

MISSION To transform child health through knowledge, innovation and expertise. **VISION** A healthier future for children and young people across the world. **VALUES** AUTHORITATIVE Recognised and respected as the authority on child health. MODERN Committed to leading the way in paediatric research and training. INFLUENTIAL Champions of the best health outcomes for children and young people. **PROFESSIONAL** The standard bearer of child health within the medical profession. **RCP®H**





From the President



I am incredibly proud to be able to say that the UK boasts some of the best paediatricians in the world, operating in a health system that is the envy of millions across the globe. And yet, as I come to the end of three years as College President, I realise I've spent a fair amount of time arguing that child health outcomes in the UK are not as good as they should be. Whether it's our relatively poor child mortality rates compared to our Western European counterparts, variation in the management of common conditions such as asthma or the fact we have depressingly high childhood obesity rates - we should be doing better for our children and young people.

Squeezed budgets, growing demand and rising patient expectations mean the daily work of an NHS doctor is not getting any easier, but I strongly believe that paediatricians and other healthcare professionals make incredible personal sacrifices and constantly 'go the extra mile' under increasingly challenging circumstances. Despite these pressures I'm determinedly optimistic about our ability to improve the health service for our children, provided we pull together and speak with one voice. Although the proposal for a multi-professional arm of the College did not gain a sufficient majority at our Extraordinary General Meeting to be taken forward, the commitment to multi-professional working for the benefit of children remains.

The RCPCH is here to support its members – whether in training or career grade posts – to do the very best for children's health. In turn, we use their energy and commitment to inform and drive our work: raising standards, providing guidance to help clinical decision making, sharing best practice and innovation and advocating for child health to be the political priority we all believe it should be.

This last year has been busier than ever. We are continually expanding education provision to ensure members have

access to the very best training on topics most relevant to them and delivered in a way that is convenient and easy to use. In 2015 we will launch Paediatric Care Online to enhance and support daily practice for all child health practitioners by giving them access to nationally approved high quality clinical resources, information and advice.

Our collaborative working continues to thrive, through pioneering e-portals for mental health (MindEd) and disability (Disability Matters).

We've successfully launched our office in Belfast to ensure our Northern Ireland members are well supported – and our national offices in Wales and Scotland are growing in influence and offering more to members. Internationally, the RCPCH's Global Health Consultancy is an expanding group of paediatricians taking the very best of UK practice to the developing world and applying lessons from abroad to the NHS.

We have published high profile clinical paediatric audits on epilepsy, neonatal care and diabetes and conducted many invited reviews to support healthcare organisations and clinical teams benchmark their paediatric service provision.

Beyond the hospital setting, as we approach the UK General Election, we're working hard to ensure political parties put child health firmly on the agenda. Our message is clear: investment in child health is an investment not just for this generation but the future health of our nation.

Our remit as the Royal College of Paediatrics and Child Health is wide but our ambition to improve child health is sharply focused. I wish our new President, Professor Neena Modi, a successful and fulfilling presidency and I look forward to seeing the College continue to flourish; meeting the needs of members and supporting them to work with colleagues across the health sector to make child health provision in the UK the absolute best it can be.



From the CEO



Looking back over 2014 the Royal College of Paediatrics and Child Health is in a strong position to move forward. Income has reached £16.3 million and membership at 16,080 has reached its highest level since the inception of the RCPCH in 1996. It is increasingly becoming the 'go to' place for political advice and comment on issues related to child health. The RCPCH is, as stated in its strap line, 'leading the way in children's health'.

The RCPCH continues to recognise the importance of high quality training and lifelong education and development of paediatricians in the UK and internationally – a commitment that is demonstrated by 75% of money received from members being spent on education related activity. In 2014 this expenditure has not only allowed the development of computer based training for trainees but also a 110% growth of face-toface continuous professional development educational opportunities. Excellent e-learning packages around mental health and disability have also been developed. The ongoing challenge into 2015 is to make sure materials, even if NHS funded, are easily accessible to all our UK and International members and where appropriate can be offered to wider audiences, including inter professional colleagues and indeed carers and the young people themselves.

Paediatricians have always had the children and their families at the forefront of their clinical practice. The development of the Children and Young People's group, and Parents and Carers group in 2014, means that the RCPCH is also ensuring the actual, not professionally perceived, voice of children and young people is at the core of all its decision making.

