



# Transport Education Training Authority

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*Driven by Vision*


Investigation into Western Cape Heavy Goods Vehicle Drivers' Skills

## Research instruments

13 April 2023



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# 1. OVERVIEW

## 1.1. Background

The CSIR has been appointed by the Western Cape Mobility Department (previously the Transport and Public Works) to assess the heavy vehicle goods driver skills in the Western Cape. As part of this research study, data will be collected through survey questionnaires and interviews. Different stakeholders and focus groups have been identified through a stakeholder mapping exercise and an extensive literature review. The identified stakeholders will be approached to obtain their inputs and perspective that will provide a holistic view of the status quo of the heavy vehicle goods driver skills in the Western Cape.

The research will provide recommendations pertaining to addressing the gaps for heavy goods vehicle skills development and training. This is a function of the Transport Education and Training Authority (TETA) which a state entity established in terms of the Skills Development Act 97 of 1998 (SDA). It is responsible for facilitating skills development and training within the transport sector which includes all modes of transport under the 8 chambers namely rail, road passenger, taxi, maritime, road freight, freight handling, forward and clearing and aerospace.

## 1.2. Research instruments framed within the Safe System Approach

This research will be framed within the Safe System Approach and National Road Safety Strategy (Safer Vehicles and Safer Road users' pillars, with reference to Pillar 1 Institutional management). In addition, use will be made of the Transport Safety Lab data portal to collect and consolidate data that are collected online or in person. The Safe System Approach forms the basis of the United Nations Decade of Action for Road Safety (UNDoA) as well as the South African National Road Safety Strategy 2016 – 2030. The National Road Safety Strategy (NRSS) 2016 – 2030 that sets out to achieve the vision of zero road fatalities and serious injuries and requires that the road system be designed to expect and accommodate human error. Safe System principles require a holistic view of the road system and the interactions between roads and roadsides, travel speeds, vehicles, and road users. **This is an inclusive approach that caters for all groups using the road system**, including drivers, motorcyclists, passengers, pedestrians, bicycle users, commercial and heavy vehicle drivers. The Safe System approach is consistent with the approaches adopted by the safest countries in the world, many of whom also adopted principles of the UNDoA plan. There are several guiding assumptions and principles to this approach:

**People make mistakes:** Humans will continue to make mistakes, and the road transport system must accommodate these. The road transport system should not result in death or severe injury because of road error.

**Human physical frailty:** There are known physical limits to the amount of force our bodies can take before we are injured.

**A 'forgiving' road system:** A Safe System ensures that the forces in collisions do not exceed the limits of human tolerance. Speeds must be managed so that humans are not exposed to impact forces beyond their physical tolerance. System designers and operators need to consider the limits of the human body in designing and maintaining roads, vehicles, and speeds.

The South African government has pledged support for the UNDoA1 (2011-2020) and renewed their commitment to address the road safety scourge in Stockholm Sweden for the second Decade of Action UNDoA2 which is based on pillars (namely institutional management, safer road users, safer vehicles, safer roads, and mobility as well as post-crash care and speed management)

The National Road Safety Strategy (NRSS) 2016 – 2030 state that there are four critical areas for interventions that needs to be addressed to address road safety:

- **Promoting responsible road user's behaviour** which is seen locally and internationally as the greatest contributing factor to road crashes. Changing behaviour can only be affected by ensuring users are educated and aware of road safety, trained to behave appropriately and effectively discouraged from transgressing laws through enforcement. This includes the need to eliminate corruption.
- **Providing safer road infrastructure** with substantial proportion of deaths on the roads being pedestrian related, emphasis needs to be placed on developing and refining infrastructure design aimed at protecting vulnerable road users.
- **Delivering effective road safety management**, the entire strategy hinges on the effective leadership and governance to oversee that the implementation is completed, and operational requirements are effectively addressed.
- **Improving the quality of crash data and knowledge management** is an enabling element and a major shortcoming in the South African environment. Addressing shortcomings in this area will allow for greater efficiency in the application of resources and better tracking of progress against set targets.

### 1.3. Purpose of this document

This report includes the different survey designs and the typical questions that will be included when surveying and interviewing each of the different stakeholders. The surveys will be used to achieve the following research objectives as outlined in the inception report:

- Understand current international best practices pertaining to heavy vehicle driver skills development and training.
- Investigate and highlight current trends pertaining to heavy vehicle goods driver skills development initiatives.
- Identify skills and competency gaps.
- Make recommendations on training and education interventions to address these gaps.

