



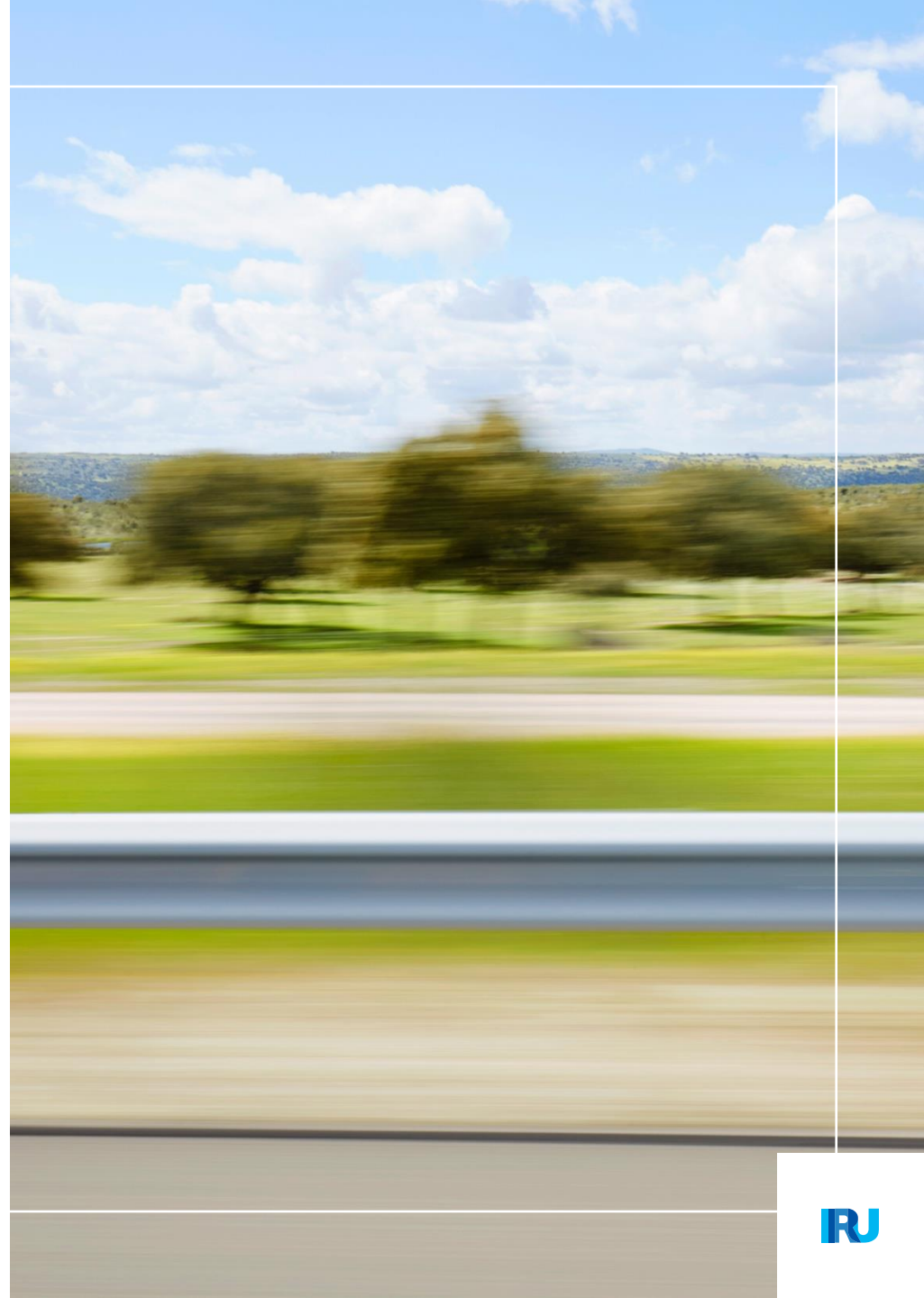
IRU RoadMasters

Driver skills profiling to manage
risks and drive talent success

Patrick Philipp – Director
Certification & Standards

IRU

Be the global leader in
connecting societies with
safe, efficient, green
mobility and logistics

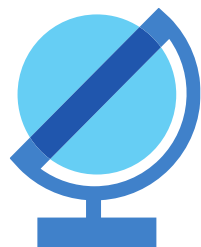




OUR MEMBERS

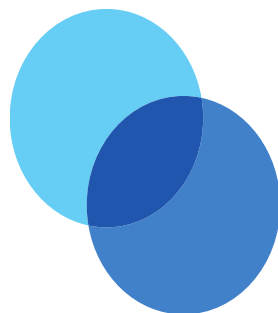


160+
members



75+
countries

60%
logistics



40%
mobility

OUR PARTNERS include



HOW DO WE CONTRIBUTE TO THE SDG WITH MEASURABLE RESULTS?



ROAD SAFETY IN THE SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH
AND WELL-BEING



By 2030, halve the number of global deaths and injuries from road traffic accidents

