e-learning, there is budgeting set aside for that. Final remarks: Start with basic risk management and child protection but expand set of topics in e-learning over time. There are many questions remaining, but Wulff, Maggs and RF are thrilled that there is green light by the board and real commitment in terms of funding.

Maggs: In the presentation to the board, RF and Wulff offered a choice between starting low in terms of financial commitments or going in with a full investment. The board decided for the full option.

RF: the financial numbers are taken out of the report here, since the board minutes are not out yet.

Marlien: The curriculum for Village, does that include a curriculum for JCs as well?

Wulff: That will be open for discussion within the educational programmes team.

c) First reactions by Committee members

Marlien: The template does not identify the role of TQAC and Educational Content. What is the role of TQAC?

RF: Wulff and RF are the individual project leads and TQAC is overall project lead. Ed Programmes committee will be responsible for the certification policy. A big role in laying the foundation and they will be tightly involved throughout. The level of involvement will also change over time, in all likelihood. Yet, the TQAC takes over the leading role. More details are to come, though.

Marlien: Re timeline. Start trialling e-learning in 2020, but will not be in time for summer programmes, correct? Otherwise the content would have to be ready by March to train new leaders.

RF: Speaking from memory, it is like you say, Marlien.



Marlien: From what has been said, piloting in 2021 does not mean piloting with a select group, but rather rolling it out for almost everybody.

RF: It is coined 'pilot' since we do not want to promise too much. And for sure there will be changes made, as well. The hope is that everything is up and running by 2020, but we want to be careful not to overpromise.

Sarah: This is super exciting! I can see the perfect fit with the local in-person training. Many people will be happy about this. For many local trainers, this will be a relief, since they are unsure how to include risk management and child protection in their trainings.

RF: Thanks! Message: We continue to value local training, we just want to add some e-learning on top of that which cannot be delivered by e-learning.

Julian: Devil's advocate: conflict between local in-person training and e-learning?

RF: I don't see the danger, really. We want to do virtually, what can be done virtually, and focus on doing those things in person, which are best done in person. Engage idea of 'flipping the classroom'. In person only discuss the individually tailored things.

Julian: Keep the discussion going about role of experiential and non-formal learning within CISV.

d) Next steps

RF: No agenda yet for next TQAC meeting but will probably continue planning then.

RF: Over to Maggs.

Maggs: Programme review recommendations will come out in the coming days. Please look at it through the lens of the strategic plan! Thanks everyone for participating!

Good-byes.