



## Executive Summary

Qualification	FETC: Road Transport Supervision
Qualification ID	48439
NQF Level	4
Minimum Credits	138
Duration	12 months
Field	Services
Subfield	Transport, Operations and Logistics
ETQA	TETA
Purpose	The purpose of this Qualification is to facilitate training and educational opportunities for individuals currently employed in the Southern African Road Transport industry or those wishing to pursue a career in this industry.
Entry Requirements	Mathematics/Numeracy and Language/Communication skills at NQF Level 3 or the equivalent.



EMPOWERED

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## Exit Level Outcomes

- Apply knowledge and understanding to the creation and maintenance of customer service and standards.
- Apply strategic and critical approaches to general management responsibilities in order to meet organisational objectives.
- Manage the transportation of different types of goods to ensure their safe delivery.
- Implement and control routing and scheduling requirements for passenger transport.
- Manage and control a range of projects to ensure effective execution and successful achievement of organisational objectives and targets.
- Strategic and critical approaches to decision-making and problem solving is undertaken to manage the transportation of passengers and/or freight.
- Relevant technology is applied to enhance and support transport information, financial activities and manage logistics operations.
- Impact in the marketing strategy of the organisation in order to remain market-focused and achieve organisational goals.

## The KLM Empowered X-Perience



### X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



### X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



### X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



### X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



### X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

# Learning Blocks

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## Customer Satisfaction

ID	Unit Standard Title	Level	Credits
113833	Manage customer satisfaction in a road transport activity	Level 4	9
8968	Accommodate audience and context needs in oral communication	Level 3	5
8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Total			

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## Strategic Road Transport Management

ID	Unit Standard Title	Level	Credits
113853	Apply strategic road transport management principles	Level 5	12
113839	Manage road transport work teams	Level 4	10
8973	Use language and communication in occupational learning programmes	Level 3	5
8979	Use language and communication in occupational learning programmes	Level 4	5
Total			32

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## The Transportation of Dangerous Goods

ID	Unit Standard Title	Level	Credits
113852	Apply occupational health, safety and environmental principles	Level 3	10
113851	Manage the transportation of dangerous goods	Level 5	6
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Total			20

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## Standard Operating Procedures and Practices

ID	Unit Standard Title	Level	Credits
113834	Apply standard operating procedures and practices	Level 4	9
113827	Operate the fleet	Level 4	11
10133	Schedule project activities to facilitate effective project execution	Level 4	8
8970	Write texts for a range of communicative contexts	Level 3	5
8976	Write for a wide range of contexts	Level 4	5
Total			38

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## Enhancing and Supporting Transport Information, Financial Activities and Managing Logistics Operations

ID	Unit Standard Title	Level	Credits
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
8969	Interpret and use information from texts	3	5
8975	Read analyse and respond to a variety of texts	4	5
Total			22

## Developing and Managing the Road Transport Marketing Strategy

ID	Unit Standard Title	Level	Credits
113856	Develop and manage the road transport marketing strategy	5	13
12155	Apply comprehension skills to engage written texts in a business environment	4	5
		Total	18

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