

# FINAL REPORT

## HUMAN CAPACITY DEVELOPMENT FOR THE POSTAL AND COURIER INDUSTRY IN KENYA

10<sup>TH</sup> MAY 2018



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## 1. Executive Summary

In the Postal and Courier Forum held in March 2011, the need to enhance the operational efficiency and regulatory compliance was identified. It was agreed that this would be achieved through a capacity building initiative for the Industry. It was estimated the Industry is hiring 6,000 employees. Subsequently, the African Advanced Level Telecommunications institute (AFRALTI) was tasked to work with the Industry in this capacity building effort.

The table below shows the number of participants trained till so far through Communications Authority of Kenya (CA) sponsorship.

Year	No. of Participants Trained	No. of Courses
2016	138	8
2017	213	8
2018	133	8
<b>Total</b>	<b>484</b>	

The number is only 8% of the people working in the Postal and Courier Industry based on estimates of 2011.

## 2. Postal and Courier Training Programme 2016 (Year 1 of Implementation)

Communications Authority of Kenya (CA) sponsored the postal and courier training programme in 2016, the training programme was conducted at AFRALTI.

A total of 138 participants were trained in 8 different courses as shown in Table 1 below.

**Table 1: Postal and Courier Training Programme, 9th May to 17th June 2016**

S/n	Course Title	Date	No. of Days	No. of participants trained
1	Customer Experience Management	9th - 11th May 2016	3	<b>18</b>

2	Postal and Courier Interconnection for Managers	12th - 13th May 2016	2	<b>13</b>
3	Policy and Regulations, Licensing procedures and other requirements	16th - 20th May 2016	5	<b>16</b>
4	Running Postal and Courier as a Business	23rd - 27th May 2016	5	<b>20</b>
5	Postal and Courier Standards and Operations	30th May - 3rd June 2016	5	<b>13</b>
6	Customs Procedures for Postal and Courier Operators	6th - 9th June 2016	4	<b>14</b>
7	Postal and Courier Operations and Security	13th - 15th June 2016	3	<b>21</b>
8	Quality of Service Monitoring for Postal and Courier Operators	16th - 17th June 2016	2	<b>23</b>
	<b>Total</b>		<b>29</b>	<b>138</b>

Course outlines and materials are found at website below:

<http://www.afralti.org/postal-and-courier-training/>

### **3. Postal and Courier Training Programme 2017 (Year 2 of Implementation)**

AFRALTI working jointly with Courier Industry Association of Kenya (CIAK) and Postal Licensing and Compliance Unit at CA come up with a schedule and budget for 2017 Postal and Courier Training Programme.

A total of 213 participants were trained in 8 different courses as shown in the Table 2 below. Participants were from 26 companies.

<b>Table 2: Postal and Courier Training Programme, 13th February to 24th March 2017</b>				
<b>S/n</b>	<b>Course Title</b>	<b>Dates</b>	<b>No. of Days</b>	<b>No. of Participants Trained</b>
1	Customer Experience Management	13th-15th February 2017	3	35
2	Quality of Service Monitoring for Postal and Courier Operators	16th-17th February 2017	2	36
3	Policy, Regulations and Licensing Procedures for Postal and Courier Operators	20th-24th February 2017	5	25
4	Running a Courier Business	27th Feb-3rd March 2017	5	28
5	Postal and Courier Operations and Standards	6th-10th March 2017	5	23
6	Customs Procedures for Postal and Courier Operators	13th - 16th March 2017	4	26
7	Postal and Courier Security Standards	20th-22nd March 2017	3	22
8	Postal and Courier Interconnection Principles	23rd-24th March 2017	2	18
<b>Total</b>			<b>29</b>	<b>213</b>

Main link for Postal and Courier Training Programme 2017

<http://www.afralti.org/postal-and-courier-training-2017/>

#### **4. Postal and Courier Training Programme 2018 (Year 3 of Implementation)**

AFRALTI working jointly with Courier Industry Association of Kenya (CIAK) and Postal Licensing and Compliance Unit at CA come up with a schedule and budget for 2018 Postal and Courier Training Programme.

A total of 133 participants were trained in 8 different courses as shown in the Table 3 below. Participants were from 17 companies as shown in Annex 9.

<b>Table 3: Postal and Courier Training Programme, 5<sup>th</sup> February to 21<sup>st</sup> March 2018</b>				
<b>S/n</b>	<b>Course Title</b>	<b>Dates</b>	<b>No. of Days</b>	<b>No. of Participants Trained</b>
1	Customer Experience Management in Postal and Courier Industry	5th-6th February 2018	2	25
2	Postal and Courier Interconnection Principles	8th-9th February 2018	2	13
3	Quality of Service in Postal and Courier Operations	12th-15th February 2018	4	15
4	Postal and Courier Policy, Regulations and Licensing Procedures	19th-23rd February 2018	5	14
5	Running a Courier Business	26th February-1st March 2018	4	14
6	Postal and Courier Standards and Operations	5th-9th March 2018	5	20
7	Customs Procedures for Postal and Courier Operators	12th-15th March 2018	4	13
8	Postal and Courier Security Standards	19th-21st March 2018	3	19
	<b>Total</b>		<b>29</b>	<b>133</b>

Main link for Postal and Courier Training Programme 2018

<http://www.afralti.org/postal-and-courier-training-programme-2018/>

Detailed report and recommendations for each course delivered is also available.

#### **4. Recommendations**

Through the three years of sponsorship by CA, a total of 484 participants have been trained which represents 8% of the estimated number of employees in Postal and Courier Industry. This is based on the estimated number of employees in the Industry at 6,000 in 2011.

AFRALTI recommends to Communications Authority of Kenya to continue sponsoring the programme for the next three years with the aim of empowering the Postal and Courier Industry in regulatory compliance.