Different survey questionnaires will be developed for the different stakeholders. The identified stakeholders that will be surveyed were grouped as follows:

1. Logistic Companies and Operators
2. Heavy Vehicle Insurance Companies
3. Other Focus Groups
  - Transport Training and Education Authorities
  - Law and regulatory enforcement authorities
  - Heavy vehicle Associations/Foundations/Corporations.

#### 1.4. Ethics requirements

The CSIR adhere to strict ethical considerations when conducting surveys. A research ethics application was submitted to the CSIR Research Ethics Committee (REC) for approval. Preliminary approval for the secondary research has been granted under CSIR REC Clearance Letter Ref\_426\_2023.

The submission for the primary research is pending approval of the research instruments by the WCMD and TETA. The CSIR researchers will only contact individuals once final approval from the CSIR REC has been received.

## 2. RESEARCH INSTRUMENTS DESIGN

The questionnaire and focus group schedules were designed taking cognisance of the draft literature review and to include the following information:

- Management and workplace road safety initiatives
- Demographic information pertaining to the drivers' age, gender, type of license.
- Driver experience
- Education and training (formal and informal).
- Operating/driving hours refer to the number of hours that drivers drive for work.
- Quality control programmes
- Behavioural and vehicle monitoring
- Insurance schemes in support of behaviour modification
- Traffic and law enforcement considerations



## 2.1. LOGISTIC COMPANIES AND DRIVER QUESTIONNAIRES

Companies operating within the chamber are required to contribute a skills development levy paid to the South African Revenue Service (SARS). This levy can be claimed back, provided proper training took place, and certain procedures were followed such as the completion and submission of Workplace Skills Plans for planned training and annual training reports as evidence of the training. Companies are required to compile a workplace skills plan for their employees which outlines and identifies the training needs of their employees. The questionnaires are designed to obtain training information from the logistic companies and their drivers.

### Logistic Companies and Operators Questionnaire

Logistic companies with registered fleets in the Western Cape are one of the most important stakeholders in this research study. Logistic companies in the road freight sub-sector will be approached to participate and provide insights to the heavy vehicle goods drivers' skills in the Western Cape. The survey will aim to capture the companies' assessment on their employed drivers' skills and the approaches or strategies implemented (if any) to improve and prioritise driver skills.

Q1. What is the name of your company?

Q2. Where is your company located?

Q3. What is the size of your company?

<input type="checkbox"/>	Small company (1 – 49 employees)
--------------------------	----------------------------------

<input type="checkbox"/>	Medium company (50 – 149 employees)
--------------------------	-------------------------------------

<input type="checkbox"/>	Large company (more than 149 employees)
--------------------------	---

Q4. What are the basic requirements you want from your drivers before they get hired? (Name top 3)

Q5. What are the minimum years of experience do you require from your drivers?  
(Mark with X)

<input type="checkbox"/>	0 – 4 years
--------------------------	-------------

<input type="checkbox"/>	5 – 10 years
--------------------------	--------------

<input type="checkbox"/>	Over 10 years
--------------------------	---------------

Q6. Do you calculate years of experience from?  
(Mark with X)

<input type="checkbox"/>	the driving licence card
--------------------------	--------------------------

<input type="checkbox"/>	references of previous employers
--------------------------	----------------------------------

<input type="checkbox"/>	other
--------------------------	-------

If **other**, please provide more detail...

--

Q7. For how many years has your longest employed driver been with the company?  
(Mark with X)

<input type="checkbox"/>	0 – 4 years
--------------------------	-------------

<input type="checkbox"/>	5 – 10 years
--------------------------	--------------

<input type="checkbox"/>	Over 10 years
--------------------------	---------------

Q8. How recently did you last employ a driver in the company?

(Mark with X)

<input type="checkbox"/>	0 – 1 month ago
--------------------------	-----------------

<input type="checkbox"/>	2 – 3 months ago
--------------------------	------------------

<input type="checkbox"/>	4 – 6 months ago
--------------------------	------------------

<input type="checkbox"/>	7 – 12 months ago
--------------------------	-------------------

<input type="checkbox"/>	over 1 year ago
--------------------------	-----------------

Q9. How many road vehicle/truck accidents has the company had in the last year?  
(Enter the number)

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Q10. What are the main causes of the road vehicle/truck accidents you have had before?  
(Please list them).

