

# Heavy Vehicle Safety Initiative Final Report

## PROJECT TITLE:

***Development Framework for National  
Driver Supervisors***

**PROJECT NUMBER HVSI 830**

## ORGANISATION

**Chartered Institute of Logistics and Transport - Australia**



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## Acknowledgements

### Partners and Collaborators:

*List any organisations, businesses, or individuals who contributed to the success of the project, including in-kind contributions or resources.*

The fifteen month project was undertaken by the Chartered Institute of Logistics and Transport Australia's (CILTA's) team: Dr Kim Hassall, Karyn Welsh, and Jenny Riano. Ongoing technical training and advice on heavy vehicle mentoring and driver supervision was provided by the specialist training team of: Heather Jones (PHHGG), Marcus Kelly (ex DECA), Bill Manton (Simons), and Shane Mengel (Ideal Driving School) who hold specialist expertise in their respective heavy truck configurations that ranged from rigid trucks to quad road trains. Members of that team have also been involved in the actual initial post-licensing pilot driver assessments.

The program's Benefit Cost Analysis was undertaken by Dr Kim Hassall assisted by Dr David Wilson (Master Research/University of Melbourne)

### Acknowledgment of other Funders:

The project was funded directly by the NHVR by via the Heavy Vehicle Safety Initiatives program. However, \$30,000 of in kind resources were further contributed by CILT-Australia above the 70% portion of the HVSI grant used internally by CILTA. This was planned for in the original HVSI Grant Submission. This equated to approximately \$2,000 per month for the 15 months of the project. (in Kind contribution)

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## Grant Purpose and Objectives

### Project Description:

Emerging from previous heavy vehicle operator surveys there was consistent feedback that a post licensing driver assessment program could highlight weaknesses in a driver's ability. Such a formalized mentoring/assessment program, as highlighted in the newly to be released Austroads National Heavy Vehicle Driver Competency Framework, could bring a level of risk mitigation benefits for newly licenced and drivers upgrading to a higher level licence.

The development of such a program was the principal focus of this HVSI Grant funding.

### Project Objectives:

#### **The initial proposed objectives were:**

Addressing the gap between a driver's post licensing ability and the required driver competency. This gap will be addressed through the introduction of the Heavy Vehicle Driver Supervisors through a Driver Supervisor assessment of the driver.

The program is expected to deliver significant safety benefits through driver improvement by mitigating the intensity of major and serious crashes in Australia. The initiative will at the margin save some fatal incidents as well as mitigating the intensity of many major and serious crashes.

The program will also diminish the frequencies and costs of minor and moderate heavy vehicle truck costs as well.

Previous survey results confirmed that there would be observable benefits if such a program was developed and implemented.

### Expected Outcomes:

The expected outcomes were provided in the Benefit Cost Analysis . In brief there are two major safety and economic benefits:

For a fleet of 1000 trucks the program is expected to save,

- 9.8% of crash incidents, and
- 9.2% in the value of claims for 1000 truck crashes (in nominal terms. This is roughly equivalent to \$2,0 million per annum on the value of 1000 truck crash claims. So for an insurer with 50,000 trucks under insurance, this could be a \$10 million saving per annum.

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## Summary of Project Activities

### Activities Completed:

Describe the major activities undertaken as part of the project. Reference the timeline and major milestones reached.

**March 2024** – Grant being successful the planning and collection of data sources needed for the elements in a post licensing assessment began. Project ‘driver supervisor’ team was assembled from the training advisory group assembled for the new National Heavy Vehicle Driver Competency Framework

**May 2024:** First Webinar held on May 14. First Industry article appears in ATN magazine in May.

**April - June 2024** – A subset of elements for a Driver Supervisor were canvassed, debated, and selected from the proposed 185 elements proposed in the Upcoming new National Heavy Vehicle Driver Competency Framework. ( This framework was developed by CILTA for Austroads in 2023). The first data collection for the four levels of heavy truck crashes began being assembled.

