

PROVINCIAL NOTICES • PROVINSIALE KENNISGEWINGS

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KZN LEARNER TRANSPORT POLICY: 2020

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1. **DEFINITIONS**

In this Implementation Procedure, unless the context indicates otherwise the words and meanings assigned to them shall be the same as that set out in the KZN Learner Transport Policy: 2020.

2. **INTRODUCTION**

1. The National Policy requires implementing authorities and departments to *inter alia* manage and operate learner transport in the Provinces.
2. In order to give effect to the KZN Learner Transport Policy the implementing authorities and departments have agreed on their respective roles and responsibilities which are set out in this document.
3. As all learners requiring learner transport are currently not integrated into a single learner transport programme, the Implementation Procedure for learners attending public schools and public special schools are set out separately.

Section 1: Learners attending Public Schools

3. **SPECIFIC RESPONSIBILITIES OF THE KZN DOE**

1. The KZN DOE shall-
 - (a) make such needs analysis as might reasonably be necessary for the provision of learner transport from time to time;
 - (b) identify learners who qualify for dedicated subsidised learner transport services including learners in public special schools;

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- (c) keep and provide all records and relevant documents required by the KZN DOT to carry out its responsibilities under any learner transport programme;
- (d) keep a database of the following information for each school-
 - i. names of learners;
 - ii. parents'/guardians' contact details;
 - iii. contract numbers;
 - iv. operator contact details;
 - v. number of learners;
 - vi. number of kilometres of route;
 - vii. vehicle registration numbers;
- (e) nominate representatives to attend the Programme Management Committee meetings or any other meetings relating to the learner transport programmes;
- (f) evaluate the impact of learner transport on teaching and learning;
- (g) monitor and evaluate programme performance at school, district and Provincial levels;
- (h) be responsible for the provision of learner transport for learners with disabilities;
- (i) purchase suitable vehicles for the provision of transport for learners with disabilities;
- (j) determine the mode of transport and vehicle modifications suitable for the needs of learners with disabilities;
- (k) allocate and distribute modified and unmodified vehicles to public special schools;

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- (l) hire suitable persons as drivers and attendants on the aforesaid vehicles;
- (m) regularly and whenever the need arises motivate to the Provincial Treasury additional funding for the various learner transport programmes;
- (n) provide and facilitate the necessary and relevant training for both drivers and attendants including, but not limited to those operating special equipment, managing student behaviour, providing basic first aid, firefighting, serving as seating specialists in positioning and securing adaptive and assistive devices for learners with disabilities;
- (o) monitoring the learner transport operations provided by the KZN DOT at the school level;
- (p) reporting any defects or concerns regarding the contracted services to the KZN DOT;
- (q) monitoring the conduct of both the learners and drivers whilst in transit;
- (r) ensuring the implementation of the code of conduct for both learners and drivers; and
- (s) preparation of reports on findings and making recommendations to the KZN DOT.

4. SPECIFIC RESPONSIBILITIES OF THE KZN DOT

1. The KZN DOT shall be responsible for-

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- (a) service planning and designing of dedicated subsidised learner transport services based on data which shall include a priority list of qualifying learners as provided by the KZN DOE to be transported on their respective routes;
- (b) procurement of service providers who are in possession of valid operating licences;
- (c) ensuring that the provisions of paragraphs 5 to 10 hereunder are taken into account in its dealings with service providers;
- (d) budget control and administration in public ordinary schools;
- (e) adherence to budget;
- (f) regulating, monitoring and evaluating the programme in terms of the services provided;
- (g) providing the KZN DOE with monthly reports on the programme as and when required;
- (h) procuring vehicles in accordance with specifications received from the KZN DOE for learners with disabilities;
- (i) procuring and distributing non-motorised transport in collaboration with the KZN DOE;
- (j) the provision and monitoring of non-dedicated subsidised services to learners using main stream public transport services;
- (k) conducting technical inspections of vehicles;
- (l) ensuring compliance by operators with operational and contractual obligations;

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- (m) keeping updated operational statistics;
- (n) monitoring dedicated subsidized learner transport services including reviewing monitoring reports from contracted monitoring firms;
- (o) verification of the operated routes; and
- (p) monitoring of road conditions of operated routes.