11 SUSTAINABLE CITIES
AND COMMUNITIES



Make cities and human settlements inclusive, safe, resilient and sustainable

By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons

IDENTIFYING THE MAIN CAUSES OF ACCIDENTS INVOLVING HEAVY COMMERCIAL VEHICLES



The main cause of accidents – the human factor

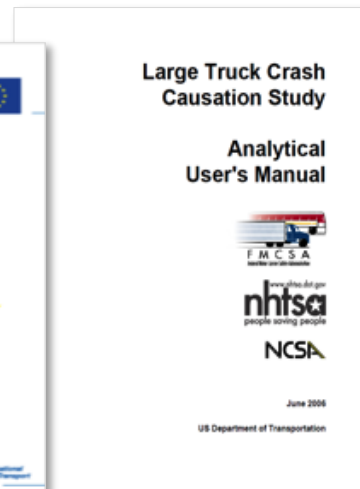
90 %



85 %



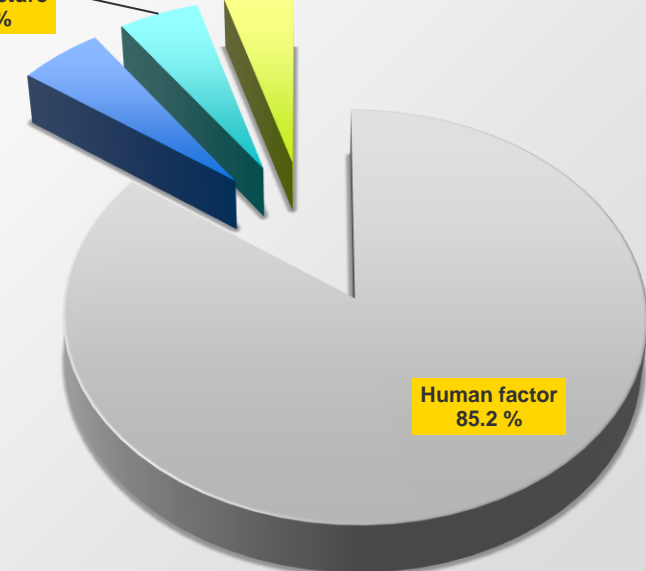
88 %



Technical factor 5,30 %

Infrastructure 5,10 %

Weather conditions 4,40 %



Source : ETAC



Certification that takes you further

A unique solution – developed by the industry to assess the competence of commercial drivers

Key benefits

- ▶ Choose the right person for the right job
- ▶ Act proactively in managing risks
- ▶ Identify drivers' skills and knowledge gaps
- ▶ Tailor learning paths and take targeted action
- ▶ Simplify access to profession
- ▶ Improve attractiveness of driver profession



Driver assessment
to analyse skills and
knowledge gaps



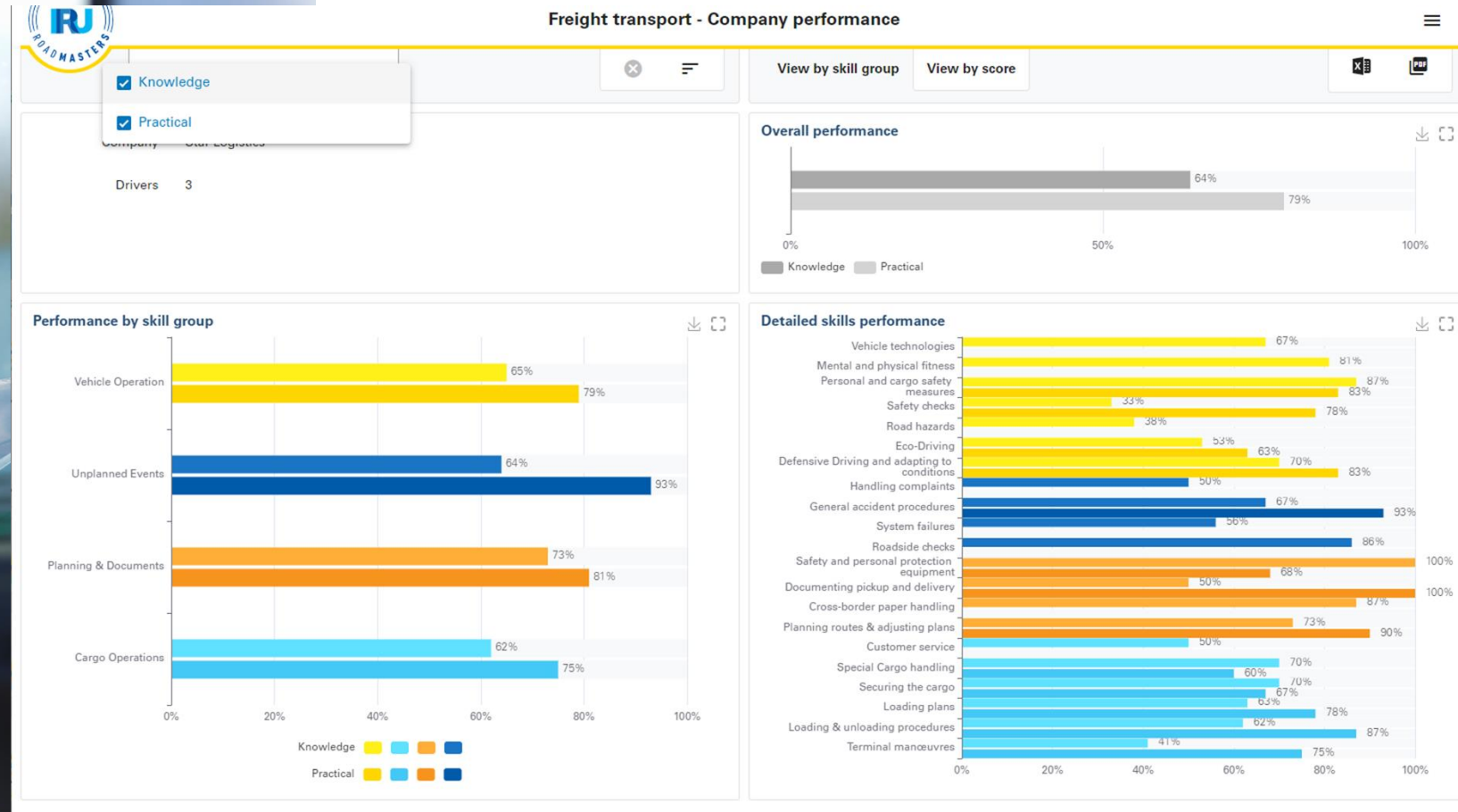
Actionable
analytics for
management



Recognition of
professional
experience

For: **Goods transport** **Passenger transport** **Hydrocarbon transport**
Eco-driving

What you cannot measure you cannot manage



Example of RoadMasters analytics dashboard



How does RoadMasters work?