**July – October 2024** – First Radio show was delivered 11<sup>th</sup> October. Review of the Driver supervisor qualification undertaken, Draft Benefit cost analysis prepared utilizing heavy vehicle crash distribution data and the risk mitigation survey results undertaken in 2022. The decision was taken to have separate driver assessment for triple and quad trailered combinations, categorized as class MC2. Potential Driver Supervisor qualifications were reviewed and updated.

Major project development: Beginnings of the Driver Supervisor Certification micro-credential. This was not initially proposed in the Project brief. However, this package was considered necessary as a certification was needed for an applicant driver supervisor in order to formally deliver the Driver Supervisor Assessment package.

**October December 2024** -Benefit cost analysis was completed, report to be written. Content of the Driver Supervisor Assessment program completed for HR,HC , MC1 and MC2 heavy vehicle classes.

### **December 2024 – April 2025**

Pilot trials of the assessment have been conducted successfully. These were run with company employed Driver Supervisors. Results were tabulated from the assessment downloads via the electronic file delivery option.

The Driver Supervisor Program was presented at the National Road Freighters Association conference in Brisbane in February. Radio show on the Driver supervisor program delivered April.

Extension of the project through to 30<sup>th</sup> June 2025. Large amount of editing of the packaging

### **May 2025 – June 2025: -**

Content for the Driver Certification pack was completed and trialled successfully electronically with company assessors. ATN Article on the programs Benefit costs of the driver supervisor program. Radio show on the 18<sup>th</sup> June addressing the Benefit Costs of the Driver Assessment program.

All three Project packs are being re-edited and graphically enhanced. A third published article and a national webinar will be held in July after the three packs are submitted. The associated Micro-credential’s power point pack is being graphically enhanced.

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**The resources that have been developed as part of the project were:**

- Heavy Vehicle Post Licensing driver assessment package (Safety benefits)
- Driver Supervisor Certification Package (Micro-credential) (Instructor refresher training) (*this package was additional to the original contract brief*)
- Program Benefit Cost Analysis supporting the program's safety and indicator (Research)

**Are the resources available to industry? How can they be accessed?**

Following the completion of the Driver Supervisor Assessment program this was piloted and is continuing being piloted. The Driver Certification pack is being worked through by candidate Driver Supervisors.

For greater flexibility bot programs will be put and tested on a full LMS and CILTA's online environment. At that time a much greater program launch will be made available with industry. This could possibly be assisted with NHVR support

**Supporting Documents:**

Articles and radio interviews and industry presentations are listed in the Activity section.

A further webinar and industry trade article will be delivered in July 2025.

The packs developed as the project's outcome are attached separately.

**Timeline/Project Schedule:**

**Provide a summary of the timeline, including any significant changes or delays in the schedule.**

(See summary of project activities above)

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## Program Management

### Overall

The project was managed by three of CILTA's national office team who had experience with continuing professional development programs, including micro-credentials, especially in the road freight sector.

(The CILTA professional development site lists the certified and short courses we run and run with partner providers) [www.ciltapd.com.au](http://www.ciltapd.com.au)

This team did not operate in isolation but constantly worked with the professional training team listed in the acknowledgements. (These professional trainers were based in Vic, Qld, and WA)

### Risk Management

The only risk to the project was timing where we underestimated the adopting a electronic reporting mode.

This was overcome in the last two months of the project. A time extension however, covered this risk.

### Stakeholder Management

#### Who was involved with the project?

The CILTA national team worked closely with the driver training team mentioned above. Virtually each assessment element in the Driver Supervisor Assessment package was approved by this team. They will be users of the program. This team also assisted with the content of the Driver Supervisor Certification micro-credential which was revised for this project from the original proposal put forward by CILTA in the Austroads revised National Heavy Vehicle Driver Competency Framework.

