



**Western Cape  
Government**

Western Cape Education Department  
Directorate: Institutional Resource Support  
Sub-directorate: Learner Transport Scheme

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# **WCED STANDARD OPERATING PROCEDURE FOR LEARNER TRANSPORT SCHEMES (LTS) ROUTES**

**2025**

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## 1. **DEFINITIONS**

- 1.1 "Appropriate school" is an ordinary public school or a school of skills in which a learner should be enrolled that offers the Language of Learning and Teaching (LOLT) and level (grade) of instruction.
- 1.2 "Authorised learner" is a learner who has been approved to be transported on a learner transport route by the WCED's Head Office.
- 1.3 "Claim month" means from the 16<sup>th</sup> calendar day of each calendar month (or the 1<sup>st</sup> school day thereafter) to the 15<sup>th</sup> calendar day of the next calendar month (or the last school day prior to the 15<sup>th</sup>) excluding weekends, public holidays and school holidays.
- 1.4 "Devolved route" is an existing Learner Transport Scheme route, previously administered by the WCED, that a governing body has applied to have the administration and management of the route devolved to the school and approved in terms of section 21 of the South African Schools Act, 1996 (Act 84 of 1996) and which is subject to the Manual on the Administration of Devolved Routes.
- 1.5 "Learner transport" is the daily transportation of learners to and from school, using an appropriate vehicle, funded by the Western Cape Education Department (WCED).
- 1.6 "LTS Database on CEMIS" is the list of authorised learners reflected on CEMIS as making use of the transport service for a specific route.
- 1.7 A "learner transport route" represents the physical route followed from the first authorised learner pick-up point through every other authorised learner pick-up point to the relevant authorised school(s).
- 1.8 "Operating licence" is a permit or document issued by the Western Cape Mobility Department giving operators permission to use a specific vehicle for the purpose of road-based public transport services for financial gain.
- 1.9 "Public transport" is transport for use by the general public provided via road and rail or water, including trains, buses, taxis, boats and ferries, and for which a fare is charged.
- 1.10 "Qualifying learner" is a learner who meets the criteria in terms of paragraph 5 of this Standard Operating Procedure document.
- 1.11 "Vehicle(s)" means a mini-bus or bus owned by a school or contracted to the WCED on behalf of the school, used primarily for the conveyance of learners enrolled at such school.

## 2. **ACRONYMS/ABBREVIATIONS**

CEMIS	-	Central Education Management Information System
GPS	-	Global Positioning System
LTS	-	Learner Transport Scheme
PrDP	-	Professional Driving Permit
WCED	-	Western Cape Education Department

## 3. **INTRODUCTION**

The WCED is committed to providing access to schooling to all learners of compulsory school-going age in the province. To achieve this, it is imperative that the WCED improves access to schools in rural areas where public transport is not available.

It is not possible to build schools within a five-kilometre radius of every learner, hence WCED funded transport is provided in terms of the approved WCED LTS Policy. The policy defines criteria against which learners qualify to be transported. Furthermore, the WCED, at the discretion of the Head of Education, may consider subsidised support to a learner instead of learner transport. This includes the provision of a transport bursary or a boarding bursary payable to the school.

Applications for learner transport may only be considered for qualifying learners on condition that the necessary funds are available.

## 4. **BACKGROUND**

### 4.1 **Strategic objectives for learner transport**

4.1.1 The overall purpose of learner transport is to provide access to schools for all qualifying learners in the province.

4.1.2 The strategic objectives to be achieved through the learner transport policy are:

- a) to ensure transport that supports learner access to schools;
- b) to ensure the provision and maintenance of safe and secure learner transport services;
- c) to provide for the design of a route network and transport service that would ensure that learner transport is accessible and safe for all qualifying learners;
- d) to ensure sustainable and equitable funding for the provision of learner transport services;
- e) to ensure that LTS service providers provide an efficient, safe and reliable means of transport in line with the requirements of their contract and in the best interests of the learners, the school and the WCED;
- f) to promote the effective coordination and cooperation of LTS provisioning among all stakeholders; and
- g) to monitor learner transport services and the impact of the WCED LTS Policy.

#### 4.2 **Measurable objective**

To provide safe and reliable transport to all qualifying learners within the available budget.