5. VARIATION OF CONTRACTS AND PROVISION FOR TRANSPORT IN CASES OF EMERGENCY

1. Where additional needs for transport are identified the KZN DOE will inform the KZN DOT of the proposed variation and provide an updated priority list of identified learners. Any proposed variation shall be supported by the Head: Education.
2. The KZN DOT will reassess the service provision in line with the revised prioritisation, having regard to the existing budget.
3. The KZN DOT will engage the operator to effect the service variation.
4. Variations with financial implications must follow the approval process as per the relevant SCM policies as well as Treasury instructions.
5. Where, as a result of an emergency, the KZN DOE is required to provide transport which is not covered by the existing contracts the Head: Education shall confirm that an emergency situation has arisen and he/she shall inform the Head: Transport.

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6. The Head: KZN DOT shall take all reasonable measures to provide transport for the learners affected by the emergency for the duration of the emergency.

6. PAYMENT MODEL

1. The adopted payment model mutually agreed upon is a standardized rate per mode of transport plus standardized rate per kilometre multiplied by the number of school days.
2. The payment model may be amended by mutual consent of both Executive Authorities for future procurement processes.

7. PAYMENT TO OPERATORS

1. The monitoring firm is required to compile payment certificates with all relevant documentation and submit to the KZN DOT in the first week of each month.
2. The KZN DOT: Public Transport Services shall verify the requisition for payment and submit the request to Supply Chain Management.
3. A complete payment certificate shall consist of the following documents-
 - (a) pro forma / fleet list;
 - (b) operational statistics / detailed invoice;
 - (c) valid operating licence;
 - (d) PDP for drivers;
 - (e) certificate of road worthiness disc;
 - (f) permits or receipt for proof of application;
 - (g) proof of liability insurance; and
 - (h) proof of insurance.

4. In the absence of all the relevant documentation payments to operators may be refused.
5. Operators must communicate with the KZN DOT through the monitoring firm when it relates to payment certificates and the required attachments.
6. Operators are required to attend monthly project meetings convened by the monitoring firm, the KZN DOE and KZN DOT and sign the attendance registers.

8. REPLACEMENT OF CONTRACTED VEHICLES BY OPERATORS

1. Operators may use an alternative vehicle in case of a breakdown on condition that the alternative vehicle complies with safety standards as set out in all relevant National and Provincial Road Transport policies and legislation.
2. Relief vehicles must meet all the required standards as expected of the contracted vehicle. The operator must immediately inform the monitoring firm so that arrangements for the monitoring of the replacement vehicle can be effected.
3. Operators may, with the consent of the KZN DOT: Public Transport Services, change the contracted vehicle permanently under the following circumstances-
 - (a) the vehicle being written off;
 - (b) the number of learners has increased beyond the capacity of the current vehicle or decreased;
 - (c) the vehicle is no longer roadworthy; or
 - (d) the vehicle being stolen.

4. Except where the number of learners has decreased, the capacity of the replacement vehicle must necessarily have the same or greater capacity as the contracted vehicle.
5. Where the request to change a contracted vehicle arises from a breakdown, the request for the replacement of the vehicle must be made to the monitoring firm on the same day.
6. Operators will not be paid for service rendered with an alternative vehicle which was not authorised by the monitoring firm.

9. ROUTE VARIATION

1. The KZN DOT reserves the right to vary the contract with operators according to learner needs for transport. Variations of the service rendered by the operator shall be in writing. The written consent of the Head: Transport is mandatory before any variation is effected to-
 - (a) increase the number of trips on any route or routes;
 - (b) omit any route or add a new route;
 - (c) lengthen, shorten or alter an existing route;
 - (d) alter the number or location of authorised pick-up points, (provided this is done after consultation with the relevant local community, monitoring firm, and the operator);
 - (e) make alterations in connection with vehicle capacities; and
 - (f) increase or decrease the number of learners on any route or routes.