Assistance in the Benefit Cost Analysis was contracted to assist CILTA's own specialist. The BCA's results strongly supports HVS1 project 830 being implemented.

### Project Communications

The project as it progressed was released to the industry via webinars, trade articles and radio interviews.

- **Webinar 14<sup>th</sup> May 2024** – CILTA Hosted “Driver Supervisor project overview”
- **Australian Transport News 13<sup>th</sup> May 2024**

<https://www.fullyloaded.com.au/cilta-looks-at-ways-to-improve-truck-driver-skills-after-hv-licencing/>

- **Risky Business radio show 11/10/2024 Topic:** The proposed Driver Supervisor program **(1.5 hours)**
- **Australian Transport News 18<sup>th</sup> December 2024** “Benefits of a post licence Driver Supervisor Assessment program”

<https://www.fullyloaded.com.au/benefits-of-a-post-licence-driver-supervisor-assessment-program/>

- **Presentation NRFA Conference Brisbane Feb 2025** “Driver Supervisor Assessment program benefits:
- **Risky Business radio show 18/06/2025 – Topic:** the driver supervisor **Benefit Cost Analysis**

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<https://soundcloud.com/ontheroadmedia>

- **Truckin'Life July 2025 (forthcoming)** “The Benefits of the Driver Supervisor Assessment Program”

A final webinar will be held in July 2025 when the assessment and the driver supervisor micro credential certification pack is uploaded on the CILTA professional directory website.

**Note:** *One road transport association has expressed significant interest in the program being rolled out.*

#### **Did the project receive any awards or recognition?**

Not as yet, but NHVR recognition of the project Assessment pack and Driver Supervisor Certification micro-credential, that align to the competency requirements of ISO 39001, would be a great boost to the project delivery rollout.

## Issues

#### **Were there any delays? Did you require any project variations or timeframe extensions?**

The original planned timetable was slightly extended due to internal decisions to create the refresher pack (micro-credential) to refresh the knowledge of a potential driver supervisor.

Secondly to move, from paper based assessment for drivers being assessed and refresher ‘training’ for driver supervisors themselves, to the use of streamlined electronic reporting .took extra time for development and testing. As well the graphic artwork and professional editing of the packages has taken slightly longer than expected.

#### **Discuss any barriers to completing the project milestones**

All milestones have been achieved, the last one with a slight extension.



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## Achieved Outcomes and Impact

### What Was Achieved:

The main purpose of the project was the development of the Driver Supervisor Assessment program. This was done after very significant interaction with professional heavy vehicle driver trainers. In parallel, the development of the Driver Supervisor Certification micro-credential, that refreshes their knowledge of driver supervisor applicants.

Electronic assessment for both programs was also implemented . This streamlines the assessment reporting for drivers being assessed and exam results reporting for potential driver supervisor applicants wanting to become certified driver supervisors.

### Impact:

Prior surveys and extensive discussions with industry trainers believed a 'post licensing driver supervisor program' would certainly lower heavy vehicle driver risk. This program could save crash costs and incidents by as much as 9% for a basket of heavy trucks. This roughly equates to truck crash cost saving of \$2 million dollars per 1000 trucks.

### Were there any unexpected outcomes?

There was perhaps slightly unexpected extra time required in moving from a paper based assessments to electronic assessment and electronic exam reporting. The existing enthusiasm has been somewhat unexpected but encouraging.

### How has the project improved safety in the heavy vehicle industry? (Provide data/ evidence to demonstrate impacts)

These benefits are described in the associated project Benefit Cost Analysis. This report describes the forecast savings mentioned above.

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## Project Evaluation

### Project Success:

The pilot Driver Supervisor Assessment and Driver Supervisor Certification program trials have been undertaken and the electronic delivery mode has proven to be both easy and comprehensive. The move from paper based classroom only program assessment to online assessment delivery, has been welcomed by the pilot Driver Supervisors.

