



TRAINING WORKSHOP OUTLINE

Title:	Postal Reform, Policy and Regulation
Dates:	31st October - 4th November 2016
Duration:	5 days
Tuition fee:	AFRALTI Member States USD1,200; Non-Members USD1,440
Venue:	Happy Valley, Ezulwini, Swaziland

Course Overview: This workshop will provide a historical perspective of the Post and mainly examine the key features of the postal sector reform and the policy, legal and regulatory framework governing the sector .

Target Audience: Officers working for designated postal operators, ICT regulators and Ministry of ICT.

Pre-requisite: Basic Knowledge in postal services and operations.

Pain Points: Some of the challenges that face the Postal sector include:

- Changing consumer needs
- Need to improve quality of service
- Declining revenues and mail volumes
- Need to modernize postal services and improve performance
- Need to embrace Information Communication Technologies

Value Proposition: Understanding the policy, legal and regulatory framework governing the Postal Sector is key to the development of the sector especially in an era of rapid change and transformation. Participants will not only understand the rationale of regulating the Postal sector but their contribution towards building a vibrant postal service.

Methodology: The course will be delivered through a combination of power point presentations, case studies, discussions and group presentations.

Workshop Objectives: The objectives of the workshop are as follows:

- Provide a historical overview of the Post and Postal market trends
- Explain the key drivers of postal sector reform
- Discuss the key features and process of postal policy, legislation and regulation

Workshop learning outcomes: At the end of the workshop participants will be able to:

- Describe the essential drivers of postal reform
- Describe the key features of postal reform, policy and regulation
- Demonstrate an understanding of the process of policy formulation and the supporting legislation and regulations.

Workshop Contents/Topics:

Module 1: Overview of Postal Industry

- Market Evolution
- Market Forces/ Challenges
- Market trends and developments

Module 2: Postal Sector Reform

- Policy Review
- Legislative Provisions
- Regulation Requirements
- Basic Service Provision

Module 3: Postal Sector Regulation

- Need for Regulation
- Regulation Features
- Licensing and Licensing Requirements
- Pricing and tariffs
- Quality of service and Consumer protection

Module 5: Universal Service Obligation

- Concept of Universal Service
- Need for Universal Service
- Universal Service Provision and Status
- Financing Universal Service

Module 6: Roles of International and regional agencies

- Universal Postal Union (UPU)
- Pan African Postal Union (PAPU)
- Conference of Commonwealth Postal Administrations (CCPA)
- Other Regional Agencies

FACILITATOR BRIEF: Josephine Towett

Josephine is currently an independent ICT and management consultant with a wealth of experience in the ICT industry spanning 20 years. Josephine is a trained postal controller and started her career in the defunct Kenya Posts and Telecommunications (KPTC) where she worked in the Postal department handling various duties in mail and courier business units. She also worked for the incumbent, Telkom Kenya. Currently she also serves in the board of the Universal service advisory council in Kenya.

She is also well versed in the area of training in the region having worked as the head of training coordination and Marketing at the African Advanced Level Telecommunications institute (AFRALTI) and has delivered various courses that include Customer experience management, Customer care, Marketing, Key account management, postal policy and regulation for both operators and regulators in the region. Other postal assignments include training needs analysis for the Postal and Courier market in Kenya, preparation and presentation of topical papers in the Annual Postal and Courier stakeholders' forum in Kenya, and a market study of the Postal and Courier Market in Kenya.

She holds a Masters degree in Business Administration (Marketing Major) and is vastly trained locally and internationally in ICT business, policy and regulation.

For more information, please contact us on

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