



Freight Forwarders Training Courses
for Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyz Republic,
Moldova, Tajikistan, Turkmenistan, Ukraine, Uzbekistan

TRACECA

Freight Forwarders Training Courses

October 2005 – September 2007

Task 3: Specialist Training

Norbert Wagener, Academic Director
Closing Conference
Astana, September, 27 2007

Specific project objective in Task 3

- n The strengthening of the freight forwarding sector in the TRACECA countries through
 - n promotion of training and transfer of knowledge,
 - n capacity building for freight forwarders associations
 - n develop improvement measures for the regulatory set-up of the freight forwarding industry.

Project Activities

Specialist training for freight forwarders

- n Task 3A: Training needs assessment
- n Task 3B: Selection of trainees
- n Task 3C: Selection and development of training materials
- n Task 3D: Execution of training measures
- n Task 3E: Training Impact Assessment

Training for Freight Forwarders

Task 3A: Training needs assessment

- n The needs assessment was done on the basis of questionnaires filled in by training applicants.
- n FIATA approved training material according to FMST exist in Georgia, Kazakhstan, Moldova, Ukraine and Uzbekistan.
- n The situation varies between the countries. Often “learning by doing” prevails. FIATA Diploma courses are then the best and only chance to be educated in freight forwarding.



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Task 3A: Training needs assessment

Results of Needs Assessment:

- n 92% topics FMST relevant
- n 15% indicated high level of knowledge
- n 40% indicated level of knowledge as poor
- n 45% indicated knowledge of FIATA documents and forms as poor

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Task 3C: Selection and development of training materials

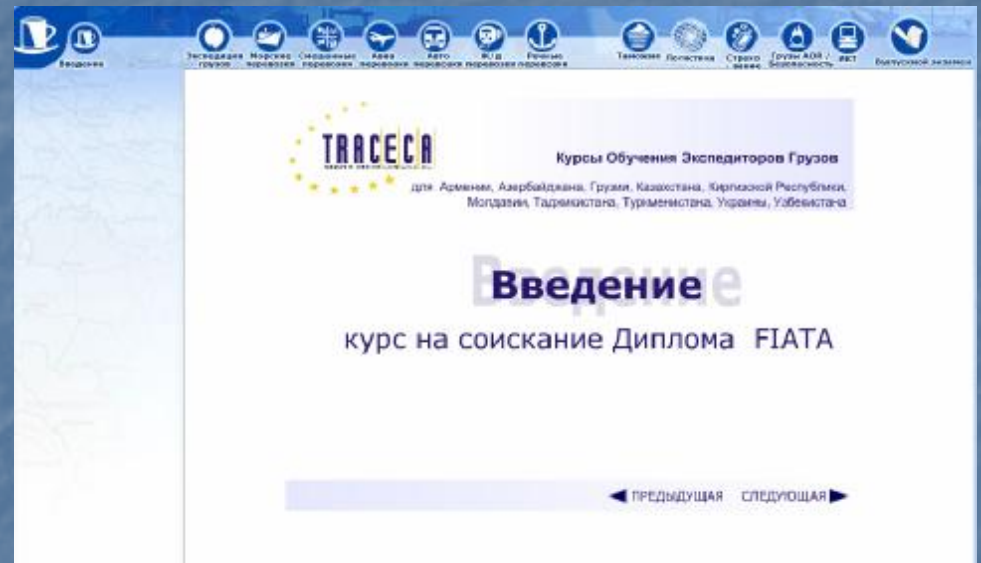
- n Adjustments in the FMST curriculum according to the specific needs in the Traceca region have been done.
- n Course material in English and Russian is ready and can be used by FFA in TRACECA countries (about 1000 pages with learning objectives, text, case studies, examples, questions)
- n Guidelines for distance learning were developed



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Task 3C: Selection and development of training materials

- n An interactive website has been developed for demonstration
- n Ukranian FFA plans to use the material for an e-learning course, to be submitted for validation by FIATA



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Task 3D: Execution of training measures

- n Courses for trainers in freight forwarding (FIATA Minimum Standards)
 - n June 2006: Tbilisi (for Azerbaijan, Armenia, Georgia)
 - n June 2006: Tashkent (for Kazakhstan, Kyrgyz Rep., Tajikistan, Turkmenistan, Uzbekistan)
 - n July 2007: Odessa (for Moldova, Ukraine)
- n Study Tours for Freight Forwarders Associations
 - n October 2006 in D and NL
 - n March 2007 in D and NL



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Task 3D: Execution of training measures

- n Conference for managers of associations / training centres on all three tasks
 - n November 2007: Istanbul

- n Regional dissemination seminars of project results
 - n Baku, July 2007
 - n Astana, Sept. 2007



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Task 3E: Training Impact Assessment

Course/Activity	Evaluation						
	<i>Excellent</i>	<i>Good</i>	<i>Exc. + Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Bad</i>	
			<i>% of Total</i>				
<i>Module 1</i>	Introduction to Freight Forwarding	64	16	95	3	1	
<i>Module 2</i>	Sea Transport	40	39	95	5		
<i>Module 3</i>	Multimodal Transport	42	36	95	4		
<i>Module 4</i>	Air transport	34	36	86	11		
<i>Module 5</i>	Road Transport	37	45	89	9	1	
<i>Module 6</i>	Railway Transport	36	25	95	3		
<i>Module 7</i>	Inland Waterway Transport	42	37	98	2		
<i>Module 8</i>	Customs Procedures	62	18	95	3	1	
<i>Module 9</i>	Logistics	51	27	95	3	1	
<i>Module 10</i>	Insurance	40	32	88	9		
<i>Module 11</i>	Safety, Dangerous goods and Security	44	28	91	6	1	
<i>Module 12</i>	Information and Com. Technologies in FF	50	23	92	4	1	1
<i>Presentations/ plenary discussion</i>		27	18	87	4	1	
<i>Field Trip</i>		66	9	99	1		
<i>Extra</i>							
<i>Accommodation</i>		46	14	98	1		
<i>General organization</i>		56	20	95	3	1	
<i>Overall impression</i>		58	16	95	4		

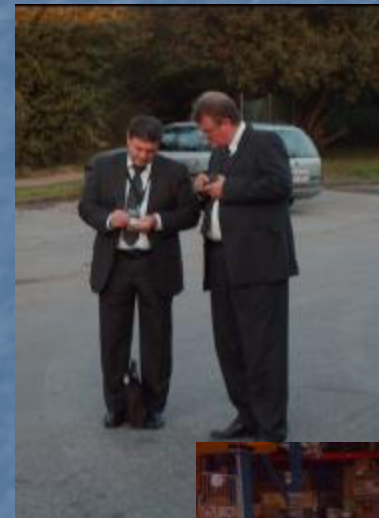
- n 86 to 98 % of all participants evaluated the FFTC seminars in Tashkent, Tbilisi and Odessa as good or excellent.

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Task 3E: Training Impact Assessment

- n hard facts
 - n FMST curriculum adjusted
 - n 84 participants in train the trainer seminars trained
 - n 1000 pages of course material
 - n demonstration website
 - n e-learning guidelines

- n soft facts
 - n common understanding
 - n new contacts
 - n learning from best practices
 - n website open for use
 - n network for future co-operation



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and your friendship!