Apart from the eight courses on offer AFRALTI recommends that the National Addressing System, National Development and e-Commerce be included.

The Postal and Courier Industry in Kenya do appreciate the role that CA has played to support them to improve on regulatory compliance. Not only that but some small players in the market who could not afford training budget managed to attend hence improving on their efficiency to offer services to Kenyans.

And also it has helped to position AFRALTI as a Centre for Excellence in Postal and Courier training (<http://www.afralti.org/postal-and-courier-school/>).

Six other Countries have benefited from this initiative, as represented by their respective organizations:

- 1) Postal and Telecommunications Regulatory of Zimbabwe (POTRAZ)
- 2) Botswana Communications Regulatory Authority (BOCRA)
- 3) Zimbabwe Posts (Pvt) LTD (ZIMPOST) and CourierConnect
- 4) Uganda Communications Commission (UCC)
- 5) Independent Communications Authority of South Africa (ICASA)
- 6) Malawi Communications Regulatory Authority (MACRA)
- 7) Rwanda Utilities Regulatory Agency (RURA)

## **Annex 1: Customer Experience Management participants, 5<sup>th</sup>-6<sup>th</sup> February 2018**



### **List of Companies participated**

- 1) Aramex Kenya Ltd
- 2) Elite Riders
- 3) Fargo Courier Limited
- 4) G4S Kenya
- 5) Posta Corporation of Kenya (PCK)
- 6) Riley Courier Limited
- 7) TNT Express Worldwide



**Annex 2: Postal and Courier Interconnection Principles participants, 8<sup>th</sup>-9<sup>th</sup> February 2018**



**List of Companies participated**

- 1) Fargo Courier Ltd
- 2) G4S
- 3) Jemi Group of Companies Ltd
- 4) Overseas Courier
- 5) Posta Corporation of Kenya (PCK)
- 6) Riley Courier Ltd



**Annex 3: Quality of Service for Postal and Courier Operators participants, 12<sup>th</sup>-15<sup>th</sup>  
February 2018**



**List of Companies participated**

- 1) Aramex
- 2) Fargo Courier Ltd
- 3) G4S
- 4) Luxury Shuttles
- 5) Overseas Courier
- 6) Posta Corporation of Kenya (PCK)
- 7) Riley Courier Ltd
- 8) TNT Kenya
- 9) ICASA (South Africa)

**Annex 4: Policy, Regulations and Licensing Procedures for Postal and Courier Operators participants, 19<sup>th</sup>-23<sup>rd</sup> February 2018**



**List of Companies participated**

- 1) Aramex Kenya
- 2) Fargo Courier Ltd
- 3) G4S Kenya Limited
- 4) Overseas Courier
- 5) Posta Corporation of Kenya (PCK)
- 6) Riley Courier Ltd
- 7) TNT Kenya
- 8) Independent Communications Authority of South Africa (ICASA)
- 9) Botswana Communications Regulatory Authority (BOCRA)



#### **Annex 5: Running a Courier Business participants, 26<sup>th</sup> February – 1<sup>st</sup> March 2018**



#### **List of Companies participated**

- 1) Aramex Kenya
- 2) Fargo Courier Ltd
- 3) Jemi Group of Companies Ltd
- 4) Overseas
- 5) Posta Corporation of Kenya (PCK)
- 6) Riley Courier Ltd
- 7) Rush-IT Solutions
- 8) Transline Classic Overseas

## **Annex 6: Postal and Courier Operations and Standards participants, 5<sup>th</sup>-9<sup>th</sup> March 2018**



### **List of Companies participated**

- 1) Elite Riders Ltd
- 2) G4S
- 3) Fargo Courier Ltd
- 4) Riley Courier Ltd
- 5) TNT Kenya
- 6) Riley Courier Ltd
- 7) Overseas Courier
- 8) Netlink Business Services Ltd
- 9) Luxury Shuttles
- 10) HARAKISHA COURIER & LOGISTICS LTD
- 11) Posta Corporation of Kenya (PCK)
- 12) Rush-IT Solutions
- 13) NTL Parcel Services
- 14) Independent Communications Authority of South Africa (ICASA)



**Annex 7: Customs Procedures for Postal and Courier Operators participants, 12<sup>th</sup>-15<sup>th</sup> March 2018**



**List of Companies participated**

- 1) Fargo Courier Limited
- 2) Posta Corporation of Kenya (PCK)
- 3) TNT Express Worldwide (K) Ltd

**Annex 8: Postal and Courier Security Standards participants, 19<sup>th</sup>-21<sup>st</sup> March 2018**



**List of Companies participated**

- 1) Easy Coach Limited
- 2) Elite Riders Ltd
- 3) Fargo Courier Ltd
- 4) G4S
- 5) Luxury Shuttle Tours & Travel
- 6) Posta Corporation of Kenya (PCK)
- 7) Riley Courier Ltd
- 8) TNT Kenya

#### **Annex 9: List of Companies participated in at least one course**

<b>S/n</b>	<b>Name of the Company</b>
1	Aramex Kenya Ltd
2	Botswana Communications Regulatory Authority (BOCRA)
3	Elite Riders Ltd
4	Fargo Courier Ltd
5	G4S Kenya Limited
6	HARAKISHA COURIER & LOGISTICS LTD
7	Independent Communications Authority of South Africa (ICASA)
8	Jemi Group of Companies Ltd
9	Luxury Shuttles
10	Netlink Business Services Ltd
11	NTL Parcel Services
12	Overseas Courier
13	Posta Corporation of Kenya (PCK)
14	Riley Courier Ltd
15	Rush-IT Solutions
16	TNT Express Worldwide (K) Ltd
17	Transline Classic Overseas