10. TRIP EXCHANGE

1. A trip exchange is the variation of the existing contract by replacing an existing operator with another approved operator. A trip exchange will be allowed in circumstances where the operator-
 - (a) has withdrawn or has been withdrawn from the route;
 - (b) is replaced due to incapacity of the vehicle;
 - (c) is replaced due to breach of contract/conduct; or
 - (d) refuses to accept a route variation.
2. For purposes of trip exchange, the KZN DOT, working closely with the monitoring firm, will identify a contracted operator to service the available route, indicating the rate, kilometres, number of learners, district and school(s).
3. An identified operator must submit all the necessary documents as proof that the vehicle can transport the number of learners.
4. The trip exchange letter must be approved by the Head: Transport.
5. In effecting any trip exchange the KZN DOT shall do everything reasonably possible to ensure that learner transport is not interrupted.

Section 2: Learners with special needs

11. JOB DESCRIPTIONS

Drivers

1. Drivers of vehicles for learners with special needs are employed either by the KZN DOE or the SGB.

2. No person shall be employed as a driver unless-
 - (a) he/she is in possession of the following minimum requirements-
 - i. formal schooling up to and including grade 10;
 - ii. appropriate and valid driver's licence and PrDP;
 - iii. demonstrated aptitude or competence for assigned responsibilities;
and
 - v. any other requirement that the KZN DOE, KZN DOT or school administration may consider appropriate;
 - (b) is of suitable character;
 - (c) has at least two (2) years' suitable experience as a driver for the vehicle that he/she will be driving; and
 - (d) has passed the appropriate RTI competency test.
3. No person shall be employed as a driver if the KZN DOE or the SGB has any reason to believe that the driver is not of suitable character whether on account of any criminal record, section 120 of the Children's Act, No. 38 of 2005 or any other good reason.
4. All drivers shall-
 - (a) file regular reports as required by the School Transportation Supervisor;
 - (b) generally, provide safe and efficient transportation so that learners may enjoy the fullest possible advantage from the education curriculum and extra-curricular programs;
 - (c) obey all applicable laws, policies and procedures;

- (d) follow the school's guidelines for maintaining order on the vehicle;
- (e) keep the assigned vehicle clean;
- (f) adhere to an assigned schedule;
- (g) check the vehicle before each operation for mechanical defects;
- (h) notify the proper authority in case of mechanical failure or lateness;
- (i) ensure that they are in possession of a list of all learners being transported which list shall contain *inter alia* the information set out in paragraph 12(5)(b)(ii) and (iii);
- (j) discharge students only at authorised stops;
- (k) exercise responsible leadership;
- (l) transport only authorised students;
- (m) report all accidents and complete required reports;
- (n) enforce safety regulations and the learner code of conduct on the vehicle;
- (o) treat students and co-workers with respect and dignity;
- (p) shall not allow the number of learners travelling in the vehicle to exceed the legal carrying capacity; and
- (q) ensure that prior to any trip they are in possession of a cell phone or other means of communication which can be used in the case of an emergency.

5. The foregoing provisions shall be subject to the KZN DOE's Transport Policy in respect of state vehicles.

Attendants-

6. No person shall serve as an attendant on a vehicle for learners with special needs unless he/she has met the requirements laid down by the KZN DOE and school administration.
7. The provisions applicable to drivers in paragraph 11.3 above shall apply *mutatis mutandis* to all attendants.
8. The attendant is obliged to report to the School Transportation Supervisor.
9. He/She is required to assist school staff, parents and school drivers.
10. His/Her responsibilities include the following-
 - (a) load, unload, and properly secure all students dependent on mobility assistive aids or mobile seating devices;
 - (b) properly secure all assistive devices and equipment as necessary on an individual basis;
 - (c) follow school guidelines for maintaining order on the vehicle;
 - (d) monitor all students who are medically challenged;
 - (e) treat students and co-workers with respect and dignity; and
 - (f) assist the school driver in emergency situations and evacuations.

