

FINAL REPORT

HUMAN CAPACITY DEVELOPMENT FOR THE POSTAL AND COURIER INDUSTRY IN KENYA

29TH MARCH 2019



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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
2019	196	10
Total	680	

The number is only 11% 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	18
2	Postal and Courier Interconnection for Managers	12th - 13th May 2016	2	13
3	Policy and Regulations, Licensing procedures and other requirements	16th - 20th May 2016	5	16
4	Running Postal and Courier as a Business	23rd - 27th May 2016	5	20
5	Postal and Courier Standards and Operations	30th May - 3rd June 2016	5	13
6	Customs Procedures for Postal and Courier Operators	6th - 9th June 2016	4	14
7	Postal and Courier Operations and Security	13th - 15th June 2016	3	21
8	Quality of Service Monitoring for Postal and Courier Operators	16th - 17th June 2016	2	23
Total			29	138

Course details at <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.

Table 2: Postal and Courier Training Programme, 13th February to 24th March 2017				
S/n	Course Title	Dates	No. of Days	No. of Participants Trained
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
Total			29	213

Course details at <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.

Table 3: Postal and Courier Training Programme, 5th February to 21st March 2018				
S/n	Course Title	Dates	No. of Days	No. of Participants Trained
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
	Total		29	133

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

5. Postal and Courier Training Programme 2019 (Year 4 of Implementation)

AFRALTI successfully carried out training programs under CA sponsorship for the last three years. On 10th May 2018 AFRALTI in consultation with Postal and Courier Industry in Kenya proposed to review the curriculum and add two more courses. The goals of the training are:

- To improve the operational efficiency of the Postal and Courier Industry
- To enhance regulatory compliance of the Industry.

The Authority approved sponsorship of the ten courses for the 3 years starting from 2019 to 2021. The additional two additional courses are indicated below, which are new emerging areas of regulatory interest:

- a) National Addressing System; and

b) National Development and e-Commerce.

A total of 196 participants were trained in 10 different courses as shown in the Table 4 below. Participants were from 23 companies as shown in Annex 11 below.

Table 4: Postal and Courier Training Schedule, 21st January to 22nd March 2019				
S/n	Course Title	Date	No. of Days	No. of Participants
1	Postal and Courier Policy, Regulations and Licensing Procedures	21st-25th Jan 2019	5	15
2	Running a Courier Business	28th-31st Jan 2019	4	18
3	Customs Procedures for Postal and Courier Operators	4th-7th Feb 2019	4	18
4	Postal and Courier Standards and Operations	11th-15th Feb 2019	5	19
5	Postal and Courier Interconnection Principles	18th-19th Feb 2019	2	17
6	Customer Experience Management in Postal and Courier Industry	20th-21st Feb 2019	2	31
7	Quality of Service in Postal and Courier Operations	25th Feb-1st Mar 2019	5	22
8	Postal and Courier Security Standards	4th-7th Mar 2019	4	22
9	National Addressing System	11th-15th Mar 2019	5	17
10	National Development and e-Commerce	18th-22nd Mar 2019	5	17
Total			41	196

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

5. Recommendations

Through the four years of sponsorship by CA, a total of 680 participants have been trained which represents 11% 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 with the aim of empowering the Postal and Courier Industry in regulatory compliance.

The Postal and Courier Industry in Kenya do appreciate the role that the Authority 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 cost managed to attend hence improving on their efficiency to offer services to Kenyans.

It has also helped to position AFRALTI as a Centre for Excellence in Postal and Courier training in Africa.

A number of Countries have also benefited from this initiative, as represented by their respective organizations:

- 1) Postal and Telecommunications Regulatory of Zimbabwe (POTRAZ), Zimbabwe Posts (Pvt) LTD (ZIMPOST and CourierConnect
- 2) Botswana Communications Regulatory Authority (BOCRA)
- 3) Uganda Communications Commission (UCC)
- 4) Independent Communications Authority of South Africa (ICASA)
- 5) Malawi Communications Regulatory Authority (MACRA)
- 6) Rwanda Utilities Regulatory Authority (RURA)
- 7) Swaziland Post and Telecommunications Corporation (SPTC)
- 8) Instituto Nacional das Comunicações de Moçambique (INCM)
- 9) Tanzania Communications Regulatory Authority (TCRA)

More details on the 2020 schedule at <http://www.afralti.org/postal-and-courier-school/>

Annex 1: Group picture - Postal and Courier Policy, Regulations and Licensing Procedures, 21st -25th January 2019



List of Companies participated

- 1) Across Borders Courier Ltd
- 2) Best Friend Errand Services
- 3) Chania Executive Cool Ltd
- 4) Classic Luxury Shuttle
- 5) Fargo Courier
- 6) G4S
- 7) Globeflight
- 8) Luxury Shuttles Tours & Travels Ltd
- 9) Netlink Business Services Ltd
- 10) Postal Corporation of Kenya (PCK)