- Analyses your drivers' skill gaps in a **simple and structured** way
- Provides **skill analytics** on driver, unit and company levels
- Service available **online***
- Possibility to extend the service to your **subcontractors**

Allows you to **put the right people on the right jobs**

Helps you **tailor trainings** and **take targeted action**

Helps to **act proactively** before KPIs are affected

*Knowledge test/proctored version also available

GOODS TRANSPORT SKILLS PROFILE



Defensive driving and adapting to conditions

Eco-driving

Road hazards

Safety checks

Personal safety measures

Mental and physical fitness

Vehicle technologies

**VEHICLE
OPERATION**

**CARGO
OPERATIONS**

Terminal manoeuvres

Loading & unloading procedures

Loading plans

Securing the cargo

Special cargo handling

Customer service

**PLANNING &
DOCUMENTS**

**UNPLANNED
EVENTS**

Planning routes and adjusting plans

Cross-border paper handling

Documenting pickup and delivery

Safety and personal protection equipment

Roadside checks

System failures

General accident procedures

Handling complaints

All skills profile available on: <https://www.iru.org/what-we-do/certification-standards/iru-roadmasters>

PASSENGER TRANSPORT SKILLS PROFILE



Greeting passengers
Responding to passenger inquiries
Managing difficult passenger situations
Managing passengers with special needs



**CUSTOMER
SERVICE**

**PASSENGER
EMERGENCIES**

Dealing with medical emergencies
Dealing with disruptive behaviour
Evacuating passengers



**VEHICLE
OPERATION**

**VEHICLE
EMERGENCIES**

Pre-trip vehicle inspection
Boarding and exiting procedures
Hazard perception
Adjusting driving to conditions
Managing stress & fatigue



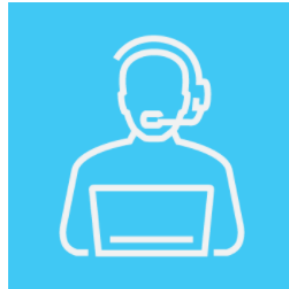
Dealing with system failures
Dealing with accidents
Dealing with fire

2 service options

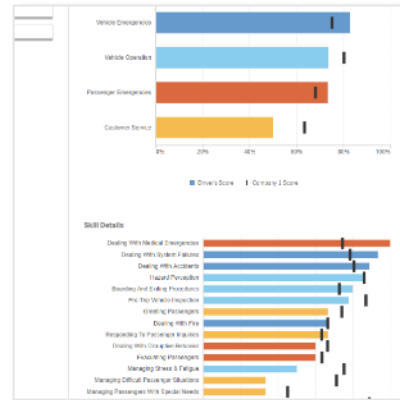


Assessments
available on PC
or through a
mobile app for
android and iOS

Knowledge Scanner



Online exam

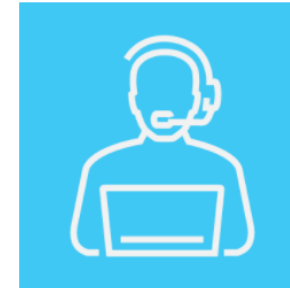


Analytics

In-depth Assessment with certification



Learning sessions



Knowledge exam



Practical assessment



Analytics



Certification

RoadMasters: Online knowledge assessment



Online knowledge assessment that is simple to implement, easily scalable, consistent and cost-effective

Randomised Online knowledge exams based on dynamic question banks

IRU RoadMasters Assessment - Goods



Vehicle Operation



Start



Cargo Operations



Start



Planning and Documents



Unplanned Events

What are the main benefits of Defensive Driving?
Select all that apply

- ☐ 1. Less wear and tear on the vehicle
- ☐ 2. Fewer accidents
- ☐ 3. Lower insurance premiums
- ☐ 4. Increased reputation for the company
- ☐ 5. Fewer fines
- ☐ 6. Increase pay for the driver