### Did you meet your expected outcomes/ objectives?

At the end of the official project time pilots worked seamlessly with no significant IT hiccups.

### Lessons Learned:

Elements that were not budgeted for were the professional finishes on the content of the Assessment and Driver Certification packages.

**Discuss any challenges faced during the project and how they were addressed. Highlight any lessons learned that may be relevant for future projects or other industry organisations.**

### What worked well?

The selection of the external consulting training team early in the project accelerated the development of the core of the Assessment module.

### What did not work well?

The initial decision to not have a “driver supervisor certification” micro credential proved problematic.

This was because there needed to be a program to familiarize potential Driver Supervisors with what was in the assessment itself. The development of this micro-credential filled this gap. This developed micro-credential was not initially intended to be part of the HVSI 830 bid. However, the development of this micro-credential covers a major element in the Driver Certification package that exposes the potential Driver Supervisors with the knowledge required to undertake future driver assessments.

**What would you improve in the future? Identify any gaps or areas that require further work.**

The graphic design elements and the upgrade to online assessments. Although not specified in the initial contract we should have set aside an appropriate time slice to deliver these necessary elements in the final product.

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## Sustainability and Future Plans

### Sustainability:

In some industry quarters the pilot program has been received positively and awaits a formal release date.

Not all jurisdictions are aware of the program but with some NHVR support and marketing this could change rapidly.

The skill sets can be replicated by RTO but the program materials are the intellectual property of CILTA. However, RTO's can replicate their own versions of the micro-credential, but this will take a few years to have such skill set approved through the VET sector.

### Next Steps:

CILTA belongs to a global Professional Development institute and has the power to certify education programs. We are not an RTO but for this project we used the "Australian Micro-credential framework." Professional bodies can produce micro-credential which are a parallel training framework to the VET, TAFE and Tertiary sector.

Actual roll out seed funding and support from the NHVR could accelerate the program's rollout. This would be a leap of faith if the NHVR was to support a micro-credential for both the Driver Supervisor program and the Assessment program.

Currently all supported training generally belongs to the VET sector yet industry has the ability to develop its own micro-credentials under the "Australian Micro-credentials Framework." The NHVR could take a leading role this area.

### **Outline any future steps planned, such as follow-up actions, scaling of the project, or continued industry engagement.**

The Driver Supervisor Assessment program will continue to be advertised and marketed through industry channels. Although pilot assessment trials have been undertaken through CILTA these trials will be expanded in slow time or potentially accelerated with NHVR support.

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## Appendix 1: References and Related Documents

Content is complete (some artwork was finished in the 1<sup>st</sup> week of July 2025)

- Driver Supervisor Certification pack ( Micro-credential) Exam is remote and results are electronically submittable
- Driver Supervisor Assessment pack, Assessment results are electronically submittable
- Driver Supervisor Program Benefit Cost Analysis

(The Driver Certification Pack's course power point slides are complete (currently with the our editor and graphic designer and this ppt file will then move to a nominated Learning Management System (LMS) for full online access when the program goes live.)

[https://austroads.gov.au/\\_data/assets/pdf\\_file/0032/616964/NHVDCF\\_Decision\\_RIS.pdf](https://austroads.gov.au/_data/assets/pdf_file/0032/616964/NHVDCF_Decision_RIS.pdf)

### **The Driver Supervisor program fits well with ISO 39001**

#### **Extract:**

#### ***ISO 39001 Road Traffic Safety Management Standard***

##### **7.3 The organization shall**

- Determine the necessary competence of person(s) doing work under its control that affects its Road Traffic Safety (RTS) performance
- Ensure these persons are competent, on the basis of education, training, and experience
- Where applicable take measures to acquire the necessary competence and evaluate the effectiveness of the actions taken
- Retain appropriate documented information as evidence of competence

*Note: Applicable actions can include, for example, the provision of training to, the mentoring of, or the re-assignment of employed persons, or the hiring ,or contracting of competent persons.*