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GOVERNMENT NOTICES**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

No. 146

18 February 2005



Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation,24(c) of the National Standards Bodies-Regulations of 28 March 1998, SAQA NSB 11, Services publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The Unit Standard can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and no later than 21 March 2005. All correspondence should be marked Standards Setting-NSB 11, Services and addressed to

The Director: Standards Setting and Development

SAQA

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

FETC: Road Transport Management in the Public Sector

SAQA QUAL ID	QUALIFICATION TITLE		
49489	FETC: Road Transport Management in the Public Sector		
SGB NAME	NSB 11	PROVIDER NAME	
SGB Transport and Logistics Operations	Services		
QUAL TYPE	FIELD	SUBFIELD	
National Certificate	Services	Transport, Operations and Logistics	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
Undefined	140	Level 4	Regular-Unit Stds Based

PURPOSE AND RATIONALE OF THE QUALIFICATION

The purpose of this qualification is to facilitate Training, Education and Development to current and potential stakeholders in the transport activity of the South African Public Services Sector, thus enhancing service delivery and excellence in this non-profit sector. This qualification will furthermore provide educational and occupational progression and portability to learners wishing to pursue a career in this sector or other similar but distinct industries. The benefits of this qualification will increase the quality of life for the majority of South Africans.

Rationale of the qualification

Unfortunately training in many sectors in South Africa has been largely unplanned, and occurred in a random manner, with short course programmes offered in house or by some organisations not necessarily recognised by other organisations or training institutions. Accordingly, the transferability of skills across different industries that utilise transport related competencies was hampered, specifically industries like the public services sector, where transport is a secondary function.

With the emergence of the Skills Development Strategy in as early as 1994, a new approach to education and training emerged, gleaned almost entirely from the approaches adopted in countries abroad (more specifically Australia, New Zealand, Malaysia and the United Kingdom). The selected methodology is aimed at the integration of education and training. With the promulgation of the Skills Development Act in early 1999, major projects were required in order to pursue the effective integration of Education Training and Development.

In answer to the question of supplying motivation/rationale for this specific qualification it was found that, whilst several qualifications have been developed for various sectors within the greater transport industry, a further qualification, following on the NQF level 3 qualification in road transport management, allowing individuals to pursue a career in the transport divisions of the South African Public Services Sector was necessary.

This qualification has been designed to accommodate for individuals currently employed or wishing to be employed by the transport divisions of the public services sector of South Africa. In the past it was customary to merely employ any individual at hand to manage and operate the fleet of vehicles in the public services sector. As time went by people realised that, competently trained and knowledgeable people were needed for this task in what is one of the largest single cost centres, as well as a core facilitating activity in any business activity (also that of the public services sector). Road transport management in the very unique public services sector justified a qualification of their own, to address specific operational approaches, the unique business environment as well as specific pieces of legislation and publications guiding and restricting such operations.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

It is assumed that learners are competent in:

- > Communication at NQF level 3
- > Mathematical literacy at NQF level 3.

Recognition of Prior Learning

This qualification may be achieved in part or completely through the recognition of prior learning, which includes formal, informal and non-formal learning and work experience. The learner should be thoroughly briefed on the mechanism to be used and support and guidance should be provided. Care should be taken that the mechanism used provides the learner with an opportunity to demonstrate competence and is not so onerous as to prevent learners from taking up the Recognition of Prior Learning option towards gaining a qualification.

QUALIFICATION RULES

- > All the unit standards in the Fundamental Component are compulsory. The level 3 Communication standards apply to a second South African language and the level 4 standards to a first South African Language.
- > All the unit standards in the Core are compulsory.
- > Learners must choose unit standards totalling **16** credits from the Elective component to complete the qualification. These credits may be chosen from those listed in the qualification or may choose from other registered standards at levels 3, 4 or 5 that will assist the learner with his/her work function or in which his/she has a particular interest, subject to the approval of the relevant **ETQA**.

EXIT LEVEL OUTCOMES

1. Apply communication skills within the workplace to satisfy internal and external customer requirements.
2. Provide statistical information to relevant persons utilising numerical knowledge and skill.
3. Manage the vehicle fleet in accordance with organisational policies and procedures.

ASSOCIATED ASSESSMENT CRITERIA

1.

- > Oral and written communication skills are utilised to provide relevant information on the availability and usage of the vehicle fleet.
- > Oral and written communication skills are utilised to provide statistical information to relevant role players with regard to operational capabilities of the vehicle fleet.
- > Information to achieve work responsibilities is collected from appropriate sources
- > The methods used in communication is appropriate to the audience and takes into account social and cultural diversity
- > People are treated with integrity, respect and empathy regardless of culture, gender, class, "race" and belief systems
- > The organisation's social, ethical, and business standards are used to develop and maintain positive relationships aligned to human rights
- > Problems are identified and analysed during conflict resolution and action is taken to rectify the situation with minimal disruption to performance

2.