CONTINUE

Screen 3 of 100

Time remaining 68:03

4



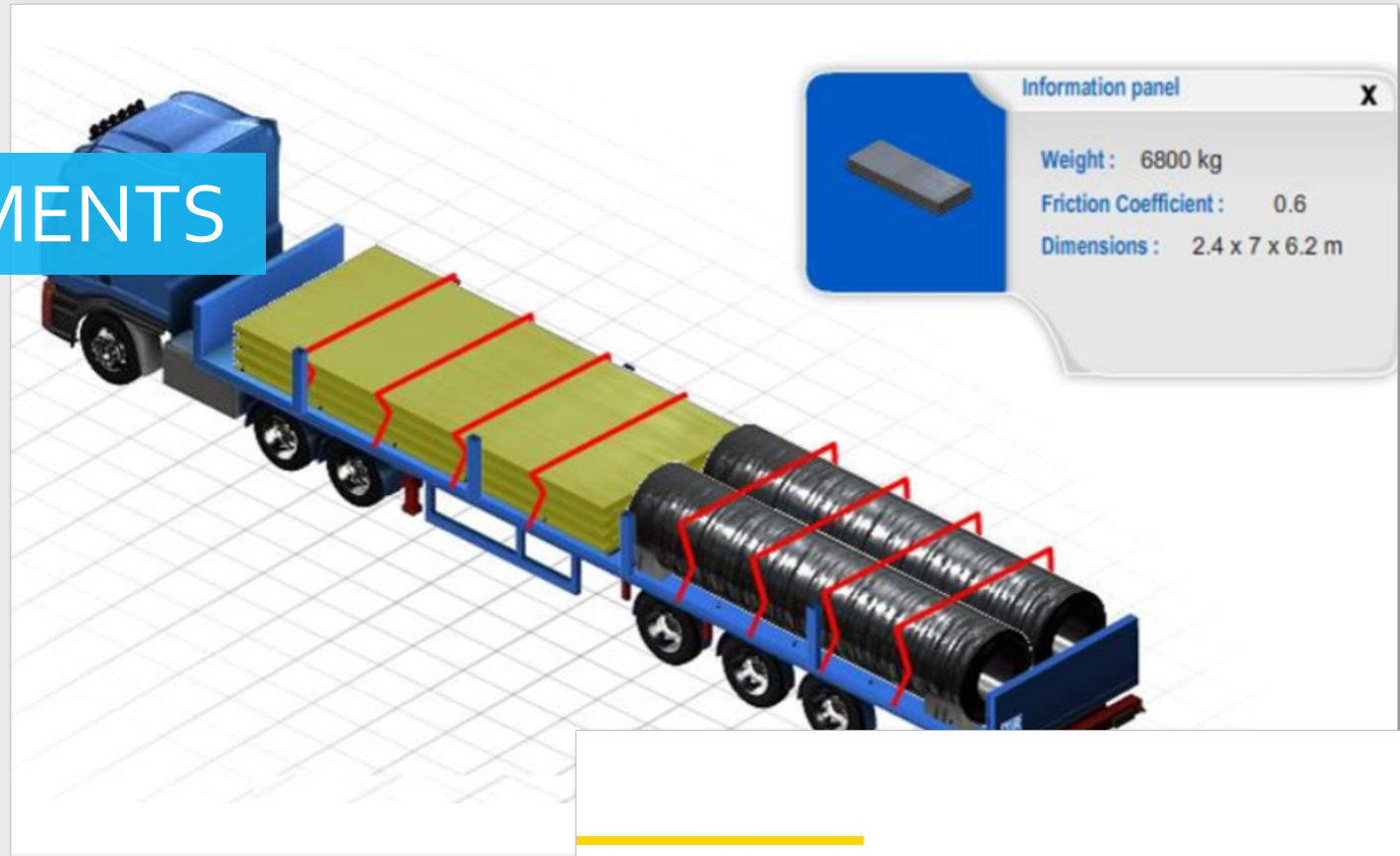
WEB-BASED KNOWLEDGE ASSESSMENTS

Online knowledge
assessment
leverages
interactive media
content



WEB-BASED KNOWLEDGE ASSESSMENTS

Online knowledge
assessment
leveraging
simulations



Why is this loading plan incorrect?

- ☐ 1. There is a high risk of tipping.
- ☐ 2. The pipes should be in front of the steel plates.
- ☐ 3. There is a gap between the steel plates and the front board.
- ☐ 4. Lashings are missing.

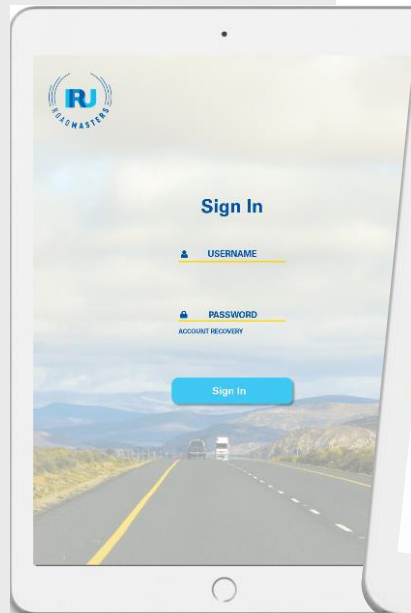
CONTINUE

Screen 50 of 63

Time remaining 44:58

PRACTICAL SKILLS ASSESSMENTS

Real life assessor-led evaluation based on electronic checklists increases the fidelity of results





A tablet displaying a checklist for vehicle assessment. The checklist is divided into two sections: 'Brake Tests' and 'Driving Technique'. Each section has a 'Score' column with a dropdown menu. The 'Brake Tests' section includes 'Tests brake pressure' (score: N/A) and 'Tests brakes' (score: Yes). The 'Driving Technique' section includes 'Controls speed' (score: Yes), 'Starts the engine and the vehicle correctly' (score: Yes), 'Accelerates smoothly and shifts gears properly' (score: dropdown), 'Decelerates smoothly' (score: dropdown), 'Avoids idling' (score: dropdown), and 'Keeps safety distance' (score: dropdown).

	Score
Brake Tests	
Tests brake pressure *	N/A
Tests brakes *	Yes
Driving Technique	
Controls speed *	Yes
Starts the engine and the vehicle correctly *	Yes
Accelerates smoothly and shifts gears properly *	
Decelerates smoothly *	
Avoids idling *	
Keeps safety distance *	





IRU RoadMasters Assessment for General Passenger Transport

Knowledge Test ▼

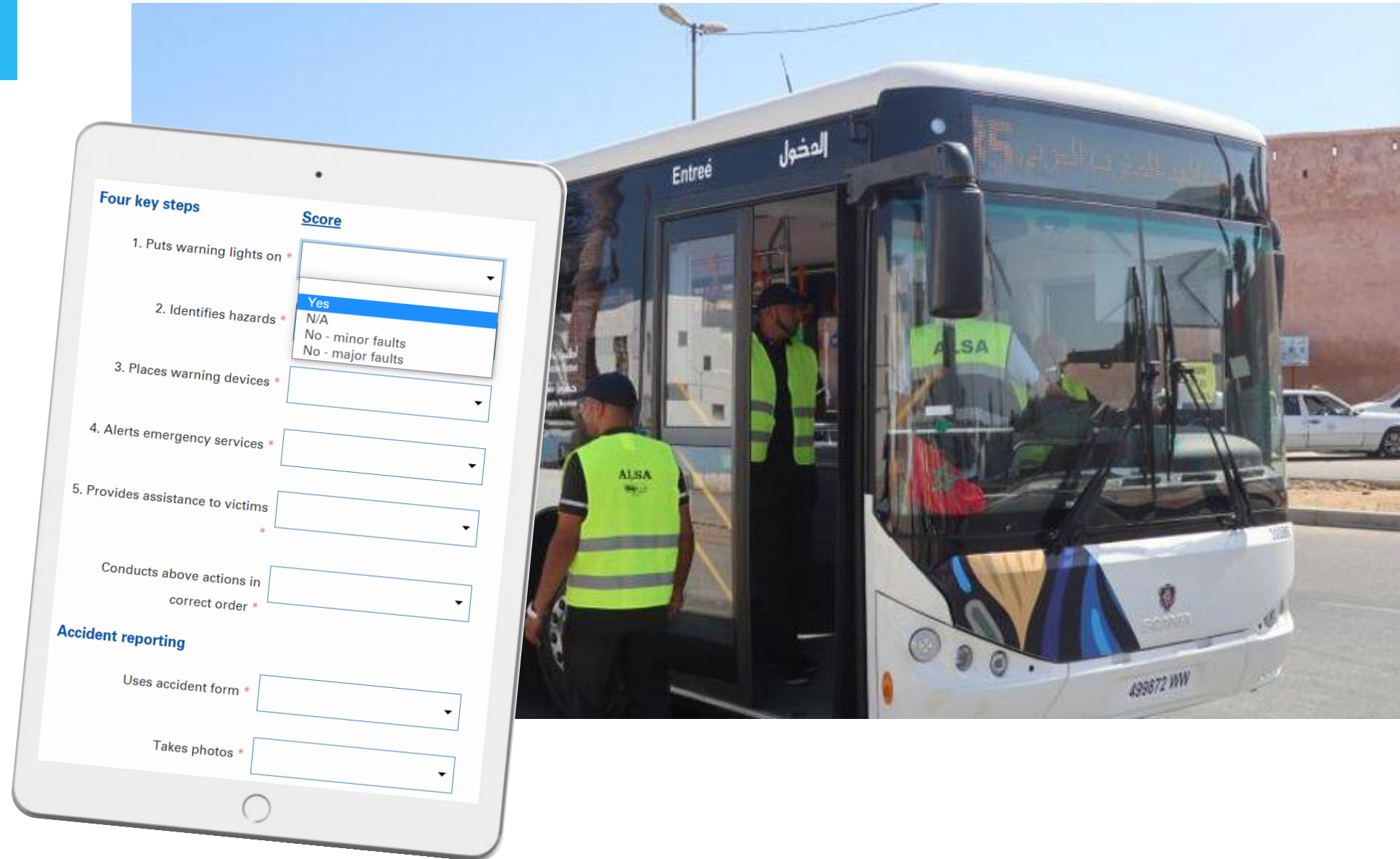
-  Vehicle Operation
-  Customer Service
-  Passenger Emergencies
-  Vehicle Emergencies

