

**COURSE OVERVIEW LM0104**  
**Vehicle Fleet Management & Administration Skills**

**Course Title**

Vehicle Fleet Management & Administration Skills

**Course Date/Venue**

August 02-06, 2026/TBA Meeting Room, Aloft Dharan Hotel, Al Khobar, KSA

**Course Reference**

LM0104

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



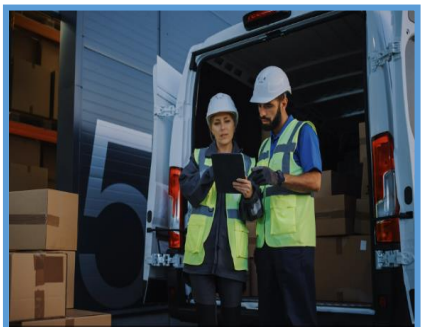
**Course Description**



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.***



This course is designed to provide participants with a detailed and up-to-date overview of Vehicle Fleet Management & Administration Skills. It covers the fleet management, fleet manager's role and responsibilities and vehicle lifecycle management; the administrative structure of fleet operations and financial aspects of fleet management; the vehicle selection and procurement, vehicle utilization and allocation; the scheduling and dispatching, fuel management systems and maintenance and repair management; the driver management and administration, fleet safety programs and risk management in fleet operations; the legal and regulatory compliance and technology in fleet safety and compliance; and the key performance indicators (KPIs) for fleet management.



During this interactive course, participants will learn the reporting and documentation systems, information technology and fleet systems; the outsourcing and vendor management, environmental sustainability in fleets and strategic fleet planning; the leadership in fleet and transport administration and cost reduction and efficiency strategies; and the emerging technologies in fleet management covering AI and predictive analytics for fleets, autonomous vehicles and their impact, blockchain in vehicle leasing and maintenance and internet of things (IoT) in telematics.

### **Course Objectives/Outcomes & Benefits for the Participants**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on vehicle fleet management and administration skills
- Discuss fleet management, fleet manager's role and responsibilities and vehicle lifecycle management
- Recognize administrative structure of fleet operations and financial aspects of fleet management
- Apply vehicle selection and procurement, vehicle utilization and allocation, scheduling and dispatching, fuel management systems and maintenance and repair management
- Carryout driver management and administration, fleet safety programs and risk management in fleet operations
- Discuss legal and regulatory compliance, technology in fleet safety and compliance and key performance indicators (KPIs) for fleet management
- Recognize reporting and documentation systems and information technology and fleet systems
- Apply outsourcing and vendor management, environmental sustainability in fleets and strategic fleet planning
- Employ leadership in fleet and transport administration and cost reduction and efficiency strategies
- Discuss emerging technologies in fleet management covering AI and predictive analytics for fleets, autonomous vehicles and their impact, blockchain in vehicle leasing and maintenance and internet of things (IoT) in telematics

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**


This course provides an overview of all significant aspects and considerations of vehicle fleet management and administration skills for fleet managers and supervisors, transport and logistics coordinators, operations and administration officers involved in fleet management, procurement and contract management professionals handling fleet services, maintenance and workshop supervisors, health, safety, and environment (HSE) officers linked to fleet operations and government and private sector officials responsible for vehicle administration.

### Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Course Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK<sup>®</sup> (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.



**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Supply Chain Management, Vehicle Selection & Procurement, Vehicle Fleet Management & Administration Skills, Demand and Supply Management, Managing Supply Chain for Risk and Competitive Advantage, Inventory Management & Control, Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup**

and governance, Project Delivery & Governance Framework, **Project Management Practices, Project Management Disciplines, Risk and Contract Management** (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence** for Senior Management, **Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management** (succession planning, performance management, competency frameworks, and behavioral assessment), **Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration.** Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



**Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Learning Design & Customization**

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Sunday, 02<sup>nd</sup> of August 2026**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Fleet Management</b> Definition and Scope of Fleet Management • Objectives of Effective Fleet Operations • Strategic Role of Fleets in Organizations • Common Challenges in Fleet Administration
0930 – 0945	Break
0945 – 1030	<b>Fleet Manager’s Role &amp; Responsibilities</b> Core Competencies for Fleet Managers • Balancing Operational and Administrative Duties • Communication with Drivers and Departments • Decision-Making and Accountability
1030 – 1130	<b>Vehicle Lifecycle Management</b> Acquisition Planning and Procurement • Commissioning and Deployment of Vehicles • Monitoring Vehicle Performance • Retirement and Disposal Processes
1130 – 1215	<b>Administrative Structure of Fleet Operations</b> Fleet Policies and Procedures • Reporting Structures and Responsibilities • Coordination with Finance, HR and Logistics • Documentation Requirements



1215 – 1230	Break
1230 – 1330	<b>Financial Aspects of Fleet Management</b> Budgeting for Fleet Operations • Capital versus Operating Costs • Cost Allocation Methods • Depreciation of Vehicles
1330 – 1420	<b>Case Study – Fleet Challenges in an Organization</b> Review of Fleet Inefficiencies • Causes and Impact on Operations • Lessons for Administrative Improvement • Group Discussion
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

**Day 2: Monday, 03<sup>rd</sup> of August 2026**

0730 – 0830	<b>Vehicle Selection &amp; Procurement</b> Needs Assessment and Specification Development • Buy versus Lease Decisions • Evaluating Suppliers and Contracts • Tendering and Negotiation Strategies
0830 – 0930	<b>Vehicle Utilization &amp; Allocation</b> Allocation Policies and Fairness Principles • Monitoring Vehicle Use Through Trip Logs • Utilization Rate Analysis • Managing Shared Vehicle Pools
0930 – 0945	Break
0945 – 1100	<b>Scheduling &amp; Dispatching</b> Planning Routes and Assignments • GPS Tracking and Optimization • Preventing Vehicle Overuse and Misuse • Administrative Coordination of Dispatch
1100 – 1215	<b>Fuel Management Systems</b> Fuel Monitoring and Controls • Fuel Card Programs • Reducing Fuel Theft and Fraud • Fuel Efficiency Reporting
1215 – 1230	Break
1230 – 1330	<b>Maintenance &amp; Repair Management</b> Preventive Maintenance Schedules • Corrective versus Predictive Maintenance • Service Record Documentation • Outsourcing versus In-House Repair Shops
1330 – 1420	<b>Case Study – Fuel &amp; Maintenance Cost Control</b> Analysis of Real-Life Fleet Cost Problems • Key Lessons from Successful Companies • Administrative Checks and Balances • Developing Cost Efficiency Measures
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

**Day 3: Tuesday, 04<sup>th</sup> of August 2026**

0730 – 0830	<b>Driver Management &amp; Administration</b> Driver Recruitment and Onboarding • Licensing and Credential Checks • Driver Training and Monitoring • HR's Role in Driver Administration
0830 – 0930	<b>Fleet Safety Programs</b> Safety Policy and Procedures • Defensive Driving Initiatives • Accident Prevention Measures • Driver Incentive Programs





0930 – 0945	Break
0945 – 1100	<b>Risk Management in Fleet Operations</b> Identifying Operational Risks • Insurance Types for Fleets • Accident Investigation Procedures • Risk Mitigation Strategies
1100 – 1215	<b>Legal &amp; Regulatory Compliance</b> National and Local Fleet Regulations • Vehicle Licensing and Registration • Emissions and Environmental Standards • Health, Safety, and Transport Laws
1215 – 1230	Break
1230 – 1330	<b>Technology in Fleet Safety &amp; Compliance</b> Telematics for Driver Behavior Monitoring • Dashcams and Incident Recording • Automated Compliance Alerts • Electronic Logging Devices (ELDs)
1330 – 1420	<b>Case Study – Fleet Accident Analysis</b> Root Causes of Fleet Accidents • Financial and Reputational Impact • Corrective and Preventive Actions • Lessons for Safety Administration
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