11. In the event of the attendant not being available on a particular trip, the school Principal shall be entitled to appoint a staff member or members as a substitute for the attendant for the duration of the attendant's absence.

12. EMERGENCY EVACUATION PLAN

1. In the event of an emergency the driver shall take all reasonable steps to deal with the specific emergency including where necessary-
 - (a) to park the vehicle;
 - (b) to engage the parking brake;
 - (c) to place the manual transmission in either first or reverse gear and automatic transmission in park;
 - (d) in the event of a possible threat and dangerous situation, or if the location is unsafe due to a fire or health risk, to decide on evacuation;
 - (e) to manually deploy lifts for evacuation purposes; and
 - (f) to ensure that his/her instructions on evacuation or any other course of action is given clearly and understood by all the occupants.
2. In the event of an evacuation, the vehicle driver/attendant must-
 - (a) release passengers from their passenger restraints or seat belts by unbuckling or cutting (if passengers are in a wheelchair, first remove the passenger, then, if time permits, recover the wheelchair);

- (b) move the passengers from the seat or wheelchair to floor level (If passengers can walk, assist to a standing position);

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- (c) move passengers to the best usable exit;
 - (d) move passengers at least 50 metres away from the vehicle; and
 - (e) assist the learner back into the wheelchair if the wheelchair can be safely recovered and conditions permit.
3. The driver shall ensure that the vehicle is always equipped with an approved safety and first aid kit which must include-
- (a) gloves;
 - (b) towelettes;
 - (c) cold pack bandages;
 - (d) CPR mask;
 - (e) gauze;
 - (f) tape;
 - (g) scissors;
 - (h) seat-belt cutter;
 - (i) fire blanket; and
 - (j) approved body fluid clean up kit.
4. The driver shall ensure that the kit is checked at least once a month and after an emergency.
5. In the case of an emergency the following procedure must be adopted-
- (a) notify the dispatcher – EMERGENCY SERVICES (10111);
 - (b) ensure that all necessary information is provided including the following-
 - i. name of school and address; and/or

- ii. learner's name, birth date, disability and nature of the problem;
and/or

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- iii. any medication taken by the learner.

- 6. Contact the learner's parent or guardian-
 - (a) to enquire-
 - i. if transport is available;
 - ii. whether anyone else should be notified and if so, establish that person's name and phone number;
 - iii. if there are any recent symptoms, altered or new medication, or anything else that the paramedics may need to know; and
 - (b) to request the parent/guardian to keep his line free and regularly update him/her on the status of the situation.
- 7. Following an emergency, the school's administration and the KZN DOE should be notified immediately.

13. TRANSPORTATION OF STUDENTS IN WHEELCHAIRS OR OTHER MOBILITY ASSISTIVE DEVICES

- 1. Whenever it is possible or feasible, wheelchair passengers may be transported in a regular vehicle or car seat (which meets all regulation standards). A person transported in this manner must be fitted with a dynamically tested occupant restraint (i.e., a lap/shoulder belt assembly or a child car seat). Wheelchairs may be transported unoccupied when appropriately secure.

2. When wheelchair transportation is necessary, a four-point wheelchair tie-down should be used.

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3. Whenever possible or feasible, an occupant restraint system involving a lap-belt and shoulder harness should be used.
4. Factors to be considered with this occupant restraint system are-
 - (a) The occupant needs to be secured separately from the chair, and at no time should the occupant carry any of the load of the wheelchair or its securement system. Wherever possible the occupant's restraint should be attached to the rear wheelchair tie-down belt rather than the floor to ensure that no load transfer occurs through stretching or release of the wheelchair tie-down belts. (NOTE: The tie-down belt system must be able to accommodate the increased weight of the occupant and his/her securement.) If it attaches to the floor, further investigation is necessary.
 - (b) A variety of belts and positions should be available through the use of a retraction system and/or multi-attachment track system to attach the shoulder belt to the vehicle. Crash-tested equipment should be used.
 - (c) Installation of the shoulder restraint to the vehicle should be at/or above and slightly behind the level of the shoulder joint of the occupant. The goal is to have the shoulder belt, contract the occupant over the clavicle (or collar bone) while avoiding the neck area. The lap belt portion must contact the hard structures of the pelvis (namely the iliac crests) and avoid the soft abdominal areas.