#### 4.3 **Operational planning**

In order to ensure that future needs are properly planned for and applications are timeously approved and implemented, circulars and minutes are issued to inform schools and district offices of the required timeframes within which learner transport applications for a particular year and the beginning of the following year should be submitted.

### 5. **CRITERIA TO QUALIFY FOR LEARNER TRANSPORT**

- 5.1 To determine whether a learner qualifies for WCED learner transport, the following criteria shall be applied:
- a) The residence of the learner is in an area that qualifies for learner transport in terms of the WCED LTS Policy.
  - b) The distance that the learner has to walk from his/her residence to the nearest appropriate school is five kilometres or further. However, learners may be required to walk up to three kilometres to the nearest pick-up point on an authorised LTS route.
  - c) There is no public transport available that the learner can use to attend a school.
  - d) The learner does not receive a transport or boarding bursary.
- 5.2 In areas without sufficient classroom space and/or an appropriate school, the transportation of learners to the nearest appropriate school shall only be provided temporarily, as determined by the WCED.
- 5.3 Where additional classroom space has been provided in an area that had insufficient classroom space, the district director must ensure that learners from that area (who are being transported to schools outside the area) receive preference when applying for admission to schools where additional classrooms are provided.
- 5.4 Although LTS routes are primarily implemented for learners who reside in rural areas, the Head: Education has the authority to implement LTS routes in Metro areas in exceptional cases.
- 5.5 The Head of Department may, under exceptional circumstances, authorise the provision of Learner Transport where he or she deems fit, subject to the merits of each case.

## 6. APPLICATIONS FOR THE PROVISION OF LTS

Schools must plan learner transport applications well in advance to ensure that the services are timeously procured.

Before an application is made for Learner Transport, alternative solutions to enable learners to access school must be considered.

All LTS applications must be completed and submitted on the online LTS application system (on CEMIS) in line with the timeframes indicated in circulars and minutes regarding LTS applications. Where more than one school requires learner transport on the same route, each school must complete a separate online LTS application.

The online LTS application system can be accessed on the school's profile, using the Administration >> Learner Transport >> New Applications tabs.

A detailed user manual providing guidance to schools on how to complete and submit LTS applications on the online system can be accessed on the home page of the online LTS application system on CEMIS.

Circuit managers and district LTS officials will be able to access the online LTS application system via the EduinfoSearch portal, where they will be required to process, review and recommend applications submitted by relevant schools. A detailed user manual providing guidance to circuit managers and district LTS officials on the completion of online LTS applications can be accessed on the EduinfoSearch portal.

### 6.1 Institution of a new learner transport route

- 6.1.1 An application for the institution of a new Learner Transport Scheme route can be submitted when 10 or more qualifying learners require transportation to a school where there are no existing LTS routes that the learners can make use of.
- 6.1.2 The responsible district officials must draw up a route map, in consultation with the school, clearly indicating pick-up points and the distances between pick-up points, turn-offs and the distance from the last pick-up point to the school(s). The total return distance of the route must also be indicated on the route map. The route map, together with GPS coordinates for each pick-up point, must be uploaded to the application.
- 6.1.3 If the distance from a pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

## 6.2 **Inclusion of additional learners on an existing route**

- 6.2.1 An application for the inclusion of additional learners can be submitted when new additional learners require transport from existing pick-up points on an existing LTS route.

## 6.3 **Extension of an existing route distance**

- 6.3.1 An application for the extension of the distance of a route can be submitted in the following instances:
- a) The inclusion of additional learners at new pick-up points, where the new pick-up points will necessitate an extension in the distance of the route.
  - b) Existing authorised learners who require transport from new pick-up points, where the new pick-up points will necessitate an extension in the distance of the route.
- 6.3.2 An adjusted route map reflecting the position of the new pick-up points, with GPS coordinates, and the additional distance of the extension must be uploaded to the application.
- 6.3.3 If the distance from a new pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

## 6.4 **Curtailment (shortening) of LTS route distance**

- 6.4.1 An application for the curtailment of the distance of a route must be submitted in the following instances:
- a) When a school is no longer serviced by a route and the exclusion of the school from the route results in the shortening of the route distance. This is only relevant when multiple schools are serviced by a route.
  - b) When all learners from an existing pick-up point no longer require transport and the exclusion of the pick-up point results in the shortening of a route distance.
  - c) When the development of new roads / infrastructure in an area results in the shortening of a route distance.
- 6.4.2 Applications for the curtailment of an LTS route distance must be submitted as soon as the need is discovered as it is imperative to ensure that the WCED does not incur expenditure for distances not travelled.
- 6.4.3 An adjusted route map reflecting the distance to be curtailed must be uploaded to the application with GPS coordinates for any possible new pick-up points.