**Day 4: Wednesday, 05<sup>th</sup> of August 2026**

0730 – 0830	<b>Key Performance Indicators (KPIs) for Fleet Management</b> Utilization Rate KPIs • Cost per Kilometer/Mile • Vehicle Downtime Metrics • Safety and Compliance KPIs
0830 – 0930	<b>Reporting &amp; Documentation Systems</b> Standard Fleet Reports (Usage, Cost, Maintenance) • Digital Reporting Tools • Record Retention Policies • Administrative Best Practices
0930 – 0945	Break
0945 – 1100	<b>Information Technology &amp; Fleet Systems</b> Fleet Management Software (FMS) Overview • Integration with ERP Systems • Mobile Apps for Driver Communication • Cloud-Based Administration Tools
1100 – 1215	<b>Outsourcing &amp; Vendor Management</b> When to Outsource Fleet Functions • Service Level Agreements (SLAs) • Monitoring Vendor Performance • Managing Third-Party Logistics Providers
1215 – 1230	Break
1230 – 1330	<b>Environmental Sustainability in Fleets</b> Eco-Driving and Emission Reduction Programs • Adoption of Electric and Hybrid Vehicles • Green Fleet Certification Schemes • Sustainability Reporting
1330 – 1420	<b>Workshop – Fleet Performance Dashboard Design</b> Identifying Critical KPIs for Monitoring • Building a Sample Dashboard • Role of Administrators in Maintaining Data Accuracy • Peer Review of Dashboards
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four





**Day 5: Thursday, 06<sup>th</sup> of August 2026**

0730 – 0830	<b>Strategic Fleet Planning</b> Long-Term Fleet Objectives • Demand Forecasting and Fleet Sizing • Linking Fleet Strategy to Business Strategy • Capital Planning for Future Investments
0830 – 0930	<b>Leadership in Fleet &amp; Transport Administration</b> Leadership versus Management in Fleet Roles • Motivating and Engaging Drivers • Building Collaboration with Stakeholders • Decision-Making Under Uncertainty
0930 – 0945	Break
0945 – 1100	<b>Cost Reduction &amp; Efficiency Strategies</b> Total Cost of Ownership (TCO) Analysis • Vehicle Standardization Policies • Route Optimization Strategies • Reducing Administrative Overheads
1100 – 1215	<b>Emerging Technologies in Fleet Management</b> AI and Predictive Analytics for Fleets • Autonomous Vehicles and Their Impact • Blockchain in Vehicle Leasing and Maintenance • Internet of Things (IoT) in Telematics
1215 – 1230	Break
1230 – 1345	<b>Capstone Project – Fleet Improvement Plan</b> Develop a Cost, Safety, and Performance Improvement Plan • Define KPIs, Risks, and Efficiency Strategies • Address Technology Adoption and Sustainability • Present Plan for Peer and Trainer Evaluation
1345 – 1400	<b>Course Conclusion</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course