14. FRAMEWORK

1. Use of a vehicle transporting learners with special needs
 - (a) A KZN vehicle transporting learners with special needs shall be used only for school activities as defined in the SASA.

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 - (b) Prior written consent must be obtained from the KZN DOE if a vehicle allocated to a particular school is used by another school or by an employee of the KZN DOE.
 - (c) Under no circumstances shall vehicles owned by the KZN DOE be used for party political purposes or industrial action.

2. Passengers
 - (a) No persons other than learners who have qualified for learner transport shall be conveyed in a vehicle unless such persons are authorised in writing by the school Principal.
 - (b) Under no circumstances must the driver convey any passengers who are not authorised to use the vehicle and in the event of him/her doing so he/she shall be liable to disciplinary proceedings and/or personal liability. The KZN DOE will not be liable for any damages arising out of injury to such unauthorised persons.

3. Authority to use a vehicle
 - (a) No trips shall be undertaken without the school Principal, failing him/her, the district transport officer signing an appropriate trip authority. In the event of the driver breaching this provision, he/she shall be personally liable for any damages in consequence of the trip and shall forfeit state protection.

- (b) The signed trip authority must be carried on the vehicle and a copy thereof filed at the transport office.

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- (c) The school Principal or his/her delegate must record the condition of the vehicle, the quantity of fuel in the tank, the logbook and petrol card numbers which must be signed by the driver. The driver takes responsibility for the vehicle at that point. The driver must hand in all petrol/diesel/oil purchase slips to the school Principal for checking after each trip.

4. Overnight parking

In normal circumstances vehicles must be parked at official locations. The school Principal or his/her delegate must allocate an approved parking place for each vehicle. The parking places should be lockable or have 24-hour security. When the vehicle is away from its home base, the driver must use a steering or gear lock on the vehicle. Where secure facilities are not available, the vehicle should be parked at the nearest official property e.g. police station. The driver of the vehicle is responsible for ensuring that the vehicle is parked as safely as circumstances permit.

- 5. Logbooks, petrol cards, vehicle keys, vehicle equipment. The driver takes responsibility for the logbook, keys and petrol card once the vehicle issue form has been signed until the vehicle has been returned to the transport officer at the end of the journey. All vehicle keys must be safely secured (preferably in a locked container) in the transport office when the vehicle is not in use. A spare set of keys must be kept in a secure place, e.g. the office safe.

The petrol card is to be treated as cash and the driver will be held responsible for all transactions whilst it is in his/her possession. All fuel receipts must be kept and made available when the vehicle is returned to the school Principal

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or delegated person. It is the responsibility of the driver to fill in the vehicle logbook legibly and accurately. Loose equipment such as the spare wheel, toolkit, jack and any other extras will be checked at the time of issuing the vehicle and will remain the responsibility of the driver until such time as the vehicle is returned to its base.

15. MANAGEMENT SYSTEMS

1. The following key indicators must be kept for each vehicle by the school administration and the district director-
 - (a) fuel utilization (km/l);
 - (b) actual kilometres travelled;
 - (c) total maintenance cost;
 - (d) maintenance cost per quarter; and
 - (e) running cost per quarter.
2. The school Principal or delegated person must monitor the indicators and address shortcomings or any irregularities immediately.
3. The disposal of vehicles withdrawn from service must be effected in accordance with the provisions of the Treasury Instructions and the Tender Regulations.
4. The Head: Education may authorize the use of privately owned vehicles where it is cost-effective to do so. Subsidy funding, school fees and any other legitimate source may be used for such purpose.

16. LOGBOOKS

1. Log-sheets must be completed in every detail, during or immediately after a trip by the driver.

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2. Supplies of logbooks or forms are obtainable from the Government Printer or the KZN DOE.
3. The school Principal, delegated person or the official using the vehicle must take the necessary care with regard to the safe custody of the logbook, keys and vehicle card.

