

## RSCCDF Progress Report –CBP

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June 2017

## Summary

The site visit from CoE on June 5, 2017 went well; they commented as they left that it was a good meeting. The 2017-18 College Budget deliverable appears to have been accepted. We have received CoE's approval on hiring recommendations for the first 7 coaches which include the Provider Head, 2 Executive Coaches, 3 Classroom Coaches and 1 Administrative Coach. Working with Al Khaleej staff, we continue to make progress on improvements to our recruitment and hiring processes, which we hope will ensure that we are at full-strength (15 coaches) when we start our orientation process, slightly less than 8 weeks from now.

## Deliverables

We have continued to work with CoE to gain acceptance of the College Budget Deliverable. The issues primarily involved different budgeting practices. Our proposed budget had included a cost-of-living allowance (2%) and anticipated the imposition of a VAT by KSA nationwide on 1 January 2018. CoE did not understand why we included these things; apparently, their budgeting practices are purely incremental, with no effort to forecast. This is the College's budget, not ours— while the consequences for the College could be considerable (worst case: a 7% total shortfall in the next AY), that shortfall will not affect our own operations or finances directly.

## On-Site Presence

Our onsite team leaves at the end of the week for the Eid holiday. Most are leaving the country to return to their families for varying times. Depending on their personal vacation schedules, they will return sometime during or at the end of July. We will have a team presence in Al Baha continuously from 7 July, when the College returns for the summer.

For next year, we will need a better strategy for managing summer months. Al Baha is extremely expensive from the end of Ramadan until the start of school. Rents triple, or more; locals move out of their own homes and live with family elsewhere while they rent their homes to summer visitors. Our coaches' housing allowances are not large enough for them to afford these rates; we have resolved the issue for this summer due to the small staff, however, we will work with CoE to reach a more durable solution for next year for the full complement of personnel.

## Connectivity

We discussed connectivity during the site visit, and the CoE team got to experience it firsthand. It seems they didn't wholly believe how bad it was. They are now believers, and they have promised to try to get the approvals required for this problem to be fixed when we return.

## Recruitment

We currently have 7 coaches. We are working with Al Khaleej to improve our recruiting processes. We need to hire 8 coaches in 8 weeks. We've identified three weak-spots in our process and are pursuing the following remedies:

- **Volume.** We are not seeing enough face-qualified candidates. We have added a second recruiting entity. They are putting out a new LinkedIn marketing campaign. They are also recruiting in regional nations (such as Tunisia) where the current recruiter, Jobzella, is not yet operating effectively.
- **Visas.** After consulting with the HR folks, we've determined that many of the worst delays are due to mismatches between coach qualifications and the "teacher" visas that Al Khaleej has been issued. We have devised a new process in which we will issue visas specifically for coaches. It should allow us to prevent the bottlenecks that have plagued us so far. This has the following steps:
  - Will obtain a Letter of Support for coaching visas from CoE. This is necessary for the MoL to issue visas.
  - For each coach we want to hire, CoE will send a Government Affairs deputy to MoL to get a custom-issued visa for that coach. By custom-tailoring the visa to the coach's profile, we avoid the credentialing mismatches that were causing the problems.
- **Paperwork.** We have had self-inflicted problems with delays due to improper formatting of paperwork to CoE. CoE have provided clear directions about what they want, and when they get it, they're happy, but when they don't we lose a week or more in delays. We have stressed to Jobzella and to AKTE's other recruiters that we no longer have these weeks to lose. They have pledged to ensure that the paperwork is perfect before they send it.

## On-Site Activities

### Housing

We've identified housing for next year that's acceptable to the Ministry of the Interior.

## Expected Progress, Next Period

### Deliverables

End and Year-End reports are now due to CoE. We asked them about this at the site-visit and were told to delay producing them until they could give us a new deadline and format requirements. They promised both by the end of the week.

### Recruitment

The new recruiting arrangements are just getting started today. By the next report, we should have a better idea of whether they're starting to have the needed impact.

## On-Site Activities

- The College will be closed for the Eid holiday during most of the next fortnight.

## Major Deliverables & Milestones, Next 90 Days

*A "Major Deliverable" is a contractually obligated document or artifact that has Base Payment (penalty) or Performance Payment (bonus) financial implications attached to its adequate, on-time delivery.*

We have three Major Deliverables due within the next 90 days: the End of Semester and Year-End Progress Reports; plus the full staffing of the team, which is required by 9 September by the Contract but must be accomplished by 12 August for our own internal needs.

## Upcoming Calendar

- **15 June.** Coaches leave Al Baha for Eid holiday. Return-dates vary depending on whether they are adding personal vacation to the holiday time.
- **15 June-12 August.**
  - Recruiting continues. New hires arrive in Al Baha no later than 12 August for training.
  - Provider Head and (some) coaches are in Al Baha. Coaches on-site will train and prepare for the Fall.
- **12 August or earlier (firm):** Coaches arrive in Al Baha to begin training.
- **13 August (firm).** Rancho BCT CBC On-Site Team Orientation and Training begins.
- **24 August (firm):** Training is paused for the Hajj holiday.
- **8 September (firm).** All onsite staff report to Al Baha for College opening.
- **9 September (firm):** College opens for faculty and staff; coaches return; coaching and BCT training begins
- **16 September (firm):** BCT students arrive.

## News

- We were told again by CoE during the site visit that they will tender 25 additional CBC Colleges during Q1 2018. 5 of those 25 are the 'missing' 5 from the current CBC, including Khamis Mushayt. We were told again that we would be given Khamis Mushayt without requiring us to re-compete for the award but that the others would be awarded in a new competition.