- > Statistical information is gathered from vehicle fleet operations to determine vehicle usage
- > Vehicle usage statistics are calculated to determine costs associated to the running of the vehicle fleet
- > Vehicle costs are used to determine budgets by analysing present statistics and forecasting possible costs
- > Mismanagement of vehicle usage are identified and dealt with in accordance with operational procedures
- > Budgets are submitted to relevant departments for approval according to organisational policies and procedures

3.

- > The organisational standard operating procedures for transport management is adhered to
- > The requirements of customers (internal/external) are met and dealt with timeously with regard to vehicle needs
- > The transport management system is managed in accordance with all legislative and regulative requirements
- > Documentation generated within the transport department is kept safe as required within organisational policies and procedures and in accordance with regulative requirements for audit purposes
- > The organisations objectives and aims are known so as to provide the support required from the transport department as the secondary role of the organisation

Integrated Assessment

It is proposed that assessment for this qualification will be formative and summative in nature. It is furthermore suggested that the assessment is conducted individually, either per unit standard or by integrating unit standards that have similar outcomes so as to have the learner be declared competent for each specific unit standard and/or a combination of unit standards. Assessment has to be conducted by means of varied methods of assessment by approved assessors accredited by the relevant ETQA. Assessment could include written assessment; group work, syndicate work, case studies, role-play as well as any additional methods designed to successfully and credibly assess his/her competence.

The learner's ability to apply the theoretical information and actually be able to do the job (applied competence) specifically in the road transport workplace environment has to be assessed and be confirmed by an assessor whether a workplace assessor or provider assessor before the learner can be declared competent for the specific unit standard and/or combined unit standards.

Accreditation Mechanisms

An individual wishing to be assessed against this qualification may apply to an assessment agency, assessor or provider institution that has been accredited by the relevant ETQA. Learners will be assessed by qualified and recognised assessors, and once deserving will be declared competent, against the NQF level 4 National Certificate in Road Transport Management in the Public Services Sector unit standards.

Any assessor and training provider will be instructed to ensure that the relevant company/government department specific procedures/rules are used as reference material when designing courseware, assessment or when selecting pre-designed assessments.

Methods and Tools of Assessment

The following methods of assessment have been identified as the preferred measurement and assessment of learner competence in the assessment criteria

1. Written tests/case studies/projects
2. Role play/structured classroom discussions
3. Portfolio of evidence
4. On the job observation
5. Oral presentation/questioning
6. Simulation

These methods will be carefully selected based on the purpose of the assessment (for example the written method will be used to assess knowledge and on the job observation will be used to assess practical competence. The assessment must integrate a number of different methods (no less than three) in order to give the assessor reliable and valid evidence to prove competence with respect to knowledge, skill and attitude.

The following tools may be used to supplement the above minimum assessment methods:

Valid, reliable and authentic evidence (presented as a portfolio of evidence) from past achievements and experience may serve to supplement the assessment of applied competence.

The portfolio should include at least:

1. Written statements from persons (e.g. current and/or previous employer, colleague, peer, manager)

external customers) confirming competence of the learner

2. Relevant certificates of awards
3. Previous assessment records
4. Journals/logbooks

INTERNATIONAL COMPARABILITY

The content of the unit standards themselves were the focus of international (and national) benchmarking, which occurred continually through out the project, through an open communication process, consultation as well as requested comments.

Standards, qualifications and institutional bodies that have been used for benchmarking thus far:

UK standards (as obtained from Transaid, a key stakeholder in training and education in transport management in the public services sector) where:

- > Level 3 Certificate of Professional Competence in International Passenger Transport Operations
- > Level 3 Certificate of Professional Competence in National Passenger Transport Operations
- > Level 3 Certificate of Professional Competence in National Road Haulage Operations
- > Level 3 Certificate of Professional Competence in International Road Haulage Operations
- > Level 3 BTEC Certification in Road Freight Logistics
- > Level 5 BTEC Higher National Diploma in Vehicle Operations Management
- > Level 5 BTEC Higher National Certificate in Vehicle Operations Management
- > Level 3 NVQ in Transport
- > Level 4 NVQ in Transport
- > Level 5 NVQ in Transport

New Zealand has a National Diploma in Road Transport Management

Canada has a Supervisors, Motor Transport and other Ground Transit Operators

Australia provided no evidence of having a transport management qualification

The Netherlands also provided no evidence of a transport management qualification

What must be taken into consideration is that not one of the above relates to the Public Services Sector but to the Private Sector. It is assumed that the other countries would educate their employees with the qualifications listed. The vast majority of the consultation processes included in depth industry consultation with key stakeholders currently employed in a multitude of disciplines and levels in road transport management in the public services sector, from different government departments rendering public services.

ARTICULATION OPTIONS

This qualification is open ended for learners wanting to enter the NQF level 4 National Certificate in Road Transport Management in the Public Sector. Once a learner has completed the qualification it enables the learner to access the NQF level 5 National Diploma in Transport Management and to also cross over to the NQF level 4 Further Education and Training Certificate: Road Transport Supervision. These qualifications will enable the learner to further his/her studies into the higher education band.