17. LOAD ON VEHICLES

The load on any KZN DOE vehicle may not exceed the maximum recommended by the manufacturer of the vehicle. The school administration and/or the driver may be held personally liable for any punishment that may be imposed by any court for any infringement of overloading. If a load is transported on or in a vehicle, care must be taken that it is properly safeguarded at all times in order to prevent any potential damage or loss. Damage or loss caused by overloading or negligent control over a load on vehicles will be recovered from the school administration and/or the driver.

18. CO-OPERATION OF OFFICIALS AND EMPLOYEES TO PROMOTE EFFICIENCY IN THE OPERATION OF VEHICLES

1. Vehicles are subject to inspection by KZN DOE officials to ensure that learner transport is in a proper state of repair and efficiency and that the required instructions are complied with. Persons in charge of learner transport must furnish all information required by such officials.

2. Officials or employees should refrain from using green ink or pencils when completing any documents in connection with the use and maintenance of state vehicles.

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3. Non-compliance with the KZN Learner Transport Policy, any circulars or directives issued by the Heads: Education and Transport or appearing on forms or in books used in connection with official travelling and transport, will render the offending officials liable to disciplinary action and, in certain cases, to making good any loss.

19. ROADWORTHINESS OF VEHICLES

1. The driver of a vehicle must at all times ensure that the vehicle is in a roadworthy condition with particular emphasis on the steering, the brakes, the lights, the wheel nuts, the state of the tyres and safety belts.
2. Any defects discovered must be remedied before any resultant damage. Such defects include excessive engine heating and lack of oil pressure. In these instances, the engine must be switched off immediately. The vehicle shall not be driven further until the problem is rectified. In such a case the radiator cap must not be removed until the engine has cooled down, and depending on the possible cause or the circumstances, water may then be added but only while the engine is idling.
3. The driver must pay proper attention to the dash gauges and indicators, and take appropriate action immediately should anything untoward be noticed.

4. A roadworthy certificate as required by Regulation 267 of the Road Traffic Act, No. 29 of 1989, and an Operator Card for vehicles exceeding 3 500 kilograms must be displayed at all times for all makes of vehicles.

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20. SAFE DRIVING

1. Traffic and any other regulations applicable to users of the road must be strictly observed at all times. Where these rules are not observed, the drivers shall be personally liable for any penalties imposed.
2. The applicable speed limit must not be exceeded at any time.
3. Users of vehicles must obey the rules of the road at all times.

21. SAFE CUSTODY OF VEHICLES

Officials in charge of vehicles must ensure that the vehicles are adequately garaged or parked and must at all time take all reasonable steps to safeguard them including the accessories and tools, against theft, irregular use, damage and fire. Under no circumstances may articles or documents, whether State or private property, be left on or under the seats, on the floor or in the glove box of a vehicle while such vehicle is parked and left unguarded. If such articles or documents must of necessity be left in the vehicle, they must be locked away in the boot. When, on account of their mass and/or size, it is impracticable to move articles to the boot of the vehicle, the driver or other responsible official must take all possible and practical precautions for the safeguarding of such property before leaving the vehicle unattended. Officials or employees will be held personally liable for any loss to or from the vehicles caused through non-observance of these provisions.

22. GARAGING AND PARKING OF VEHICLES

1. Where possible state vehicles must be garaged or parked on State premises. Under no circumstances may the vehicles be garaged on State premises, under carports or on parking sites where unauthorised persons have free access. The necessary measures must be taken at all times to safeguard vehicles against loss or theft.

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2. In the case of vehicles on tour, the most suitable arrangements must be made where facilities for official garaging are not available, and any expenditure incurred in this connection must be borne by the school using the vehicle.
3. Where a driver makes use of parking meters and parking lots while on duty, the expenditure actually and necessarily incurred must be refunded to him/her by his/her school.