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Q11. Do drivers have a way of reporting their frustrations on the road?  
(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

If **Yes**, please explain how the drivers report their frustrations on road.


Q12. What are your drivers most common frustrations?  
(List top 3)


Q13. How many breaks are drivers allowed to take per trip distance?  
(Enter number of breaks for the various trip distances)

	200 km
	400 km
	600 km
	800 km
	1000 km or more

Q14. Do you use cameras to monitor your drivers?  
(Mark with X)

	Yes
	No

Q15. Do you offer your drivers basic mechanical training (e.g., How to diagnose a truck for minor issues which do not need a qualified mechanic)?  
(Mark with X)

	Yes
	No

Q16. Do you offer your drivers road safety training?  
(Mark with X)

	Yes
	No

If answer is **Yes**,

Q16.1 What road safety training do you offer to your drivers?  
(List road safety training offered)

--


Q16.2 How often does the road safety training happen?  
(Mark with X)

<input type="checkbox"/>	weekly
<input type="checkbox"/>	every 2 weeks
<input type="checkbox"/>	monthly
<input type="checkbox"/>	every 2 months
<input type="checkbox"/>	every 3 months
<input type="checkbox"/>	every 6 months
<input type="checkbox"/>	yearly
<input type="checkbox"/>	every 2 years
<input type="checkbox"/>	every few years
<input type="checkbox"/>	other

If **other**, please provide more detail...

--

Q17. Are drivers required to meet specific timelines?

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If answer is Yes

Q13.1 What kind of timelines are drivers required to meet? Please explain.

--

Q18. Typically, how long do your drivers spend on the road per trip?

(Mark with X)

<input type="checkbox"/>	0 – 1 hour
<input type="checkbox"/>	2 – 4 hours
<input type="checkbox"/>	5 – 7 hours
<input type="checkbox"/>	8 – 10 hours

<input type="checkbox"/>	11 – 13 hours
<input type="checkbox"/>	14 – 16 hours
<input type="checkbox"/>	17 – 19 hours
<input type="checkbox"/>	20 – 23 hours
<input type="checkbox"/>	24 – 48 hours
<input type="checkbox"/>	more than 48 hours

Q19. Where do your drivers normally transport cargo to?  
(List Destinations)


Q20. What is the operating/working hours for your drivers per day?

(Mark with X)

<input type="checkbox"/>	0 – 8 hours
<input type="checkbox"/>	8 – 16 hours
<input type="checkbox"/>	16 hours – 24 hours
<input type="checkbox"/>	other

If **other**, please provide more detail...

--

Q21. What commodity does your company transport?  
(List commodities)


Q22. Does your company transport hazardous cargo?  
(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If answer is Yes

Q22.1 What are the requirements of a driver transporting hazardous cargo?

--

Q22.2 Do you offer training on transporting hazardous cargo?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Other

Q23. Does your company offer incentives to drivers?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

If answer is **Yes**,

Q23.1 Please explain how the incentive is structured....


Q.24. What is the fleet size (Number of vehicles) in the company? (Mark with X)

<input type="checkbox"/>	1 – 10
--------------------------	--------

<input type="checkbox"/>	11 – 50
--------------------------	---------

<input type="checkbox"/>	51 – 100
--------------------------	----------

<input type="checkbox"/>	101 – 500
--------------------------	-----------

<input type="checkbox"/>	501 – 1000
--------------------------	------------

<input type="checkbox"/>	1001 – 1500
--------------------------	-------------

<input type="checkbox"/>	> 1500
--------------------------	--------

Q.25. How many drivers do you have in the company?

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## RTMS Certified Logistic Companies and Operators Questionnaire

The Road Transport Management System (RTMS) is an industry-led, government-supported, voluntary, self-regulation scheme that encourages consignors, consignees, and road transport operators to implement a management-systems standard with outcomes that contribute to preserving road infrastructure, improving road safety, and improving productivity. The aim of this survey is to capture and quantify the impact of RTMS accreditation on heavy vehicle drivers' skills, attitude, and health.

Q1. What is the name of your company?

--

Q2. Where is your company located?

--

Q3. What is the size of your company?

