



Raising Professional Driver Training Standards; Transaid's Support to the Industrial Training Centre (ITC)

Project Location: Lusaka, Zambia

Project Start Date: 2008 - 2011

Project Duration: 5 Years

Introduction: In August 2008, Transaid partnered with the Industrial Training Centre (ITC) in Zambia to build their capacity and improve HGV driver training to internationally recognised standards. Prior to this intervention there was no formal way for a driver to access quality HGV driver training in the country. While major operators have in-house training, these procedures are not tested or standardised. The consequences are inevitable with high road crash rates and resulting death and injury. The aim of this project was to reduce the number of road crashes occurring in the region.

The project was set up with support from a UK consortium of Transaid member companies from the transport and logistics industry who provided funding, resources and expertise. A project manager was seconded for two years to develop and coordinate inputs and appropriate shared best practice. This included work on vehicle and classroom based skills, teaching techniques, increasing driver training expertise and institutional capability. Six trucks, two trailers and a forklift truck were donated to the project.

The ITC is the only national commercial driver training centre in Zambia. The Transaid Professional Driver Training Project is the only current programme in Zambia and neighbouring countries to be building commercial vehicle driver training skills. It operates a 'training of trainers' model to enable skills to remain in country ensuring project sustainability. It is unique in being almost entirely funded by a consortium of companies from the UK Transport and Logistics industry.

The project has facilitated the sharing of best practice in areas such as project management, health and safety, driver training, forklift truck driver training, bus and coach training, hazardous chemical training and human resources. Each input has been carefully delivered and appropriated to the Zambian context facilitated by Transaid's expertise within Africa.

Methodology: Much research was carried out prior to launching the project. A scoping study was conducted to build relations and identify the needs of transport operators in the region which highlighted the desperate need for a good quality driver training centre.

Once ITC had been chosen for a partnership a comprehensive due diligence process was conducted, reviewing the training, finances, health and safety and human resources to ensure a clear action plan could be developed.

The project spanned many years, included an enormous number of activities, and required the effort of more than 30 people. The list of inputs is long, but here in chronological order is a list of major milestones:

- Assess Zambian Road Freight Industry support for improved driver training standards
- Memorandum of Understanding (MOU) signed between ITC and Transaid
- Project plan and budget prepared and agreed
- Initial UK Consortium Meeting - held at Wincanton Logistics
- Due Diligence Assessment at ITC by International Team
- Existing trainers competency assessed
- Tyre Safety training of trainers programme commenced
- Review of Zambia's national driver training standards
- Review of existing training material used at ITC
- ITC training material refined
- Trainers in place and trained to train (to required level) on new curriculum/material
- Donated vehicles shipped, registered, cleared and taxed
- Delivery of new and improved training courses commences (with support from UK driver trainer)
- Commence outreach driver training in Kitwe (Copper belt)
- Key supporters from consortium visit project (MAN, Motor Transport, key 3PLs)
- Short film made about the project and its impact
- Visited the National Institute of Transport and formed a partnership based on a draft MoU
- ITC 5 year strategic plan developed

Outcomes: Five driver trainers have been trained to deliver HGV driver training to an internationally recognised standard, including one senior driver trainer. To date, over 1000 drivers have been trained at the ITC, including those taking refresher courses. Training has been delivered to public organisations, government departments and local transport operators.

TOTAL NUMBER OF DRIVERS TRAINED FROM JAN 2009 – JUN 2010	
Truck driving learner course attendees	666
Refresher training for existing drivers	191
Driver assessments	161
Motor cycle riding	72
Transport managers trained	approx. 50 – 60
FLT training	approx. 100

In addition to the training of drivers, training of transport managers has been another key component to making Zambia's roads safer. To

date over 50 transport managers have received training using Transaid's Transport Management Training Curriculum.