Skills Assessment ▼

-  Accident Procedures
-  Bus Terminal Manoeuvres
-  Pre-Service Inspection
-  Driving
-  Accident_Procedures.pdf
-  Terminal_Manoeuvres_Checklist.pdf
-  Driving_Checklist.pdf
-  Pre_Service_Inspections.pdf

PRACTICAL SKILLS ASSESSMENTS

Real life assessor-led evaluation based on electronic checklists increases the fidelity of results



EXAMPLE: DRIVER RESULT ANALYTICS



Blagoja Jovanovski

Knowledge

Driver performance

- Freight transport



View by skill group

View by score



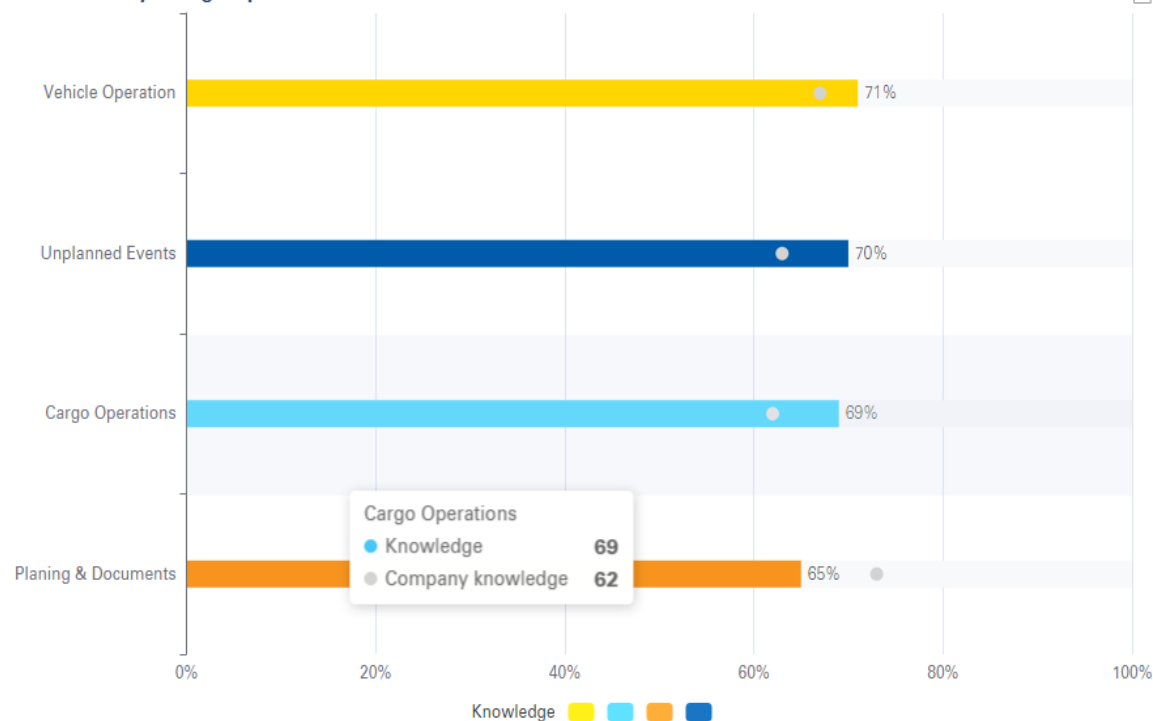
Driver Blagoja Jovanovski

Driving licence CHE1234567