## **6.5 Devolvement of LTS routes**

- 6.5.1 In terms of section 21(1)(e) of the South African Schools Act, 1996 (Act 84 of 1996), a governing body may apply to the Head of Education to be allocated the function of administering and paying for learner transport services.
- 6.5.2 The Head: Management and Governance at the district office must confirm whether the school has the capacity to deliver an effective learner transport service and that the school will be made aware of the requirements in respect of the delivery of the transport service as stated in this SOP as well as that which is contained in the Manual for the Administration of Devolved Routes.
- 6.5.3 The Deputy Director: Corporate Services at the district office must confirm whether the school applies sound financial management and has efficient internal financial control systems in place to effectively manage funds allocated for the route, and that the school will be made aware of the requirements in respect of the procurement and financial management of the transport service.

## **7. TERMINATION OF LTS ROUTES**

- 7.1 The termination of an existing LTS route will be required in the following instances:
  - a) When the number of learners transported on the route drop to fewer than 10.
  - b) When a school being serviced by a route closes and learners no longer require transport. This is applicable if the LTS route services only one school.
  - c) When new schools are built, or existing schools are expanded and there is no longer a need for the transportation of learners.
  - d) If, for any other reason, the need for the transportation of learners no longer exists.
- 7.2 The need for the termination of an LTS route must be identified timeously as contractors must be given at least a school term's notice prior to the envisaged termination date of an LTS contract.

## **8. PAYMENT OF VALID LTS CONTRACTOR CLAIMS**

- 8.1 The LTS contractor shall be compensated only in accordance with the number of authorised learners transported per month, as indicated in the Register of Authorised Learners provided to the LTS contractor by the principal. The total number of learners indicated on this form may not exceed the maximum number of learners in the contract. LTS contractors may not be compensated for more than the maximum number of learners in the contract.



- 8.2 In the event of a dispute concerning the number of learners transported per month, the Register of Authorised Learners shall be proof of the actual number of learners transported. **If unauthorised learners are transported, the LTS service provider does this at his/her own risk and will receive no remuneration for this.**
- 8.3 Should the LTS service provider fail to transport learners on any particular school day, he/she will not be compensated for that day.
- 8.4 During examinations, industrial action and unforeseen events (Acts of God) which prevent the LTS service provider from transporting all or some of the learners, the LTS service provider will be paid for the authorised number of learners as indicated on the Register of Authorised Learners.

## 9. **PENALTIES**

Where applicable, penalties must be implemented in terms of the relevant contract and must be reflected on the claim form.

## 10. **ROLES AND RESPONSIBILITIES OF DIFFERENT STAKEHOLDERS IN LTS DELIVERY**

Stakeholders in LTS provisioning have different roles and responsibilities. An outline of these roles and responsibilities is presented below:

### 10.1 **School (Principal and his/her delegated official/s)**

- 10.1.1 Manages all aspects of LTS route/s at the school. The Principal may choose to delegate this responsibility, however, he / she remains accountable for the management of LTS routes at the school. Should the responsibility be delegated, it is required that the functions in respect of this delegation be reduced to writing.
- 10.1.2 Plans ahead and timeously identifies the need for learner transport in accordance with the approved WCED LTS Policy.
- 10.1.3 Completes and submits online LTS applications, in line with the timeframes indicated in circulars and minutes regarding LTS applications.
- 10.1.4 Informs all parents and learners of the decision to apply for learner transport as well as the outcome of the application.
- 10.1.5 Ensures that a WCED 061 form is completed annually for each learner intending to make use of LTS services at the school. These forms represent the parents' agreement that learners may be transported and must be kept on record for the period for which the learner will make use of the transport service. The WCED 061 form does not grant approval for the inclusion of a learner on an LTS route.