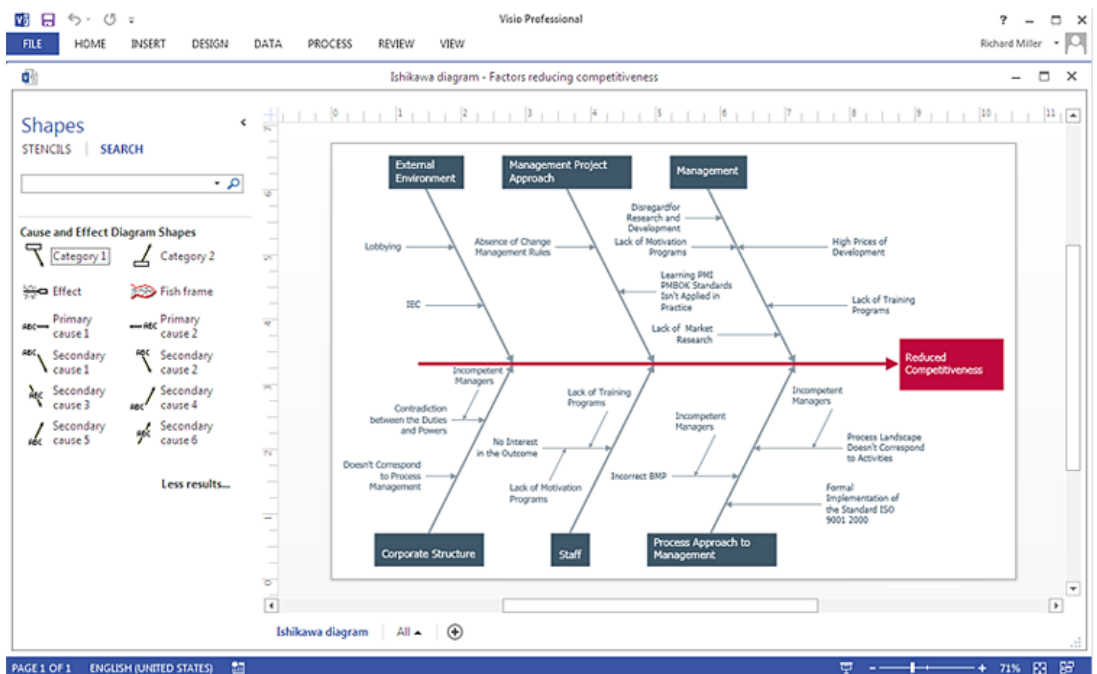
## Software Tools Demonstration

Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.