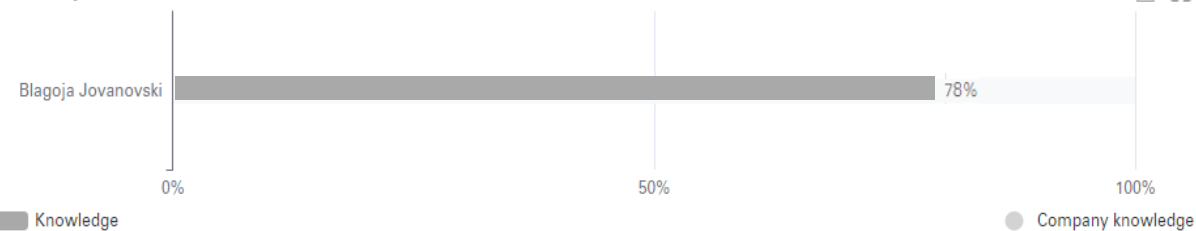
Age 54

Companies Sunshine Training in Logistics, Star Logistics, Star Lines

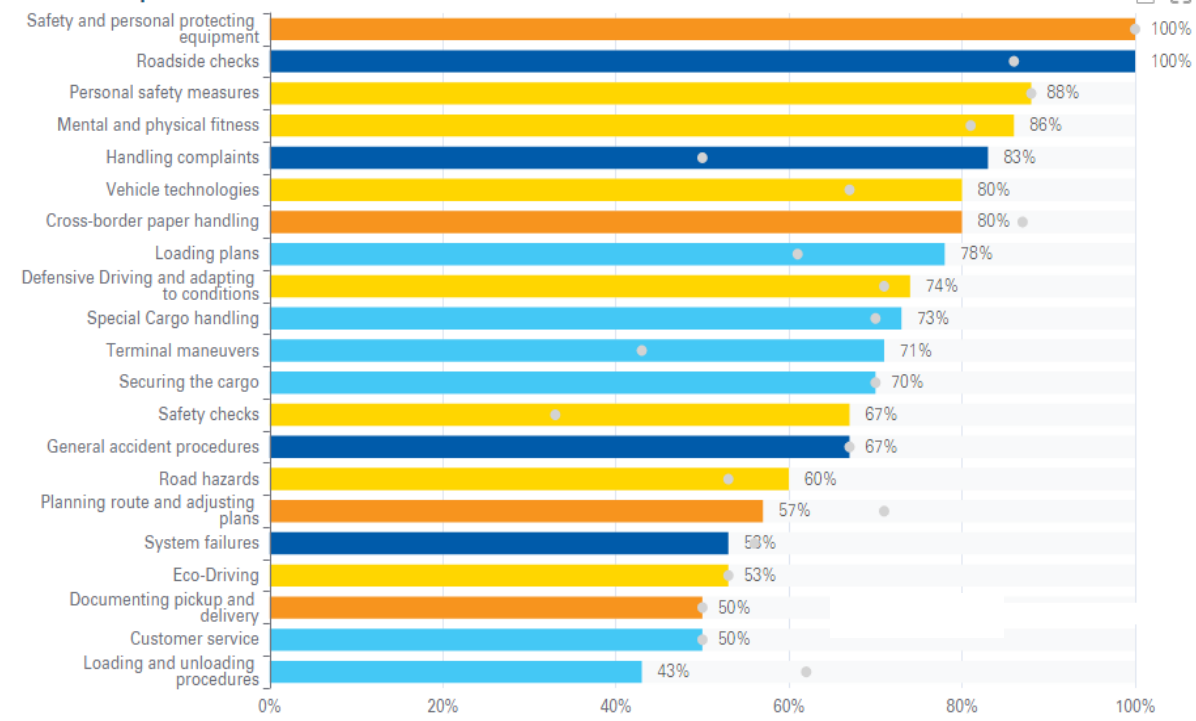
Performance by skill group



Overall performance



Detailed skills performance





Passenger transport - Business Unit performance



Public transport drivers

School drivers

Contracts & private hires

Knowledge, Practical ▾



View by skill group

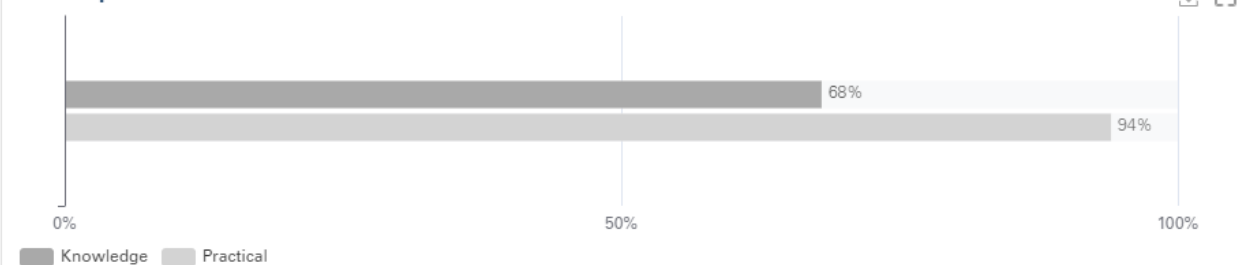
View by score



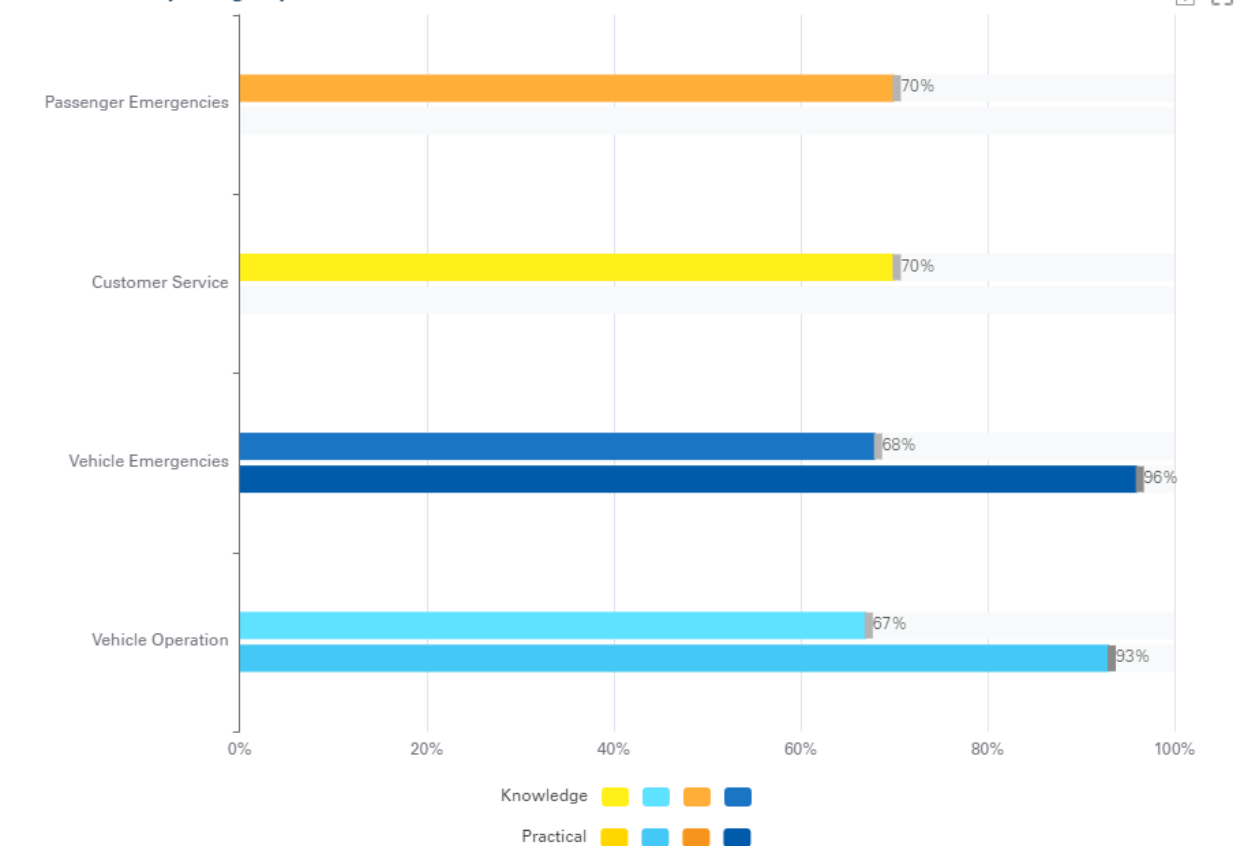
Business Units 3

Drivers 300

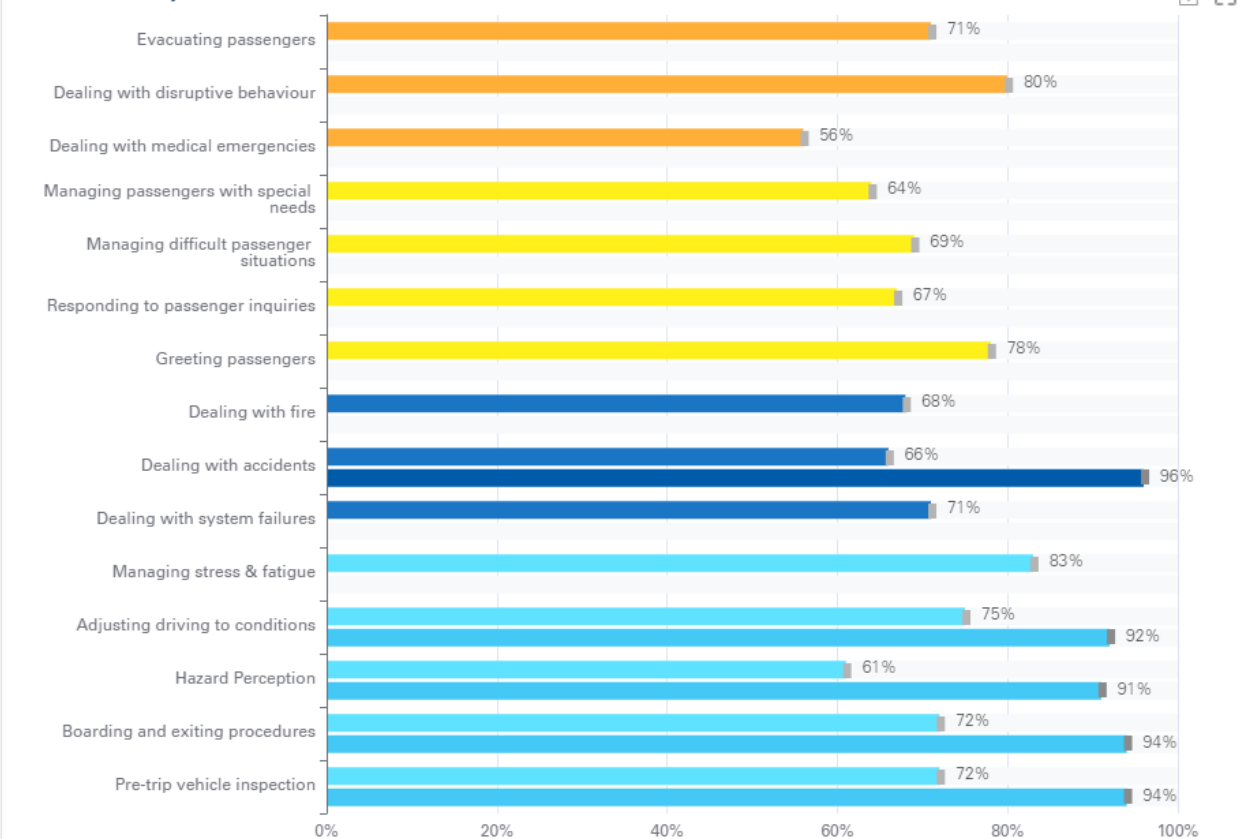