<input type="checkbox"/>	Small company (1 – 49 employees)
<input type="checkbox"/>	Medium company (50 – 149 employees)
<input type="checkbox"/>	Large company (more than 149 employees)

Q4. When did the company obtain RTMS accreditation?  
(Mark with X)

<input type="checkbox"/>	0 – 1 month ago
<input type="checkbox"/>	2 – 3 months ago
<input type="checkbox"/>	4 – 6 months ago
<input type="checkbox"/>	7 – 12 months ago
<input type="checkbox"/>	1 – 2 years ago
<input type="checkbox"/>	3 – 5 years ago
<input type="checkbox"/>	over 5 years ago

Q5. What is the fleet size (Number of vehicles) in the company? (Mark with X)

<input type="checkbox"/>	1 – 10
<input type="checkbox"/>	11 – 50
<input type="checkbox"/>	51 – 100
<input type="checkbox"/>	101 – 500

	501 – 1000
--	------------

	1001 – 1500
--	-------------

	> 1500
--	--------

Q6. Did the company record an improvement in driver skills, attitude and motivation, general health, and a reduction in chronic illnesses since RTMS accreditation?  
(Mark with X, if and where, improvements were noted)

	Driver Skills
--	---------------

	Attitude and Motivation
--	-------------------------

	General Health
--	----------------

	Chronic Illnesses
--	-------------------

Q7. If improvement(s) was/were recorded, which strategies were implemented to achieve these improvements? ...

--

Q8. If improvement(s) was/were recorded, which strategy(ies) is/are the most successful? ....

--

Q9. Which strategy(ies) was/were not or least successful? ...

--

Q10. Are there additional identified areas to improve driver skills?  
(Mark with X)

	Yes
--	-----

	No
--	----

If yes, please mention the identified areas

--

Q11. Were driver skills, attitude and motivation, general health, and a reduction in chronic illnesses monitored prior to RTMS accreditation?



(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

If yes, mark with X if monitored prior to RTMS accreditation:

<input type="checkbox"/>	Driver Skills
--------------------------	---------------

<input type="checkbox"/>	Attitude and Motivation
--------------------------	-------------------------

<input type="checkbox"/>	General Health
--------------------------	----------------

<input type="checkbox"/>	Chronic Illnesses
--------------------------	-------------------

If no, please explain ...

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- Q12. Are driver skills, attitude and motivation, general health, and a reduction in chronic illnesses monitored internally, apart from the required RTMS monitoring data submissions?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

If yes, mark with X if monitored prior to RTMS accreditation:

<input type="checkbox"/>	Driver Skills
--------------------------	---------------

<input type="checkbox"/>	Attitude and Motivation
--------------------------	-------------------------

<input type="checkbox"/>	General Health
--------------------------	----------------

<input type="checkbox"/>	Chronic Illnesses
--------------------------	-------------------

If no, please explain ...

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## Heavy Vehicle Goods Driver Questionnaire

The live vehicle population as per the National Traffic Information System (eNaTIS) indicate that the Western Cape had approximately 47 398 registered trucks (heavy load vehicles GVM>=3500 kg) in June 2022. This is an indication of the number of heavy vehicle drivers in the Western Cape. Heavy vehicle goods drivers will be approached to participate in this study to identify gaps in driver training and to provide insights to the current heavy vehicle goods driver environment and operations. The questionnaire is designed to obtain information on heavy vehicle driver skills and general well-being. Drivers employed by RTMS certified companies will also be approached to participate in the survey.

Q01. How old is the driver?

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Q02. What is the gender of the driver?

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	Other
<input type="checkbox"/>	Prefer not to answer

Q03. What is the race of the driver?

<input type="checkbox"/>	Black
<input type="checkbox"/>	White
<input type="checkbox"/>	Indian
<input type="checkbox"/>	Coloured
<input type="checkbox"/>	Other
<input type="checkbox"/>	Prefer not to answer

Q04. Do you currently have a valid heavy vehicle driving license?  
(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q05. How long have you had your current heavy vehicle driver license?  
(Mark with X)

<input type="checkbox"/>	0 – 4 years
<input type="checkbox"/>	5 – 10 years

<input type="checkbox"/>	Over 10 years
--------------------------	---------------

Q05.1 How many years of driving heavy vehicle experience do you have?  
(Mark with X)