We are increasing College research activities internally

and externally and have increased partnership working through a successful launch in 2014 of a UK Child Health Research Collaborative. We are also strengthening the need for funding to be supported by the establishment of an RCPCH Research Strategy Committee through which our external partners will contribute to, and advise on, the RCPCH research agenda.

As the Royal College of Paediatrics and Child Health it has always been accepted that it must not only lead on Paediatrics but must also play a key role in promoting Child Health. In 2014 every opportunity has been taken, not only to engage in political debate about how to improve the health of all children in the UK, but also to lead on reviewing why children die. This has required a 4 country approach which reinforced the need to establish a presence in Wales, Scotland and Ireland to be able to extend the necessary political pressure for Child Health across the UK. It has also highlighted the need to review our membership offerings and support available, not only in the 3 countries, but across the English regions and internationally. Work undertaken in 2014 will soon provide all members with a personalised web page and the opportunity to access Paediatric Care Online UK.

2014 saw the commencement of a necessary governance review, with initial proposals for a two arm substructure rejected. Governance structure discussions will continue through 2015 as it is widely accepted that the Board of Trustees needs to be reduced from the current 51 members. A final proposal for governance of the College will be presented to the General Meeting in 2016.

There are busy and exciting times ahead with all in the RCPCH — members and staff working together to improve the health of the children and young people of the UK.



Setting and raising standards

Goal: Ensure high standards of evidence-based training, assessment, education, clinical practice and service provision.

Setting and raising standards for paediatrics and child health is central to the RCPCH's responsibilities. We continue to support our members and all child health professionals with training and resources to equip them for their work on the frontline of child healthcare.

In 2014, 449 UK trainees achieved MRCPCH and 543 trainees entered paediatrics. New and modified workplace based assessment tools were piloted in the Specialty Training Programme to ensure all required skills, knowledge and behaviours were assessed. This pilot will continue in 2015 before final submission for approval to the General Medical Council (GMC). The RCPCH also ran a pilot for the selection into paediatric training at Level 2 (ST4) to improve the reliability and validity of the assessment and ensure doctors were recruited with the appropriate skills to work at middle grade. 79% of ST4 posts were filled compared to 50% of posts in 2013. This pilot will also continue in 2015.

Education is recognised as a life-long professional development activity and in 2014 the RCPCH expanded its educational courses and key resources, delivering 42 face-to-face programmes. Courses included the management of childhood diseases and conditions, safeguarding, quality improvement, educational supervison training and palliative care. Our e-learning resources continue to be well received with 1500 sessions on 'Compass' (the RCPCH's online classroom) and 9,700 sessions within 'MindEd' (an e-portal for material to support the emotional well being of children and young people).

Extra resources have been put in place to help members

recognise best practice and to monitor their professional development. The RCPCH published a set of mentoring standards to highlight the essential components of high quality mentoring schemes and training programmes. We launched a new CPD web app - a mobile-enhanced version of the RCPCH online CPD diary. The diary assists paediatricians to plan and better engage with CPD and facilitates high quality reflection linking to the GMC's Good Medical Practice.

The RCPCH continues to oversee national clinical audits for paediatric diabetes, epilepsy and neonatal care, with outcomes from the Epilepsy12 audit providing the basis for the Best Practice Tariff as adopted by NHS England. In 2014, guidelines on cleft palate were published. Work began on clinical guidance to ensure best practice for decreased consciousness levels and diagnosis of death by neurological criteria in infants, along with new standards for urgent care outside hospital settings and a new edition of *The Physical Signs of Child Sexual Abuse*. Other safeguarding publications under review in 2014 include *Roles and competences for safeguarding children and young people* and the *Child Protection Companion*. All the above material will be published in 2015.

The RCPCH plays a key role in workforce planning to ensure there is an appropriately trained paediatric medical workforce to deliver quality services for children in the UK. The recently published RCPCH Workforce Census Report provides evidence of increasing recruitment and workload pressures, which suggests new models of care are needed to ensure future child health services are safe and sustainable.

'WE SAID WE WOULD DELIVER EVIDENCE BASED RESOURCES TO HELP OUR MEMBERS TO DELIVER CONTINUALLY IMPROVING CARE FOR CHILDREN AND YOUNG PEOPLE - WE DID'



Child health

Goal: Play a key role in influencing children and young people's health in the UK and internationally. Concentrating on this, as the primary focus of the College, will help to address child mortality, obesity and well-being.

Improving child health outcomes and reducing avoidable mortality is at the core of everything we do. Our members' unrivalled knowledge and expertise places us in a unique position to transform the health of children and young people (CYP). In 2013-14, the College continued to make advances in raising the profile of child health, influencing to improve child health outcomes and widening the platform for the voice and experiences of children, young people and their families.