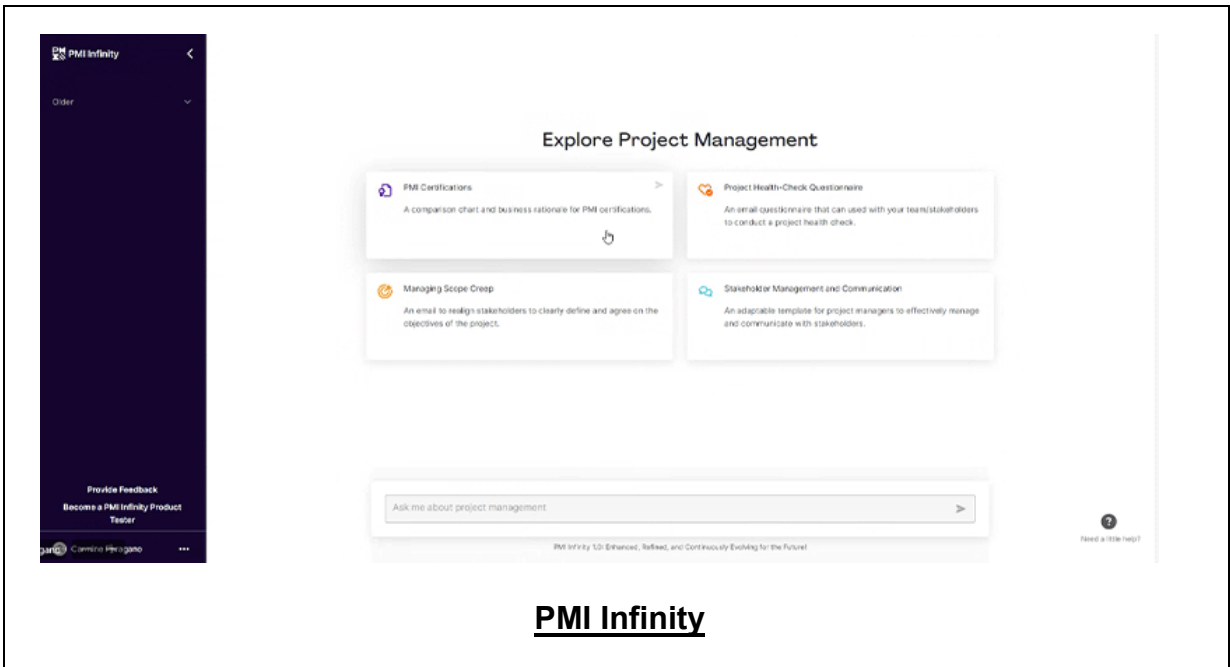
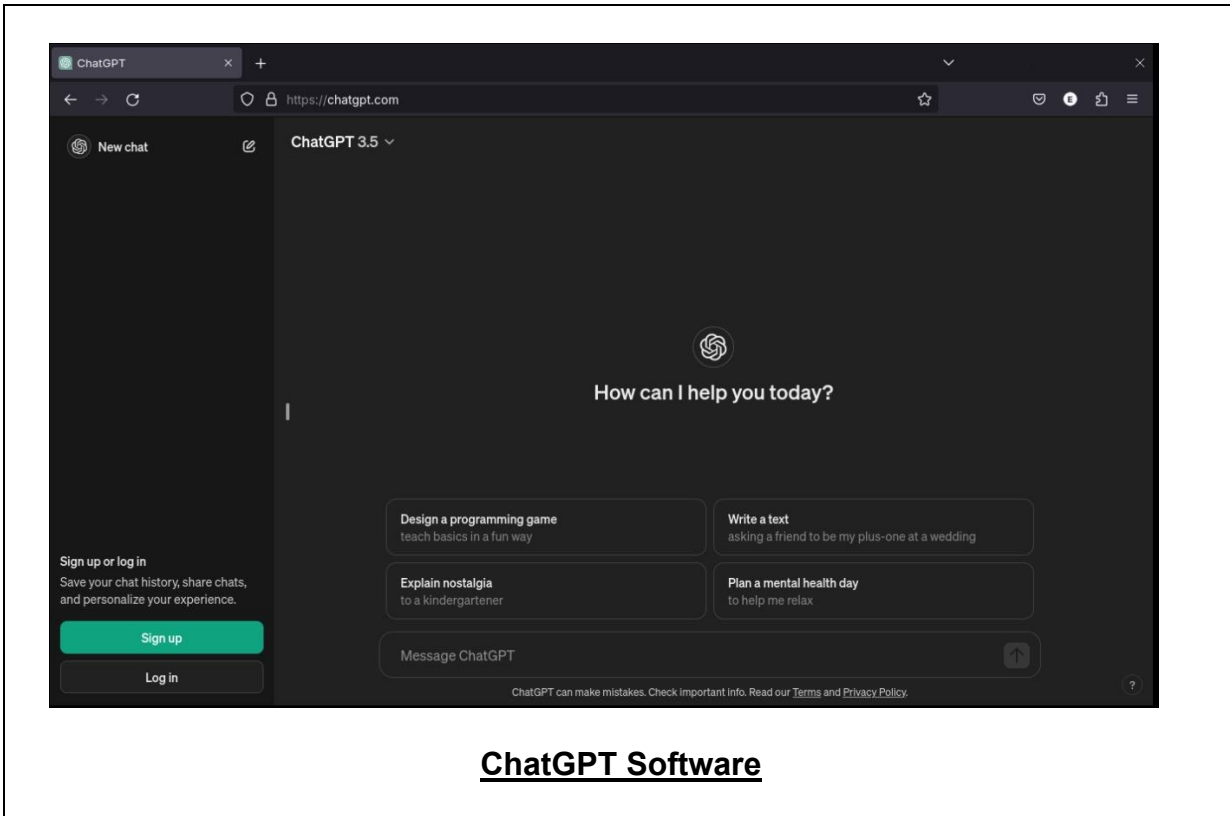
The screenshot displays the Mindview Software interface. The top window shows a mind map with a central node 'Problem Solving' and branches for 'Assessment', 'Planning', 'Measurement', and 'Monitoring'. The bottom window shows a Microsoft Word document titled 'PROBLEM SOLVING' with a structured outline corresponding to the mind map's content. A red arrow points from the mind map to the Word document, indicating the export or synchronization process.

**Mindview Software**



The screenshot shows the Visio Professional software interface. The main workspace displays an Ishikawa (fishbone) diagram titled 'Ishikawa diagram - Factors reducing competitiveness'. The diagram identifies 'Reduced Competitiveness' as the effect, with causes categorized into External Environment, Management Project Approach, Management, Corporate Structure, Staff, and Process Approach to Management. A 'Shapes' panel on the left provides various cause and effect diagram stencils.

**Visio Software**



**Course Coordinator**

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