<input type="checkbox"/>	0 – 4 years
--------------------------	-------------

<input type="checkbox"/>	5 – 10 years
--------------------------	--------------

<input type="checkbox"/>	Over 10 years
--------------------------	---------------

Q06. How long have you been employed as a driver by your current company?  
(Mark with X)

<input type="checkbox"/>	0 – 1 month
--------------------------	-------------

<input type="checkbox"/>	2 – 4 months
--------------------------	--------------

<input type="checkbox"/>	5 – 7 months
--------------------------	--------------

<input type="checkbox"/>	8 – 11 months
--------------------------	---------------

<input type="checkbox"/>	1 – 2 years
--------------------------	-------------

<input type="checkbox"/>	3 – 5 years
--------------------------	-------------

<input type="checkbox"/>	6 – 10 years
--------------------------	--------------

<input type="checkbox"/>	Over 10 years
--------------------------	---------------

Q7. Do you currently have a valid PrDP?  
(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q8. Are you transporting cargo that your PrDP allows you to transport?  
*(PrDP differ in terms of what the driver is allowed to transport it could be people, goods or dangerous goods only 2 allowed per application)*  
(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q9. Have you ever transported cargo that your PrDP does NOT allow you to transport?  
(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q10. What commodity do you generally transport?  
(List commodity/commodities)


Q11. What is your highest level of education?

(Mark with X)

<input type="checkbox"/>	Some Primary Education
<input type="checkbox"/>	Grade 7
<input type="checkbox"/>	Some high school (pre-Grade 9)
<input type="checkbox"/>	Grade 9
<input type="checkbox"/>	Some senior high school
<input type="checkbox"/>	Matric
<input type="checkbox"/>	Some tertiary education
<input type="checkbox"/>	Higher Certificate
<input type="checkbox"/>	Diploma
<input type="checkbox"/>	Degree
<input type="checkbox"/>	None
<input type="checkbox"/>	Other

If **Other**, please provide more detail...

--

Q12. Do you have basic mechanical knowledge?

*(How to check a truck for minor issues which do not need a qualified mechanic)*

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q13. Have you received any road safety training?

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q13.1 If yes, which road safety training have you attended?

(Mark with X)

<input type="checkbox"/>	Advanced driver training
<input type="checkbox"/>	Dangerous goods training
<input type="checkbox"/>	Road safety training basic
<input type="checkbox"/>	Road safety training advanced
<input type="checkbox"/>	Abnormal loads training
<input type="checkbox"/>	Other

If **Other**, please provide more detail...

--

Q14. Do you think there is a need for heavy vehicle drivers skills training for yourself and/or others?

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q14.1 If yes, what kind of training do you think is needed for heavy vehicle drivers?

(Mark with X)

<input type="checkbox"/>	Advanced driver training
<input type="checkbox"/>	Dangerous goods training
<input type="checkbox"/>	Road safety training basic
<input type="checkbox"/>	Road safety training advanced
<input type="checkbox"/>	Abnormal loads training
<input type="checkbox"/>	Other

If **Other**, please provide more detail...

--

Q15. Have you ever had any health issues during your trips?

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q15.1 If answer is **Yes**, did you do the following:

(Mark with X)

<input type="checkbox"/>	Go to a pharmacy
<input type="checkbox"/>	Go to a clinic
<input type="checkbox"/>	Doctor

<input type="checkbox"/>	Hospital
--------------------------	----------

<input type="checkbox"/>	None of the above
--------------------------	-------------------

<input type="checkbox"/>	Other
--------------------------	-------

If **Other**, please provide more detail...

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Q15.2 Did you report this to your employer?

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q15.3 Who covers the cost of your medical care during your work trips?

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Q15.4 Do you normally carry on with your duties if you have any health issues during your trips?

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q16. Have you been involved in an accident while driving?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q16.1 If answer is **Yes**, when?

(Mark with X)

<input type="checkbox"/>	0 – 1 month ago
--------------------------	-----------------

<input type="checkbox"/>	2 – 4 months ago
--------------------------	------------------

<input type="checkbox"/>	5 – 7 months ago
--------------------------	------------------

<input type="checkbox"/>	8 – 11 months ago
--------------------------	-------------------

<input type="checkbox"/>	1 – 2 years ago
--------------------------	-----------------

<input type="checkbox"/>	3 – 5 years ago
--------------------------	-----------------

<input type="checkbox"/>	over 5 years ago
--------------------------	------------------

Q16.2 If yes, what was the main cause of the accident?