Overall performance



Performance by skill group



Detailed skills performance





Passenger transport - Workforce analysis by Age



Knowledge

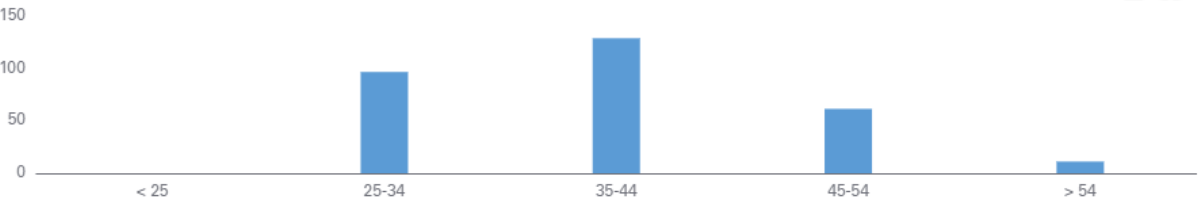
Select age group



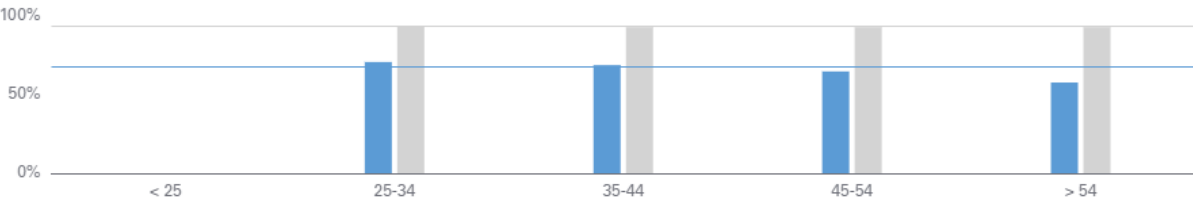
View by age



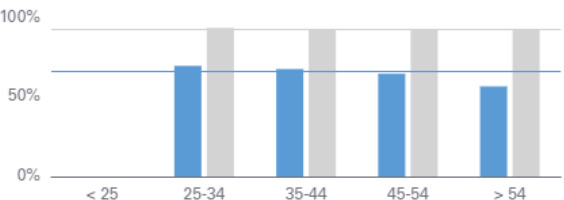
Number of Drivers



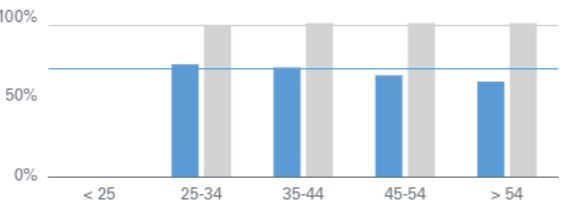
Overall performance



Vehicle Operation



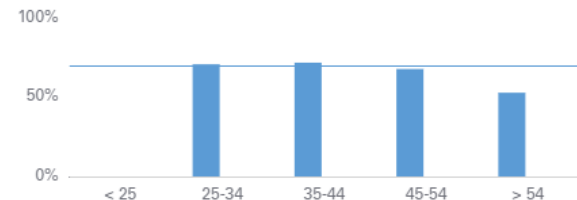
Vehicle Emergencies



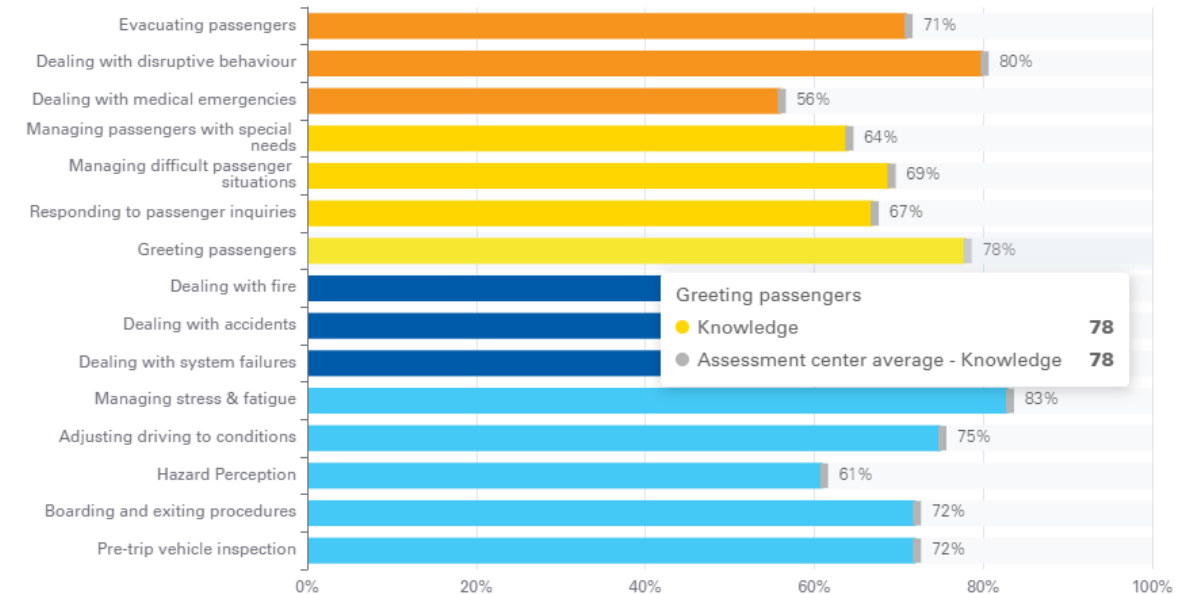
Customer Service



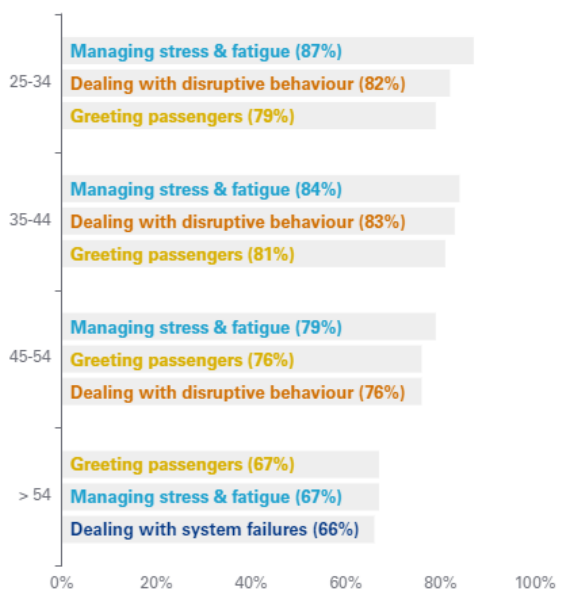
Passenger Emergencies