- 10.1.6 Completes a Register of Authorised Learners and provides a copy to the LTS contractor prior to the beginning of every claim month, requesting the transportation of authorised learners. Principals must ensure that the learners listed on the Register of Authorised Learners are approved for transportation by the WCED Head Office and reflect on the learner transport database on CEMIS. A print-out of the learner transport database on CEMIS for an LTS route at the time, must be kept and submitted along with the Register of Authorised Learners when submitting a Claim after the end of the claim period.

The learner transport database for an LTS route can be accessed from the school's profile on CEMIS, using the Administration >> Learner Transport >> Approved Routes >> LTS Route Details tabs.

- 10.1.7 Schools may not list unauthorised learners (not reflected on the learner transport database on CEMIS) on the Register of Authorised Learners without prior approval from WCED Head Office. Where a Principal request an LTS Service Provider to transport unauthorised learners, the LTS Service Provider will not be compensated for the transportation of these learners.
- 10.1.8 Completes a Claim form within two (2) school days after the end of every claim month and provides it, together with the LTS contractor's invoice, the Register of Authorised Learners and the print-out of the learner transport database for the route, to the Service Provider for submission to the district office for payment.
- 10.1.9 When claim forms are completed, details of any transgressions during the claim month must be indicated so that penalties can be instituted in line with the relevant contract.
- 10.1.10 Keeps fully completed records in an LTS file and avails these for inspection on request. The file should also include copies of the following documents for every route:
- a) WCED LTS Policy and SOP
  - b) Valid licence and roadworthy certificate for each approved vehicle
  - c) Valid operating licence for each approved vehicle for the transportation of learners on the specific route
  - d) Valid driver's licence and PrDP for each driver
  - e) Full contract document and all letters amending the contract
  - f) All circulars and minutes related to LTS
  - g) Completed and signed vehicle inspection checklists (WCED 095 form)
  - h) Completed and signed Register of Authorised Learners (with corresponding LTS database print-outs) and Claim forms.
- 10.1.11 Provides the LTS service provider, before the commencement date of the contract, with a time schedule (in writing) for that particular learner transport route. The schedule must make provision for the times at which learners are:
- a) picked up at various pick-up points in the mornings;
  - b) dropped off at school in the mornings;
  - c) picked up at school in the afternoons; and

- d) dropped off at various drop-off points in the afternoons.
- e) The times indicated may not exceed a drop-off time of more than 30 minutes before the start of the school day and may not exceed a pick-up time of more than 15 minutes after the school day has ended.

- 10.1.12 The principal may amend the time schedule, after consultation with the LTS service provider and the principal of any other school/s on the route, on condition that the prescribed instruction time of the school and learners is not reduced.
- 10.1.13 Continuously verifies the correctness of the learners listed on the LTS database on CEMIS for an LTS route and informs the Sub-directorate: LTS of any listed learners that are no longer making use of the transport service.
- 10.1.14 Monitors compliance in respect of the LTS contract and addresses any deviations by the LTS service provider in line with contract conditions on an ongoing basis. Deviations from contract conditions by the service provider must be reported to the relevant district office, in writing, should the LTS service provider remain non-compliant. Maintain written records of all communication in this regard.
- 10.1.15 Immediately addresses any deviations from the approved specifications of a route (unauthorised learners, route deviations, unauthorised pick-up points etc.) with the LTS service provider and reports same to the district office, in writing, should the LTS service provider remain non-compliant. Maintain written records of all communication in this regard.
- 10.1.16 Conducts visual vehicle inspections, at least once a month, to assess the condition of the authorised vehicle(s) and completes the Vehicle Inspection Checklist, WCED 095 form. Any deficiencies identified must be addressed in line with paragraphs 10.1.14 and 10.1.15. The completed Vehicle Inspection Checklists (WCED 095 forms) must be kept on record and a copy thereof must be submitted with monthly Claim forms.
- 10.1.17 Ensures that the vehicle/s being used on the route is in fact the authorised vehicle for the route. The authorised vehicle/s for LTS routes can be viewed on the LTS database on CEMIS.