Q17. What are your most common, en-route driver frustrations?

(List top 3)

Q18. Typically, how long are you on the road for?

(Mark with X)

<input type="checkbox"/>	0 – 1 hour
--------------------------	------------

<input type="checkbox"/>	2 – 4 hours
--------------------------	-------------

<input type="checkbox"/>	5 – 7 hours
--------------------------	-------------

<input type="checkbox"/>	8 – 10 hours
--------------------------	--------------

<input type="checkbox"/>	11 – 13 hours
--------------------------	---------------

<input type="checkbox"/>	14 – 16 hours
--------------------------	---------------

<input type="checkbox"/>	17 – 19 hours
--------------------------	---------------

<input type="checkbox"/>	20 – 24 hours
--------------------------	---------------

<input type="checkbox"/>	25 – 48 hours
--------------------------	---------------

<input type="checkbox"/>	More than 48 hours
--------------------------	--------------------

Q19. Do you "sometimes" drive while fatigued or tired?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q20. Where is/are your origin(s)? (Where do you normally start your trips when transporting cargo?)

(List the origin(s))

Q21. What is the most common time that you leave your origin?

(Enter the number)

--

Q22. Where is/are your most common destination(s)?

(List the destination(s))


Q23 How long do you normally spend travelling from your origin to your destination(s)?

(Mark with X)

<input type="checkbox"/>	0 – 1 hour
<input type="checkbox"/>	2 – 4 hours
<input type="checkbox"/>	5 – 7 hours
<input type="checkbox"/>	8 – 10 hours
<input type="checkbox"/>	11 – 13 hours
<input type="checkbox"/>	14 – 16 hours
<input type="checkbox"/>	17 – 20 hours
<input type="checkbox"/>	21 – 24 hours
<input type="checkbox"/>	25 – 48 hours
<input type="checkbox"/>	More than 48 hours

Q24. You normally take a break after driving for how long?

(Choose hours or kilometres)

<input type="checkbox"/>	2 – 3 hours
<input type="checkbox"/>	4 – 5 hours
<input type="checkbox"/>	6 - 7 hours
<input type="checkbox"/>	8 - 9 hours
<input type="checkbox"/>	10 - 11 hours
<input type="checkbox"/>	12 - 15 hours
<input type="checkbox"/>	16 - 23 hours
<input type="checkbox"/>	24 hours
<input type="checkbox"/>	200 – 300 km



	400 – 500 km
	600 - 700 km
	800 - 900 km
	1000 - 1100 km
	1200 - 1500 km
	1600 - 2300 km
	2400 km

Q25. During a journey or round trip, where do you normally sleep? ....

Q26. Except for stops to sleep or spend the night, where do you usually make brief stops, to rest or have something to eat, or for other reasons? ....

Q27. Why do you think drivers avoid weighbridges? ....

Q28. Do you experience any pressure to drive dangerously?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q28.1 If answer is **Yes**, what kind of pressure do you experience to drive dangerously?

Q29. Does the company offer any incentives to you as the driver?

(Mark with X)

<input type="checkbox"/>	Yes
--------------------------	-----

<input type="checkbox"/>	No
--------------------------	----

Q29.1 If yes, please explain ....

--

## 2.2. HEAVY VEHICLE INSURANCE COMPANIES QUESTIONNAIRE

According to literature findings, driver skills and behaviour are two sides of the same coin. Even skilled and experienced drivers could sometimes make decisions potentially leading to crashes due to factors such as fatigue, arrival time pressures, etc. Therefore, it is crucial to investigate driver behaviour influences in conjunction with the driver skills. Behaviour can be managed in several ways, one of which is incentive schemes. Incentive schemes are a form of behaviour management as they seek to influence the behaviour of the individual by linking positive consequences' to desired behaviours. According to behaviour management theory, a person will be more likely to engage with a particular behaviour if the outcome of the behaviour is perceived as of value to him/her. The value outcome can be either intrinsic associated with the value of safety such as performance feedback or extrinsic tangible such as financial incentives (Stuckey, 2013). Since insurance companies are responsible for financial costs of crashes on insured vehicles, most insurance companies have introduced different campaigns for safe driving initiatives such as "good driver behaviour incentives". The following questions will be posed to heavy vehicle insurance companies.