The RCPCH works directly with parents, carers and young people in setting the standards and raising awareness of child health issues. In 2014, the RCPCH launched 'infoKID', an information site for parents and carers of babies, children and adolescents with kidney conditions. The College also created patient related experience measures for the National Paediatric Diabetes Audit for England and Wales and the National Epilepsy Audit for England, Wales, Scotland and Northern Ireland.

Along with our Youth Advisory Panel, the RCPCH is connected to a wide network of CYP groups and child health organisations, such as the Children and Young People's Health Outcomes Forum. The RCPCH recognises the importance of facilitating opportunities for young people to add their voice in a meaningful way via focus groups, presentations and online discussion. The College held a number of successful 'hot topic' workshops for young people to share their perspectives with paediatric trainees and other child health professionals.

To ensure the RCPCH is at the centre of child health debates and influencing policy change, College teams

work closely across the four nations to promote the RCPCH's work to the media and government policy makers. In 2014, The College launched 'Why Children Die', a systematic review of child mortality research and evidence alongside tailored policy recommendations for England, Scotland and Wales. The Department of Health commissioned the RCPCH to develop an online solution to address medicines safety. The Health Foundation awarded funding to the RCPCH to develop a quality improvement project network for hospital safety called 'Situation Awareness For Everyone (S.A.F.E.)'. The RCPCH also published Vision for 2015 - making the UK's child health outcomes comparable to the best in the world to promote child health and influence the main political parties' manifestos in the run up to the 2015 general election. In this way, we continue to build the College's reputation as the 'go-to' organisation on child health.

The RCPCH continues to develop a broad portfolio of global health activity focused on working with partners in the UK and overseas to improve the health and wellbeing of all children. In 2014, the Emergency Triage Assessement and Training programme (ETAT+) and the Global Links volunteering project were successfully delivered across Africa. Members from Africa and Asia also came to the UK as part of the Visiting Fellows programme. Two major intiatives were proposed for development on disability in Palestine and children in care in Eastern Europe. We also established the Global Health Consultancy which is a register for paediatricians interested in sharing expertise and experience. This recruitment activity will enable more members to work internationally in low resource settings.

'WE SAID WE WOULD LEAD EVIDENCE BASED CAMPAIGNS TO IMPROVE THE QUALITY OF CHILD HEALTH - WE DID'



- Launch of infoKID for parents and carers of babies, children and adolescents with kidney conditions so they can learn more about their child's condition, treatment options and supporting
- Increasing media profile with the RCPCH's key child health priorities, clinical audits and education projects achieving coverage in national print and broadcast outlets and across the four nations.
- Successful delivery of the Global Links volunteering and ETAT+ programmes across East and West Africa including Sierra Leone, Rwanda, Uganda and Kenya. Further Visiting Fellowships with participants from Africa and Asia.

IN 2015 WE WILL:

- Increase staff and officer knowledge and engagement with the participation agenda through the appointment of staff participation champions in each division.
- Deliver evidence-based workstreams to contribute to the improvement of outcomes for child health to four organisational priorities - Public Health, Making the NHS A Better Place, Child Protection and Mortality.
- Deliver RCPCH priorities, and raise the College's profile amongst key stakeholders, both externally and amongst membership.
- Continue to develop the RCPCH's global footprint with new initiatives in Palestine, East Africa and South East Asia. Further expansion of ETAT+, and recruitment to the

Membership

Goal: Develop and deliver a high quality service for members.

The RCPCH now has over 16,000 members for the first time in its history, which represents an increase of almost exactly a third in less than five years. This growth, which is reflected across both the UK and internationally, is a huge success for the College but comes with the responsibility of ensuring that we do not offer a 'one size fits all' service. The RCPCH has continued to ensure the College remains responsive to the needs of all of our members.

We have sought to improve our web capability, creating a personalised 'dashboard function' which will be completed in the early part of 2015. This function will give each member more immediate access to information tailored to their interests, region and career stage. The College has also successfully delivered a number of other enhancements for members including the ability to book and pay for events online.

There has been continued expansion of our education provision with a range of new courses delivered across the UK. These include the 'How to Manage', 'Progressing Paediatrics', 'Effective Educational Supervision', 'Quality Improvement and

Patient Safety', 'Evenings of Evidence' and 'Child Protection' courses.