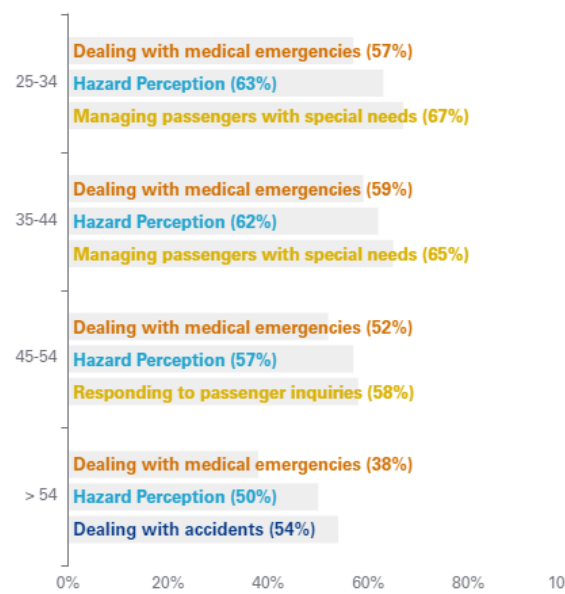
Detailed skills performance



Strongest skills by group



Weakest skills by group



IRU RoadMasters for your needs

- Any **standard** can be **monitored** through **IRU RoadMasters** for any job type
- **Additional digital dashboards** can be developed to represent information in accordance with specific requirements (e.g. driver age)
- **Additional languages** can be added for all assessment types
- IRU RoadMasters's platform can **handle over 600 concomitant accesses** and **capacity is expanding**





For a world **in motion**

iru.org