23. DISPLAY OF REGISTRATION PLATES AND LICENCE DISCS ON STATE VEHICLES

Save for the usual registration number plates and other approved plates or marks to indicate the KZN DOE's ownership of a vehicle, no marks, special or private insignia, mascots, stickers or advertising material may be displayed on such vehicle without the approval of the Head: KZN DOE.

Section 3: General

24. PROGRAMME MANAGEMENT COMMITTEE

1. A Programme Management Committee shall be appointed jointly by the Heads: Education and Transport and shall-
 - (a) comprise at least ten (10) members from both Departments and shall include -

- i. the KZN DOT, Deputy Director-General: Transportation Services;
- ii. Chief Financial Officers KZN DOE and KZN DOT;
- iii. the Chief Directors KZN DOE and KZN DOT responsible for the learner transport programmes;

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- iv. the Responsibility Manager: KZN DOT: Public Transport Services;
- v. the Responsibility Manager: KZN DOE: Learner Transport Directorate;
- vi. KZN DOE: Director: Inclusive Education; and
- vii. one official from each Department;

(b) be chaired by the KZN DOT, DDG: Transportation Services.

2. The Programme Management Committee shall-

- (a) discuss all matters related to the planning, management, and implementation of the learner transport programmes. It shall focus on a needs-driven budget for learner transport and other related financial and budgetary issues in compliance with provisions of the Public Finance Management Act, 1999, and the provisions of the Division of Revenue Act, 2009;
- (b) formulate the budget including projected expenditure in all areas of the provision of the services, monitoring, emergency services/ variations and any other need that might arise; and
- (c) conduct quarterly meetings.

25. MONTHLY OPERATIONAL MEETINGS

1. Monthly operational meetings shall be held for the purposes of *inter alia*-
 - (a) assessing the quality of service delivery;
 - (b) ensuring compliance with contractual obligations;

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- (c) assessing the need for any variations to routes or operators and making any recommendations in respect thereof;
 - (d) assessing the need for maintenance of vehicles transporting learners to public special schools and making recommendations in respect thereof;
 - (e) evaluating the need for procurement of additional vehicles for public special schools and making recommendations in respect thereof; and
 - (f) making recommendations to the Programme Management Committee in respect of any matter related to learner transport in general.

26. REPORTING

1. The implementing departments must compile quarterly implementation reports to the National Departments of Transport and Basic Education. The reports must be signed off by the Heads: Transport and Education before it is submitted to the National Departments.
2. Officials from the implementing departments shall report to the quarterly meetings of the National Learner Transport Steering Committee on all learner transport matters dealing with *inter alia* learners being transported in the Province including learners at public special schools and learners being transported in state vehicles.

27. MONITORING OF LEARNER TRANSPORT BY SCHOOLS AND DISTRICTS

1. At the most basic level, the daily monitoring of learner transport must be carried out at the school level by such persons as are appointed by the school Principal.

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2. Written complaints from learners and parents must be resolved by the school Principals wherever possible and in appropriate circumstances Principals must forward the complaints to the district director for attention.
3. The district director must attend to the complaints and if necessary escalate the matter in writing to Head Office.

28. PLANNING

1. The National Policy emphasizes the need for the Province to ensure adequate planning to meet its objectives.
2. The National Policy specifically requires Provincial strategies and any local government plans must be approved by the MEC (or MEC's) in charge of the implementation of the learner transport programmes and to submit same to the DOT.
3. The Province shall prepare implementation plans in accordance with such framework as may be provided for the implementation of the National Policy.
4. In the absence of such framework the KZN Learner Transport Policy shall prevail.
5. If a national framework is provided by the DOT then those provisions shall supersede the provisions of the KZN Learner Transport Policy.

6. Any plans for the implementation of the Province's learner transport programs shall specify how the Province intends meeting the needs of all learners who are eligible for learner transport.

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7. The KZN DOE and KZN DOT shall review the state of learner transport at least every three years and introduce further plans for an interval of five years at a time.

29. CO-OPERATION WITH CIVIL SOCIETY

The KwaZulu-Natal Provincial Government shall be entitled to engage with civil society to procure funding for learner transport subject to the approval of the National Government.