The RCPCH is now truly a four-nation organisation with the opening of an office in Belfast. Following a successful launch at the HMS Titanic in July 2014, the national office has been working in collaboration with the offices in Scotland and Wales to deliver a more localised service for members and to champion the voice of child health in Northern Ireland. Obesity and mental health were the top concerns for both members and the public following two respective Northern Ireland polls carried out by RCPCH in 2014.

Throughout this year the RCPCH has also been seeking to modernise its governance functions, creating a smaller Board of Trustees, in keeping with modern charitable guidelines, and put to membership the proposal to create a new Council structure. These proposals were not passed by the required two thirds majority at an EGM and the College leadership will now consider a separate proposal to to address the widely accepted need to reduce the the current 51 members that make up the Board of Trustees.

'WE SAID WE WOULD DELIVER A MORE LOCALISED SERVICE TO MEMBERS IN IRELAND AND TRULY BECOME A FOUR-NATION ORGANISATION - WE DID'



Sustainability

Goal: Protect, utilise and develop all the assets of the RCPCH. At the same time, we will increase and diversify income streams.

For the College to maintain its reputation as a leader in child health, its assets need to diversify and grow. The Honorary Treasurer's report (p20-21) shows the College has grown significantly over the last twelve months by attracting income from new sources and expanding our existing activities.

Unrestricted income has grown by 11%, and with expenditure being well managed the College expects to meet its three-year general fund reserves target of £0.5 million by the end of 2014/15 financial year.

This performance is excellent; however, the RCPCH's aspirations remain greater than the finances available. It is therefore committing to grow further which has been demonstrated with the appointment of a Director of Business Development within the College. This new post is expected to attract new income from external sources such as grant funders, sponsorship and fundraising, thus diversifying our income streams.

The number of events the College holds has increased by 90% compared to the previous year and continues to grow. The annual conference in Birmingham was very successful and achieved an increase in sponsorship and exhibition stands which resulted in a small surplus being generated.

The RCPCH attracted a 121% increase in restricted income via education and training initiatives such as the acclaimed MindEd e-portal and Disability Matters programme which, in making useable information available to a wide range of stakeholders, will result in improved health outcomes for children and young people in areas which have not always received as much attention as they should.

The Invited Review programme achieved a 96% increase in income year on year. This initiative, which has established an excellent reputation, opens up new opportunities for encouraging best practice while at the same time adding to College resources and so supporting sustainability.

During 2014 the College undertook an extensive refurbishment of its meeting and training facilities on the 6th floor of 5-11 Theobalds Road. This included upgrading audiovisual equipment, improving acoustics and installing a new hearing aid loop. The improvements have provided the opportunity for a wider lecture style layout to enhance potential education provision and increase external hire.

'WE SAID WE WOULD DEVISE AN INTEGRATED INTERNATIONAL STRATEGY AND GENERATE 3 DISTINCT NEW BUSINESS STREAMS FOR RCPCH - WE DID'

2014 ACHIEVEMENTS

- The finance strategy targets a general fund surplus of £0.5m by the end of the 2014/2015 financial year, and based on the current year performance the RCPCH is expected to achieve this.
- The level of income received from assessments (including exams) is £3.9m, 8% higher than the previous year. This increase is largely due to more trainees sitting assessments both in the UK and overseas.
- Membership income numbers continue to grow and the RCPCH now has over 16,000 members. Income from membership totalled £3.9m, an increase of 3%.
- Education and training generated income of £3.5m, an 82% increase compared to the previous financial year
- The RCPCH achieved 14% growth in International activity with income of £0.9m.

IN 2015 WE WILL:

- Achieve the strategic finance object of general fund reserves being £0.5m.
- Generate income of £1.5m from international programmes including Global Links and ETAT+.
- Leverage existing income streams and generate additional unrestricted income.
- Share the College's flagship annual conference with the Royal College of Nursing to increase and strengthen relationship with multi-professional audiences.
- Build on the success of current research and policy activities and attract new funding income to drive quality improvement.



People

Goal: Put in place a progressive, enabling people strategy so all College staff are equipped to deliver the organisational goals and are quick to answer members' needs. Ensure that members and officers who engage directly with delivery of the RCPCH's work are effectively supported.

2013/14 saw the successful delivery of the People and Leadership 2013 – 2015 Operational Plan. In particular, the RCPCH delivered a number of noted outcomes.