Q1. Has your insurance company been involved in any driver safety and/or skills awareness campaigns for heavy vehicle drivers?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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If **Yes**:

Q1.1 Please provide a list of those campaigns...

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Q1.2 Where were the campaigns hosted? ....

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Q1.3 When were the campaigns hosted?

(Mark with X)

<input type="checkbox"/>	0 – 1 month ago
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<input type="checkbox"/>	2 – 3 months ago
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<input type="checkbox"/>	4 – 6 months ago
<input type="checkbox"/>	7 – 11 months ago
<input type="checkbox"/>	1 – 2 years ago
<input type="checkbox"/>	3 – 5 years ago
<input type="checkbox"/>	over 5 years ago

Q2. Does your insurance company advertisement include heavy vehicle driver safety awareness?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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If **Yes**:

Q2.1 Where are these advertisements published?

(Mark with X)

<input type="checkbox"/>	TV
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<input type="checkbox"/>	Radio
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<input type="checkbox"/>	Billboards
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<input type="checkbox"/>	Magazines
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<input type="checkbox"/>	Newspapers
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<input type="checkbox"/>	Online media
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<input type="checkbox"/>	Other
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If **Other**, please specify...

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Q3. Do you offer driver incentives for “good” heavy vehicle driver behaviour?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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If **Yes**:

Q3.1 What is the total number of incentives currently offered by the insurance company?

(Enter number)

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Q3.2 Please name the incentive/s you offer? ....

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Q3.3 How long have the initiative/s been in place?  
(Mark with X)

<input type="checkbox"/>	0 – 1 month
<input type="checkbox"/>	2 – 3 months
<input type="checkbox"/>	4 – 6 months
<input type="checkbox"/>	7 – 11 months
<input type="checkbox"/>	1 – 2 years
<input type="checkbox"/>	3 – 5 years
<input type="checkbox"/>	6 – 10 years
<input type="checkbox"/>	over 10 years

Q3.4 Has there been any observed changes to driver behaviour since the onset of the incentive/s?

(Mark with X)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q3.5 Since the onset of the incentive/s has there been an increase or decrease in annual claims for accidental damage caused by driver behaviour?  
(Mark with X)

<input type="checkbox"/>	Increase
<input type="checkbox"/>	Decrease
<input type="checkbox"/>	No change

If **Increase or decrease**,

Q3.5.1 By what average percentage did the annual claims increase or decrease? ....

(Enter number)

Q3.6 What average percentage of your consumers currently have the incentives cover plan? ...

(Enter number)

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Q3.7 Do you plan to continue offering the current incentives plan in the future?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q3.8 Do you plan on introducing additional incentives soon?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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## 2.3. FOCUS GROUPS QUESTIONNAIRES

### Focus Group Questionnaire with Truck Driver Skills Development Providers

TETA uses the workplace skills plans across the different subsectors to inform the development of a Sector Skills Plan for the SETA. The purpose of the sector skills plan includes the following:

- Inform supply-side planning in post school institutions.
- Determine funding priorities via the levy grant system.
- Support regional and employer plans.
- Inform allocation of resources to develop qualifications and learning programmes.
- Establish occupation specific skills priorities for the sector.
- Inform education and training institutions of demand needs in the labour market
- Enable individuals to make informed career choices.
- Monitor skills development provision in the sector.

This research will inform the development of sector education and training and an education framework for heavy vehicle driver skills development. The survey interviews will be aimed to review the training programme(s) offered to candidates and the demand for the programme(s).

Q1. Who develops the content of your theoretical and practical training manuals and study guides, and how regularly is the content updated? ....

Q2. What is the rate of uptake of training the of truck drivers, annually? ?

Q3. What type of training do you offer to truck drivers? Please name them.

Q4. What type of training do most truck drivers enrol for? Please name them.

Q5 What do you regard to be the training requirements for those programmes in which truck drivers enrol?

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Q6 Is the theoretical and practical training content the same for all heavy vehicles or are there customised/specialised areas for different type of heavy vehicles or dangerous goods? If there are what are those differences?

(Mark with X)

<input type="checkbox"/>	Generic
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<input type="checkbox"/>	Customized
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Q74. To what extent does your training that you provide to truck drivers adhere to international standards?

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Q8. Has there been a skills assessment to determine gaps in skills/education/training? What informs the skills development programmes that you offer?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q5.1 If **Yes**, please explain...