Annex 2: Group picture - Running a Courier Business, 28th -31st January 2019



List of Companies participated

- 1) Buggy Deliveries
- 2) Classic Luxury Ltd
- 3) Fargo Courier
- 4) G4S
- 5) Harakisha Courier and Logistics Ltd
- 6) Netlink Business Services Ltd
- 7) PCK
- 8) Roy Parcel Services LTD
- 9) TMX Global Services

Annex 3: Group picture - Customs Procedures for Postal and Courier Operators, 4th - 7th February 2019



List of Companies participated

- 1) CIAK
- 2) Fargo Courier
- 3) G4S
- 4) Luxury Shuttle Tours & Travels Ltd
- 5) Nairobi Friends Travellers Society
- 6) Netlink Business Services Ltd
- 7) PCK
- 8) Roy Parcel

Annex 4: Group picture - Postal and Courier Standards and Operations, 11th -15th February 2019



List of Companies participated

- 1) Best Friend Services
- 2) BOCRA-Botswana
- 3) Buggy Delivery Services
- 4) Fargo Courier LTD
- 5) G4S Courier
- 6) Globeflight Express LTD
- 7) INCM-Mozambique
- 8) Luxury Shuttles Tours & Travels LTD
- 9) Nairobi Friends Travellers Society
- 10) NTL Parcel Service
- 11) Postal Corporation of Kenya (PCK)

12) Roy Parcel Services LTD

**Annex 5: Group picture - Postal and Courier Interconnection Principle, 18th 19th
February 2019**



List of Companies participated

- 1) Best Friend Services
- 2) Elite Riders
- 3) Fargo Courier
- 4) G4S
- 5) Globeflight
- 6) INCM-Mozambique
- 7) Nairobi Friends Travellers Society
- 8) Netlink Courier
- 9) PCK
- 10) Roy Parcel Services

Annex 6: Group picture - Customer Experience Management in Postal and Courier Industry, 20th -21st February 2019



List of Companies participated

- 1) Best Friend Services
- 2) Elite Riders Ltd
- 3) Fargo Courier
- 4) G4S
- 5) Globeflight
- 6) Harakisha Courier & Logistics Ltd
- 7) Luxury Shuttle Tours
- 8) Nairobi Friends Travellers
- 9) Newspaper Transporter Limited - NTL
- 10) PCK
- 11) Riley Courier Limited
- 12) Roy Parcel

Annex 7: Group picture - Quality of Service in Postal and Courier Operations, 25th February-1st March 2019

List of Companies participated

- 1) Buggy Deliveries
- 2) Courier Elite Riders
- 3) Fargo Courier
- 4) G4S
- 5) Ianstar LTD
- 6) Nairobi Friends Society
- 7) NTL
- 8) PCK

Annex 8: Group picture - Postal and Courier Security Standards, 4th -7th March 2019



List of Companies participated

- 1) Botswana Communications Regulatory Authority (BOCRA)
- 2) Buggy Delivery Services
- 3) Fargo Courier
- 4) G4S
- 5) Luxury Shuttle Tours & Travels Ltd
- 6) PCK

Annex 9: Group picture – National Addressing System, 11th-15th March 2019



List of Companies participated

- 1) CIAK/IANSTAR LTD
- 2) Fargo Courier
- 3) G4S
- 4) Luxury Shuttle
- 5) Nairobi Friends
- 6) PCK

Annex 10: Group picture - National Development and e-Commerce, 18th-22nd Mar 2019



List of Companies participated

- 1) CIAK/IANSTAR
- 2) Fargo Courier

- 3) Luxury SHT
- 4) PCK
- 5) Ways & Means Logistics

Annex 11: List of Companies participated in at least one course

Sn	Name of the Company
1	Across Borders Courier Ltd
2	Best Friend Errand Services
3	Botswana Communications Regulatory Authority (BOCRA)
4	Buggy Delivery Services
5	Chania Executive Cool Ltd
6	Classic Luxury Shuttle Ltd
7	Courier Elite Riders
8	Courier Industry Association of Kenya (CIAK)
9	Elite Riders Ltd
10	Fargo Courier Ltd
11	G4S
12	Globeflight Express Ltd
13	Harakisha Courier & Logistics Ltd
14	INCM-Mozambique
15	Luxury Shuttles Tours & Travels Ltd
16	Nairobi Friends Travellers Society
17	Netlink Business Services Ltd
18	NTL Parcel Service
19	Postal Corporation of Kenya (PCK)
20	Riley Courier Limited
21	Roy Parcel Services LTD
22	TMX Global Services
23	Ways & Means Logistics