The RCPCH had its first intake of apprentices working in collaboration with the College of North East London. Apprentices spend 12 months with the RCPCH and during this time complete their Technical Certificate and a National Vocational Qualification Level 3 in Business Administration. It introduced its first Employer Supported Volunteering Scheme to encourage staff to undertake voluntary activities, in particular child based charity work, to enhance existing skills and learn new ones.

The RCPCH introduced the first phase of its Modern Ways of Working Policy. All staff can now request flexible working to improve their work/life balance, undertake more activities with their families, study or volunteer in their local community.

The College's approach to succession planning and talent management was progressed with 100% of business critical posts identified and career pathways developed or in development for high risk posts. Talent management and succession planning was also the driver behind the successful delivery of the RCPCH's Stepping Up programme with twelve members of staff successfully completing the course. Seven of the

twelve have secured promotion internally.

The RCPCH introduced shadowing as an effective mechanism for professional development including releasing staff to participate in the NCVO 'A Day in the Life' scheme. It also conducted an organisational training needs analysis to align those needs with strategic aims and effectively prioritise learning and development requirements within resources available. All staff have Continuous & Professional Development Plans for 2014/15.

The RCPCH achieved a One To Watch mark, with its first entry in The Sunday Times Top 100 Best Not-for-Profit Organisations to work for and demonstrates that the College has an engaged workforce. This is also evidenced by the very low levels of sickness absence across the College, with the average number of sick days lost per employee being < 1%. The RCPCH continues with focused activity to enhance our brand as an employer of choice.

The College has a relatively high turnover of staff (19%) which is largely attributable to staff applying for promotional opportunities externally and being successful. 71% of staff leaving cited this as the reason in their exit interview. The College prides itself on developing people in role and beyond and remains committed to its staff development programme.

'WE SAID WE WOULD CREATE AN ORGANISATIONAL DEVELOPMENT PROGRAMME TO ENHANCE SKILL SETS AND ADDRESS FUTURE COLLEGE NEEDS- WE DID'



Treasurer's report

FINANCIAL ISSUE - VAT

This issue has finally come to a successful conclusion for the College this year. HMRC's appeal to the Upper Tribunal, against the decision of the VAT Tribunal in February 2013, found for HMRC on one point and upheld the original decision on the second point. The overall effect of this adjudication was to leave the position of VAT on the purchase of the freehold property at 5-11 Theobalds Road unchanged and in RCPCH's favour. It has now been confirmed that there will be no further appeal against this decision by HMRC and thus this issue is now concluded.

SUMMARY ACHIEVEMENTS 2013/14

- Income from our trading subsidiary British Paediatric Services Ltd increased 122%, reflecting growth in exhibition, room hire and royalties income.
- Events £0.3m 125% higher than last year.
 This success is based on attracting more delegates to our Annual Conference and a growing range of training events.
- Restricted income is 42% higher than in 2012/13 at £5.2m, including significant funds for MindEd, Disability Matters and Paediatric Care Online.
- The assessment team has managed to achieve a 33% reduction in costs year on year at the same time as delivering an 8% increase in income.
- Cash balances remain strong at £7.2m.
- Our mortgage debt has reduced by £118k and stood at £2.7m at the end of 2013-14

Further information:

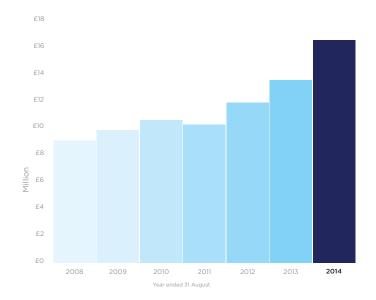
The full financial statements are available on the College website, www.rcpch.ac.uk. Transparency throughout the College is important and encouraged particularly within finance.

If you have any queries about the finances of the College, please do not hesitate to contact me (rcpchtreasurer@gmail.com) or David Howley (david.howley@rcpch.ac.uk), Director of Corporate Services.

INCOME Year on year income

The College has achieved income of £16.3m for the financial year 2013/14. This is an increase of 20% compared to the previous financial year and evidences the success the College continues to enjoy in expanding current income streams and attracting new ones. Figure 1 shows trends over a seven-year period.

Within our general fund, income has increased by 11% to £11.0m and restricted income (income provided to the College for specific purposes that cannot be used otherwise) has increased by 42% to £5.2m. The increase in restricted income that has been secured by the College is noticeable against a background of a generally constrained funding environment.