The LTS database for a route can be accessed from the school's profile on CEMIS, using the Administration >> Learner Transport >> Approved Routes >> LTS Route Details tabs.

Should the vehicle being used on a route not be the authorised vehicle, the use of the unauthorised vehicle must be reported to the Sub-Directorate: Learner Transport Schemes at the WCED Head Office ([itsvehiclereplace@westerncape.gov.za](mailto:itsvehiclereplace@westerncape.gov.za)) as well as the relevant District Office.

- 10.1.18 Ensures that LTS service providers do not make more than one trip per vehicle. In the event where the approved return distance of a route is 24 kilometres or less, a vehicle may make a double trip.
- 10.1.19 Assign a responsible person/s to monitor whether the learners boarding an LTS vehicle/s in the afternoon, correspond with the authorised learners listed on the LTS database on CEMIS.

To assist monitors in identifying authorised learners, a form of identification must be implemented (e.g. identification cards, lanyards or tokens). This will allow monitors to easily identify learners who are authorised to board a vehicle at the school in the afternoons. Should a learner not be authorised to make use of the transport service, the monitor must report this to the Principal / delegated official who must immediately arrange for the submission of an online LTS application for the inclusion of the learners on the route, should the learner qualify to be transported.

Principals should consider implementing a rotation schedule for monitoring duties.

- 10.1.20 Principals are requested to assist service providers, where required, in identifying potential candidates to serve as adult supervisors on applicable vehicles.
- 10.1.21 It is a requirement of the Road Traffic Act that where seats are fitted with seat belts, that the seat belts be appropriately utilised. Principals must ensure that learners and service providers are made aware of this requirement.

## 10.2 **Circuit manager**

- 10.2.1 Ensures that the management of learner transport by schools is a standing item on the agenda for discussion during circuit manager's meetings with principals and during visits to schools.
- 10.2.2 Verifies the information in LTS applications submitted by schools and makes recommendations. If learners are to be transported past their nearest suitable school, a motivation must be provided explaining why learners cannot be accommodated at their nearest suitable school.
- 10.2.3 Verifies whether the applying school has a hostel with available capacity. If this is the case, a motivation must be provided explaining why learners cannot be accommodated at the hostel.
- 10.2.4 Ensures that schools monitor the delivery of services on LTS routes effectively and addresses any instances of non-compliance with LTS service providers.
- 10.2.5 Initiates and oversees interventions / disciplinary measures relating to the mismanagement of LTS routes by schools.

### 10.3 **Head: Management and Governance**

- 10.3.1 Verifies the information in LTS applications submitted by schools and makes recommendations.
- 10.3.2 Verifies whether there is any available capacity at nearer suitable schools, based on the enrolment statistics on CEMIS, before making a recommendation for learners to be transported to the applying school. If capacity is available at a nearer suitable school/s, a motivation must be provided explaining why learners cannot be accommodated at these schools.
- 10.3.3 Verifies whether the applying school has a hostel with available capacity. If this is the case, a motivation must be provided explaining why learners cannot be accommodated at the hostel.
- 10.3.4 Ensures that the learners applied for reside 5 km or more from their nearest suitable school. When an application is made for learners that walk a distance to a pick-up point which is less than five kilometres from the school, GPS coordinates for the general location of the learners' residences must be provided.
- 10.3.5 Should the learners applied for have access to public transport to reach schools, a motivation must be provided explaining why the learners cannot make use of such transport to reach school.
- 10.3.6 Informs schools and all other relevant role players of the outcome of LTS applications.
- 10.3.7 Ensures that separate files are kept for every LTS route containing all relevant LTS documents and payment records. These files must be maintained in accordance with the WCED's approved filing system.
- 10.3.8 Ensures databases / registers are maintained for the relevant LTS records.
- 10.3.9 Ensures the following in terms of licensing and roadworthy compliance of LTS Vehicles:
  - a) Copies of valid vehicle licence, operating licence and roadworthy documents for each approved vehicle on a route (contract and devolved) is obtained. Upon expiry of these documents, copies of updated valid documents must be obtained. The aforementioned licence and roadworthy documents must be kept on record for each vehicle on an LTS route.
  - b) Despite vehicles with a seating capacity of 16 seats or less having a valid roadworthy period of 12 months, suitable proof of passing an additional roadworthy test no later than six months after the issue of a licence and roadworthy certificate, must be obtained.