MODERATION OPTIONS

- > Anyone assessing a learner or moderating the assessment of a learner against this Qualification and Unit Standards must be registered as an assessor with the relevant ETQA.
- > Any institution offering learning that will enable the achievement of this Qualification and Unit Standards must be accredited as a provider with the relevant ETQA.
- > Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies);
- > Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards, exit level outcomes as well as the integrated competence described in the qualification.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

N/A

UNIT STANDARDS*(Note: A blank space after this line means that the qualification is not based on Unit Standards.)*

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	113852 Apply occupational health, safety and environmental principles	Level 3	10	Registered
Core	113967 Apply public sector policies and procedures to achieve administration objectives	Level 3	12	Registered
Core	110023 Present information in report format	Level 4	6	Registered
Core	114491 Educate and work closely with the community with regard to sexually transmitted infections (STIs) including Human Immune Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS)	Level 4	10	Registered
Core	119227 Operate as a member of a comprehensive transport support structure in the public services sector	Level 4	8	Draft - Prep for P Comment
Core	119228 Operate within the parameters of the regulatory framework and standard operating procedures	Level 4	10	Draft - Prep for P Comment
Core	119229 Plan and schedule vehicle allocation and use in the public services sector	Level 4	12	Draft - Prep for P Comment
Elective	7996 Operating computer systems	Level 3	8	Reregistered
Elective	10954 Understand the road transport industry in South Africa	Level 3	5	Reregistered
Elective	13914 Conduct a formal meeting	Level 3	3	Registered
Elective	7841 Plan staff training and development in own area of responsibility	Level 4	6	Reregistered
Elective	8054 Managing and implementing quality assurance systems	Level 4	8	Reregistered
Elective	13941 Apply the budget function in a business unit	Level 4	5	Registered
Elective	13953 Apply the principles of situational leadership to a business unit	Level 4	5	Registered
Elective	110026 Describe and assist in the control of fraud in an office environment	Level 4	4	Registered
Elective	113958 Demonstrate and apply knowledge of role and responsibility of provincial government in South Africa	Level 4	6	Registered
Elective	113964 Demonstrate and apply knowledge of role and responsibility of local government in South Africa	Level 4	6	Registered
Elective	113965 Demonstrate and apply knowledge of role and responsibility of national government in South Africa	Level 4	6	Registered
Elective	8041 Managing employee induction	Level 5	10	Reregistered
Elective	15223 Implement training needs for teams and individuals to upgrade skills levels	Level 5	3	Registered
Fundamental	7575 Produce presentation documents for business	Level 3	5	Reregistered
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Reregistered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Reregistered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Reregistered
Fundamental	8973 Use language and communication in occupational learning programmes	Level 3	5	Reregistered
Fundamental	7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6	Reregistered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Reregistered
Fundamental	8975 Read and analyse and respond to a variety of texts	Level 4	5	Reregistered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Reregistered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	Reregistered
Fundamental	9016 Represent and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4	Reregistered
Fundamental	12154 Apply comprehension skills to engage oral texts in a business environment	Level 4	5	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

Operate as a member of a comprehensive transport support structure in the sa public services sector

SAQA US ID	UNIT STANDARD TITLE		
119227	Operate as a member of a comprehensive transport support structure in the sa public services sector		
SGB NAME		NSB 11	PROVIDER NAME
SGB Transport and Logistics Operations		Services	
UNIT STANDARD TYPE		FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Regular		Services	Transport, Operations and Logistics
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	8	Level 4	Regular

SPECIFIC OUTCOME 1

Understand the South African Public Services Sector environment.

SPECIFIC OUTCOME 2

Understand the dynamics of a typical team in the transport support structure.

SPECIFIC OUTCOME 3

Understand the responsibilities and obligations of being a member of a team within the transport support structure.

SPECIFIC OUTCOME 4

Communicate effectively in the transport support structure.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

2

Operate within the parameters of the regulatory framework and standard operating procedures

SAQA US ID	UNIT STANDARD TITLE		
11922%	Operate within the parameters of the regulatory framework and standard operating procedures		
SGB NAME	NSB 11	PROVIDER NAME	
SGB Transport and Logistics Operations	Services		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	10	Level 4	Regular

SPECIFIC OUTCOME 1

Identify and interpret regulatory documentation.

SPECIFIC OUTCOME 2

Apply relevant regulatory documentation.

SPECIFIC OUTCOME 3

Display fundamental knowledge of the standard operating procedures.

SPECIFIC OUTCOME 4

Review the standard operating procedures.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**3**

Plan and schedule vehicle allocation and use in the public services sector

SAQA US ID	UNIT STANDARD TITLE		
119229	Plan and schedule vehicle allocation and use in the public services sector		
SGB NAME	NSB 11	PROVIDER NAME	
SGB Transport and Logistics Operations	Services		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	12	Level 4	Regular

SPECIFIC OUTCOME 1

Comply with organisational standard operating procedures.

SPECIFIC OUTCOME 2

Access and interpret information on the request for vehicle allocation.

SPECIFIC OUTCOME 3

Plan and schedule vehicle utilisation.

SPECIFIC OUTCOME 4

Issue vehicles as per approved requests.

SPECIFIC OUTCOME 5

Receive vehicles upon return to the pool.

SPECIFIC OUTCOME 6

Institute vehicle maintenance procedures.