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### Law And Regulatory Enforcement Authorities

Legislation and regulation of products and services plays a key role in every aspect of business and service delivery, without which injury and death could occur as a direct result of non-regulation or even non standardisation. A key example is in the development, labelling, distribution, and consumption of medication. The transportation industry which has a very long and gigantic value chain is no different and requires extensive legislation and regulation to prevent or minimise accidents on the roads, given the diversity of end-users of the road system and vehicles.

One amongst many parts of the value chain is the education, training, management, and treatment of drivers of heavy vehicle. What quality (or lack thereof) of what drivers get taught at the theoretical level followed by the practical training and ultimately the experience at the workplace

and on the road almost always finds its way into the primary causes of road accidents and is often expressed as “the human error”.

Thus, this questionnaire, which forms part of the research into the skills and competencies of heavy vehicle drivers seeks to solicit input through the asking of questions with regards to the legislation and regulations that govern heavy vehicle education and training, and furthermore the management and treatment of heavy vehicle drivers, which if not appreciated can curtail the competence of an experienced driver.

### Department of Labour and Employment

Q1. What are the permissible, maximum working hours for heavy vehicle drivers?

(Enter numbers for the various periods)

<input type="text"/>	per day
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<input type="text"/>	per week
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<input type="text"/>	per month
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Q2. What are the qualifications, skills, or competence areas that aspiring or heavy vehicle drivers generally lack? .....

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Q3. Does South Africa have enough skilled truck drivers?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q4. Which health issues (illnesses whether permanent or temporary) may be used as grounds for declaring a heavy vehicle driver incompetent? .....

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### Road Traffic Infringement Agency (RTIA)

Q1. Does RTIA collect and analyse statistical data on the road traffic infringements committed in the Western Cape by heavy vehicle drivers from other SADC countries?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q2. Does the data reflect any training or skills related information?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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### Road Traffic Management Corporation (RTMC)

Q1. Is it the responsibility of Road Traffic Management Corporation (RTMC) to develop policy concerning the skills and competencies of heavy vehicle drivers in South Africa?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q2. Is it the responsibility of Road Traffic Management Corporation (RTMC) to develop manuals or guidelines to be followed in the training of heavy vehicle drivers?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q2.1 If **Yes**, please indicate the manual/guideline name and year of publication.

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Q2.2 If **Yes**, please provide a copy of the manual/guideline

Q3. Does RTMC regulate and monitor institutions that offer theoretical courses and practical training for driving a heavy vehicle?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q3.1 If **Yes**, is the course and training content thereof regulated?

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q3.2 If YES, please state the aspects or elements of the course that are regulated, and therefore ensure quality education or training.

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Q4. Questions concerning academic qualifications of a heavy vehicle driver:

Q4.1 Which regulation prescript specifies the mandatory, academic qualifications of a heavy vehicle driver? ...

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Q4.2 What minimum qualifications should be attained by an individual to be qualified to drive a heavy vehicle? ...

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Q4.3 Are there any supplementary or recommended academic qualifications for a heavy vehicle driver? **(YES/NO)**

(Mark with X)

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q4.3.1 If 'YES', please list the supplementary or recommended academic qualifications.

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Q5. Questions concerning the health and fitness of a heavy vehicle driver:

Q5.1 Which regulation/s prescript specifies the mandatory, health fitness requirements for a heavy vehicle driver? ...

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Q5.2 What are the mandatory health and fitness requirements for a heavy vehicle driver? ...

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### Cross-Border Road Transport Agency

Q1. Does CBRTA undertake the function of endorsing non-South African heavy vehicle driver qualifications or licenses?

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q1.1 If 'Yes', please outline the process or framework used to ensure that drivers who possess a non-South African license or qualifications are qualified to drive on South African roads

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Q2 Does CBRTA undertake the function of endorsing non-South African heavy vehicle driver health fitness certifications?  
(Mark with X).

<input type="checkbox"/>	Yes
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<input type="checkbox"/>	No
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Q2.1 If 'Yes', please outline the process or framework used to ensure that drivers who are not medically certified in South Africa are permitted or qualified to drive on South African roads.

**National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)**

Q1. What are the typical complaints that you deal with concerning the skills and competency of heavy vehicle drivers? .....

Q2. What education and training do employers require to employ heavy vehicle drivers? .....