



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Transport Planning for Contractual Service Level Agreements

Services / Transport, Operations and Logistics

Unit Standard 255802 · NQF Level 5 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips transport and logistics professionals with the skills to plan transport operations that meet contractual obligations and service level agreements. Learners will understand how to interpret contractual terms, design efficient transport schedules, and monitor performance to ensure compliance. The focus is on practical application within the South African transport context.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	255802
Accreditation	SAQA Accredited · NQF Level 5 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyze contractual obligations and service level agreements to identify transport requirements.
- Design transport plans that align with contractual terms and operational constraints.
- Implement scheduling and routing strategies to optimize resource utilization and meet service levels.
- Evaluate transport performance against agreed metrics and recommend corrective actions.
- Apply risk management principles to mitigate disruptions in transport operations.
- Demonstrate compliance with relevant South African transport legislation and industry standards.

WHO SHOULD ATTEND

- This course is designed for transport managers, fleet supervisors, logistics coordinators, and supply chain professionals responsible for planning and executing transport services under contractual agreements.

COURSE OUTLINE

Day 1: Introduction to Transport Planning and Service Level Agreements

- Overview of transport planning and its importance.
- Definition and components of a service level agreement.
- Key performance indicators (KPIs) in transport.
- Stakeholder roles: client, service provider, regulator.
- Legal framework: National Land Transport Act, Contract Law.
- Case studies of transport SLAs.

Day 2: Fundamentals of Transport Demand and Supply Analysis

- Transport demand: factors influencing demand.
- Demand forecasting methods: trend analysis, regression.
- Transport supply: infrastructure, fleet, personnel.
- Capacity analysis and level of service concepts.
- Balancing demand and supply in SLAs.
- Practical exercises: demand estimation.

Day 3: Service Level Agreement Design and Performance Metrics

- SLA structure: scope, responsibilities, metrics.
- Performance metrics: on-time delivery, transit time, vehicle utilisation.
- Target setting: benchmarking and historical data.
- Penalties and incentives: liquidated damages, bonuses.
- Drafting SLA clauses.
- Workshop: designing an SLA for a transport route.

Day 4: Route Planning and Optimisation for Contractual Compliance

- Route planning fundamentals: shortest path, vehicle routing.
- Optimisation methods: linear programming, heuristics.
- Constraints: time windows, capacity, driver hours.
- Software tools for route optimisation.
- Case study: optimising a delivery route.
- Practical exercise: manual route calculation.

Day 5: Fleet Management and Maintenance Planning for SLAs

- Fleet management principles: acquisition, deployment, disposal.
- Maintenance planning: preventive vs. corrective.
- Key metrics: fleet availability, downtime, repair time.
- Utilisation analysis: vehicle tracking, telematics.
- SLA implications of fleet performance.
- Practical: creating a maintenance schedule.

Day 6: Driver Scheduling and Workforce Management

- Driver scheduling: shift planning, rostering.
- Regulatory compliance: National Road Traffic Act, AARTO.
- Fatigue management: maximum driving hours, rest periods.
- Performance monitoring: driver scorecards.
- Impact of driver availability on SLA.

- Workshop: creating a driver schedule.

Day 7: Monitoring, Reporting, and SLA Compliance Tracking

- Monitoring tools: GPS tracking, electronic logs.
- Reporting formats: daily, weekly, monthly reports.
- Dashboards: real-time visualisation.
- Data analysis: trends, root cause analysis.
- Corrective action plans.
- Practical: building a simple SLA dashboard.

Day 8: Contract Management and Dispute Resolution in Transport SLAs

- Contract management lifecycle: initiation, execution, closure.
- Variations: scope changes, force majeure.
- Dispute resolution: negotiation, mediation, arbitration.
- Breach of contract: remedies and damages.
- Continuous improvement: SLA reviews, feedback loops.
- Case study: resolving a transport SLA dispute.

Day 9: Integration, Capstone Project, and Course Review

- Capstone project brief: develop a transport SLA from scratch.
- Group work: planning, route, fleet, scheduling, monitoring.
- Presentations and peer feedback.
- Course review: key concepts, tools, and best practices.
- Final assessment and certification.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,000.00	R 35,000.00
1	In-House	R 45,500.00	R 45,500.00
1	On-Campus (Pretoria)	R 52,500.00	R 52,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	14 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	17 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	18 Aug 2026	On-Campus	Mauritius
07 Aug 2026	19 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	24 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 255802) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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