- c) Should the roadworthiness of any vehicle assigned to an LTS route be questionable at any time, a vehicle test must be considered immediately.
- d) A monthly report must be submitted to the Sub-directorate: LTS at Head Office confirming that updated licence and roadworthy documents were obtained for vehicles with documents that have expired during the previous month. Copies of updated valid licence and roadworthy documents must be submitted as part of the report.

#### 10.3.10 Route and vehicle inspections

- a) Plan, schedule and conduct route and vehicle inspections on a regular basis, with the aim of inspecting all routes within a district at least once per annum.
- b) A copy of the annual route and vehicle inspection plan, approved by the Head: Management and Governance, must be submitted to the Sub-directorate: LTS by end of January of a particular year.
- c) LTS route and vehicle inspections must cover the inspection of vehicles as well as the LTS administration at the school. The LTS Monitoring Tool must be used for this purpose.
- d) In addition to the inspection of the route and vehicles, LTS officials must verify the correctness of the existing specification of routes. This should be followed, where applicable, by an LTS application to amend the existing specification.
- e) Unannounced (blitz) vehicle inspections can be conducted in response to internal or external queries relating to alleged non-compliance by LTS service providers.
- f) A report of the findings must be provided to the district director and a copy of this report must be provided to the Sub-directorate: LTS at Head Office on a monthly basis.
- g) In cases where non-compliance with contractual conditions is identified, the transgressing LTS service provider must be placed in breach of contract and requested to remedy the breach. Should the LTS service provider persist in the non-compliance, a written report must immediately be submitted to the Directorate: Procurement Management with a request to terminate the contract.

#### 10.3.11 Ensures that remedial actions emanating from monthly route and vehicle inspection feedback reports are executed.

#### 10.3.12 Reporting accidents

When an accident occurs involving a vehicle transporting learners on an LTS route, the responsible LTS official must:

- a) Investigate the circumstances of the accident in consultation with the principal and LTS service provider and provide a report to the district director. A copy of this report must be submitted to the Chief Director: Districts and the Director: Institutional Resource Support. The prescribed form must be used for reporting purposes.
- b) In instances where the report points to non-compliance on the part of the LTS service provider, a written report must also be provided to the Directorate: Procurement Management to consider further action.

10.3.13 Maintains a register of poor performance by learner transport service providers in terms of contract compliance.

10.3.14 Ensures the timeous receipt of LTS claims from service providers. Verify the completeness and correctness of the LTS claim and prepares the claim for payment by the Deputy Director: Corporate Services.

10.3.15 When processing LTS claims, the relevant LTS official must reconcile the learners listed on the Register of Authorised learners with the learners listed on the LTS database for the route. If any discrepancies are identified, the school must be requested to immediately take the applicable steps to correct the discrepancies.

10.3.16 Ensures that an LTS expenditure report is submitted on a monthly basis, reflecting the number of learners paid for per route during a claim month, the return distance paid for, the applicable tariff used, and the number of school days paid for. This report must be submitted to the Sub-directorate: LTS by the 15<sup>th</sup> of each month for the previous claim month.

10.3.17 When becoming aware of any instances of non-compliance, informs the LTS service provider of such non-compliance with contract conditions with an instruction to remedy. If non-compliance persists, the LTS service provider must be placed in breach of contract in writing. Should the breach of contract not be remedied within seven days from the date of the written notice, the matter must be referred to the Directorate: Procurement Management with a request to terminate the contract.

10.3.18 Receive 6-monthly claims from schools administering devolved LTS routes and provide confirmation that the transport service for the devolved LTS route was delivered satisfactory and in line with the requirements of the SOP.

#### 10.4 **Deputy Director: Corporate Services**

- 10.4.1 Ensures the timeous receipt of LTS claims from contracted LTS service providers and that service providers are paid on a monthly basis for services rendered within the prescribed 30 days.
- 10.4.2 Receive 6-monthly claims from schools administering devolved LTS routes and provide confirmation of the effective and appropriate use of the allocated funds.
- 10.4.3 Verifies the expenditure declared by schools administering devolved routes to ensure completeness and correctness. Escalate the claim for processing and payment by the Directorate: Financial Accounting at the WCED Head Office.