Over the last two years, the student to teacher ratio at the ITC has been reduced by 40%, with 30% more practical training time for trainee drivers - a demanding task in an environment where resources are limited and income is a key priority for project sustainability. An external audit revealed that health and safety performance at the ITC increased dramatically from 48% in 2008 to 72% in 2009, following the formation of a health and safety committee.

Active marketing of the quality assured driver training at the ITC resulted in an income generation increase in performance of 52% from 2008 to 2009. A satellite centre was set up in the Copperbelt region of Zambia to extend the reach of the driver training facility. The project was extended to incorporate forklift truck and bus and coach driver training in addition to HGV and motorcycle driver training.

As a result of the project Transaid is working with the Federation of East and Southern Africa Road Transport Associations (FESARTA) and SADC to establish harmonisation of driver training standards across the region.

Conclusion: The Professional Driver Training Project is self-financing. As driver training capacity and standards increase, more companies will see the benefits and send their drivers for training. Ultimately, the project will run 'training of trainer' courses for external organisations to continue to increase driver training capacity within the sector.

In addition to working with the ITC, Transaid has been working with the Zambian government Road Transport and Safety Agency (RTSA) to advise on policy relating to truck and bus driver training. This has included issues surrounding work time directive, legislation and the potential introduction of breathalysers.

The RTSA have ruled that anyone wanting to obtain a HGV driving license in Zambia must now provide evidence of having received training at the ITC, which is a step towards enforcing quality driver training standards.

As the project continues to expand, Transaid is developing a system of quality assurance to ensure these standards are maintained to the highest levels. A system for data capture is also being developed to measure impact from major transport operators using the centre.

The PDTP has exceeded expectations in terms of what we planned to deliver at the start of the project back in August 2008. It has developed enormously in terms of scope and variety of courses on offer and its success within Zambia and expansion into Tanzania is testament to this.

Road deaths continue to be a huge killer across Africa, often pushing families further into poverty and creating a massive burden on an under resourced health service. Through investment in driver training, drivers can become safer and more risk aware, ultimately reducing the number of fatalities and costs to the economy through untransported and damaged goods.

While Transaid are committed to continuing to support the ITC for the next 3 – 5 years, the expansion into Tanzania represents an exciting move forwards and is essential for harmonising driving standards and improving road safety across Africa.

Tools Utilised: PSV Driver, Motorcycle and Forklift Truck Training Curricula. Transaid Transport Management Training Manual, H&S Audits.

Partners: Industrial Training Centre Trust (Zambia), Road Transport and Safety Agency (Zambia), the Federation of East and Southern Africa Road Transport Associations (FESARTA), the Southern Africa Development Community (SADC).

The project is heavily backed by a consortium of Transaid member companies from the UK Transport and Logistics industry including: Wincanton, Hoyer, Britcom International, MAN Truck & Bus, Wallenius Wilhelmsen, Michelin, Stagecoach, Norbert Dentressangle Logistics, Bibby Distribution, CEVA Logistics and Toyota Material Handling UK.

About Transaid:

Transaid is an international UK development charity that aims to reduce poverty and improve livelihoods across Africa and the developing world through creating better transport. Transaid was founded by Save the Children and the Chartered Institute of Logistics and Transport. Our Patron is HRH The Princess Royal. Transaid specializes in the following:

- Building the capacity of public health authorities to provide effective, safe and cost efficient transport management systems to promote equitable access to primary health care services.
- Developing and improving logistics and supply chain systems to enhance the delivery of medicines, equipment and relief services to vulnerable communities.
- Promoting effective partnerships to support and enhance community participation in developing sustainable transport solutions in rural areas.
- Developing and delivering transport and logistics training and qualifications for public and private sector operators.

Transaid has the capacity and reach to lead projects throughout the developing world, but is equally capable of providing niche technical assistance to large scale health systems strengthening projects. Transaid maintains strong relationships with a number of leading international organizations including donor agencies such as DfID, DANIDA and USAID, and implementing organizations such as Health Partners International, Options Consulting, John Snow Inc. and Management Sciences for Health.

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