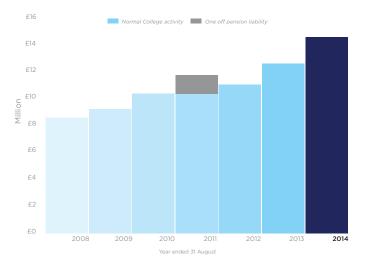


EXPENDITURE

Expenditure for the year is £14.2m, an increase of £2m from 2012/13 which reflects the increase in the amount of restricted funding that the College is attracting. This in turn leads to a greater level of spending. Expenditure continues to be under control and was within the agreed budget.

The 2014 expenditure breakdown comprises 38% for services to members including administration, information systems, College governance and communications and 41% for professional development including examinations, education and training. 14% was allocated to research and child health policy work along with 5.6% of college expenditure towards international programmes.





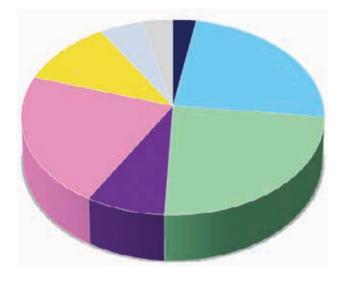
Dr Lisa Kauffman, Honorary Treasurer

Accounts

Income and expenditure 1 September 2013 to 31 August 2014

INCOME	2014 Total £	2013 Total £
Incoming Resources from Generated Funds		
Voluntary income Activities for generating funds Investment income Incoming Resources from Charitable Activities	3,429 412,458 34,256	5,195 186,659 33,165
Membership Assessment Communications Education and Training Research and Policy International Invited reviews, affiliates and staff secondments	3,923,355 3,926,777 1,240,768 3,528,919 1,828,157 859,266 585,096	3,622,267 1,133,468
Total Incoming Resources	16,342,481	13,664,895

	2014 Total	2013 Total
EXPENDITURE	£	£
Costs of Generating Funds		
Voluntary Income	204	19,606
Charitable Activities		
Membership	856,604	882,393
Assessment	1,343,612	2,001,412
Communications	584,101	371,847
Education and Training	4,466,636	2,283,427
Research and Policy	1,998,677	2,437,387
International	800,591	739,694
Other professional		
activities and standards	4,008,358	3,372,615
Governance costs	145,737	63,954
Total Resources Expended	14,204,520	12,172,335





The Trustees' report and accounts are available on request from the College's offices or from the Charity Commission website: http://apps.charitycommission.gov.uk/showcharity/registerofcharities/RegisterHomePage.aspx



Administration

RCPCH COUNCIL

Members of College Council are the Trustees of the College. Council comprises the following people as at 05 November 2014 (except for those marked; Officer positions are those held as at 05 November 2014).

The Senior Officers

Dr Hilary Cass President
Dr Ian Maconochie Registrar

Dr Lisa Kauffman Honorary Treasurer

Dr Anne Greenough Vice President, Science and Research
Dr Simon Newell Vice President, Training and Assessment

Dr Andrew Long Vice President, Education
Dr Carol Ewing Vice President, Health Services

National and Other Officers

Dr Emma Curtis Ireland
Dr Peter Fowlie Scotland
Dr Mair Parry Wales

Dr Kevin Windebank Examinations
Dr David Long Assessment

Professor Stephen Allen International (the David Baum Fellow)

Dr Simon Clark Workforce Planning

Dr Amanda Goldstein Training

Dr Carol Roberts Continuing Professional Development

Dr Geoff DeBelle Child Protection
Professor Mitch Blair Health Promotion
Dr Fiona Campbell Clinical Standards

Other Members of Council

Dr Ishaq Abu-Arafeh Dr John Gibbs Dr Malla Narasimhamurti Dr Richard Nicholl Dr Peter Arkwright Dr Rajeev Gupta Dr Ian Balfour-Lynn Dr Hilary Hoey Dr Stuart Nicholls Dr Gusztav Belteki Dr Kevin Ives Dr Robert Smith Dr Christopher Bidder Dr Michael Linney Dr Alan Webb Dr Emma Webb Dr Keith Brent Dr Daniel Lumsden Dr Nnenna Cookey Dr Calum Macleod Dr Andrew Wilkinson

Dr Nicholas Croft Professor Neena Modi Dr James Fraser Dr Abdul Moodambail

Senior Management Team

Professor Judith Ellis Chief Executive

Jacqueline Fitzgerald Director of Research and Policy

Louise Frayne Head of Human Resources and Organisational Development

David Howley Director of Corporate Services

Jonathan Miall Director of Business Development (since 15 Oct 2014)

Julia O'Sullivan Director of Education and Training