#### 10.5 **District Director**

- 10.5.1 Ensures that LTS applications are in the best interests of the WCED and the learners concerned.
- 10.5.2 Acts as mediator where ineffective service by LTS contractors affects the educational programme of learners and in instances where negotiations between the principal, the LTS contractor and the circuit manager do not yield the desired results.
- 10.5.3 Ensures that all parties involved in the administration of learner transport routes are trained to carry out the appropriate prescripts to ensure the sound administration of learner transport routes.

#### 10.6 **Directorate: Institutional Resource Support**

- 10.6.1 Receives, and quality assures online LTS applications submitted by district offices.
- 10.6.2 Maintains a database of all LTS applications received.
- 10.6.3 Prepares and presents LTS applications to the WCED Bus Committee for recommendation.
- 10.6.4 Obtains approval for LTS applications and informs the district office of the outcome.
- 10.6.5 Requests the Directorate: Procurement Management to procure services relating to LTS applications.
- 10.6.6 Maintains the LTS database on CEMIS, which entails assigning authorised learners to LTS routes according to pick-up points and updating authorised vehicle details.
- 10.6.7 Maintains mapping data of the approved LTS routes on the Geographical Information System in consultation with the Department of the Premier.



- 10.6.8 Maintains a register of procurement requests.
- 10.6.9 Provides a secretariat function to the WCED Bus Committee.
- 10.6.10 Coordinates licensing and roadworthy compliance of LTS vehicles by districts and receives monthly reports, culminating in feedback reports to the District Director.
- 10.6.11 Liaises with relevant internal and external role players and stakeholders with respect to learner transport.
- 10.6.12 Serves on the national inter-provincial committee in respect of LTS.
- 10.6.13 Develops, reviews and updates the policy, SOP and guidelines in respect of LTS.
- 10.6.14 Compiles and disseminates communication in the form of circulars, minutes, procedures and guidelines to LTS role players and stakeholders.

#### 10.7 **WCED Bus Committee**

- 10.7.1 Considers all LTS applications pertaining to the provision of learner transport to schools in the Western Cape and to make appropriate recommendations to the delegated official.
- 10.7.2 The WCED Bus Committee shall be responsible for and perform the following functions and make recommendations thereto:
  - a) Considers applications for the institution of new learner transport routes.
  - b) Considers applications for the inclusion of additional learners, exceeding the authorised maximum, on existing learner transport routes.
  - c) Considers applications for the extension or curtailment of the distance of existing learner transport routes.
  - d) Considers requests for the re-advertisement of existing routes for new contract terms.
  - e) Considers applications for the devolvement of existing learner transport routes.

#### 10.8 **Directorate: Procurement Management**

- 10.8.1 Procures LTS services when requested by the Directorate: Institutional Resource Support.
- 10.8.2 Informs schools, district offices and the Directorate: Institutional Resource Support of successful service providers.
- 10.8.3 Acts on written requests from the Directorate: Institutional Resource Support to phase out, terminate and amend LTS contracts.
- 10.8.4 Maintains a Contract Register for Learner Transport Scheme contracts.

- 10.8.5 Maintains a Complaints Register for Learner Transport Scheme contracts.
- 10.8.6 Initiates the termination of contracts due to serious / persistent non-compliance by service providers or on recommendation from the district office and/or the Directorate: Institutional Resource Support.
- 10.8.7 Provides copies of all contract documents to schools, district offices and the Directorate: Institutional Resource Support.
- 10.9 **Safe Schools (LTS Public reporting telephone line)**
- 10.9.1 The Sub-directorate: Safe Schools at Head Office is responsible for the WCED Call Centre (0800 45 46 47). The officials may also receive calls with regard to learner transport irregularities which are reported by the public.
- 10.9.2 When any irregularities / complaints are reported, the Call Centre agent captures all the details of the complaint and those of the caller and forwards them to the Directorate: Institutional Resource Support and the relevant district office.
11. **REVISION OF THE STANDARD OPERATING PROCEDURE (SOP) MANUAL**

This SOP manual will be revised annually, where necessary.