

Centre of management  
and logistics on transport



**CENTRE OF MANAGEMENT AND  
LOGISTICS ON TRANSPORT**  
Almaty - Kazakhstan

**TRAINING IN TRADE AND  
LOGISTICS**  
Kazakhstan Experience



## Centre of Management and Logistics on Transport (CMLT) Background

- Centre of Logistics was established in 2001 under the Kazakhstan Freight Forwarders Association to provide professional training to specialists in international transport freight-forwarding
- In March 2001, the Centre was accredited by the FIATA Advisory Body Vocational Training (ABVT FIATA) in Zurich, and was entitled to deliver training under the International Freight Forwarder curriculum, and issue FIATA international certificates.
- In 2009, the KFFA Centre of Logistics Training was transformed into a training and research Centre of Management and Logistics on Transport, with diversification of activities, including certification of freight forwarding services for rail transport.
- Cooperation is becoming more active with international organizations, such as UN ESCAP, CFCFA, USAID, GTZ, Bulgarian Transport and Freight Forwarders Association (NSBS), and InWent, a German public company.
- Freight forwarding specialist training has been broadened to include new areas – petrochemistry and hazardous cargoes – and new countries – Kyrgyzstan and Tajikistan.



## CMLT Personnel & Resources

### CMLT Personnel:

- Director – Dr. (Economics) N.K.Isingarın, a Fellow of Eurasia International Economic Academy and the International Transport Academy.
- Deputy Director – Cand. Sc. (Physics and Mathematics) M.S.Kenjebaeva.  
2 staff members.

### Faculty:

- 12 teachers, which received special training, have international professional certificates and work with transport companies.
- 10 expert auditors, that took theoretical training in certification of forwarders on rail transport.

### Methodological Board of CMLT:

- 7 members of the Board develop general policies of vocational education system development, cooperation with national authorities and international organizations.

### Physical Infrastructure:

- Technically equipped classroom for 20 students,
- Training equipment, multimedia projector, computers,
- Specialist and training literature.

### External Resources:

- Guest lecturers and experts,
- Support from the Ministry of Transport and Communication of RK, Ministry of Industry and new Technologies of RK, national company Kazakstan Temir Joly (railroads).



## Centre Operation Outcomes:

- The Centre is the only specialized institution in Kazakhstan and throughout Central Asian countries, which provides professional training in international freight forwarding and logistics.  
Currently, 300 graduates from the International freight Forwarder course with FIATA certificates are employed by forwarding companies of Kazakhstan .
- In 2009, the Centre provided training to:
  - 180 specialists from the national railroads company: Cargo Transportation Rules and Organizing Rail Operations in Competitive market Conditions.
  - 120 students: 10 training programs related with international transport logistics, land transportation of hazardous cargoes, oversize cargoes rail transportation, filing carriage and accompanying documents, and customs border procedures.
  - 12 freight forwarders from Kyrgyzstan: FIATA training course.
- In the first half-year 2010, the Centre provided training to:
  - Three groups (21 persons) of transport and forwarding companies' employees: International Freight Forwarder training course
  - One group of 9 employees of transport and forwarding companies: seminar on Rail Transportation of Oversize Goods
  - Two groups of 19 employees of oil companies: seminar on Land Transportation of Dangerous Cargoes



# CMLT Steps to Broaden International Cooperation

## UN ESCAP:

- 10 – 14 August 2009 – a refresher course was held in Almaty for the teachers of the Centre, and a basic course for transport and forwarding companies' employees on forwarding and logistics,
- 16 – 20 November 2009 - teachers of the Centre participated in Regional ToT Workshop in Bangkok,
- 16 – 20 November 2009 – a team of experts participated in a meeting to discuss Multimodal Transport and logistics.

## NSBS (Bulgarian Forwarding and Transport Association):

- 30 November – 5 December 2009 – a FIATA Program course was organized in Bishkek for freight forwarders of the Kyrgyz Republic,
- October 2010 – training in logistics was organized in Almaty for forwarders of 3 countries - Kazakhstan, Kyrgyzstan and Uzbekistan.

## GTZ (German Agency for Technical Cooperation):

- 8 – 9 July 2010 – participation in International Conference on IT Cooperation in Rail Transport held in Almaty.



# CMLT Steps to Broaden International Cooperation

## USAID (US Agency for International Development):

- 19 – 23 July 2010 – organizing a FIATA Program seminar in Dushanbe for forwarders and road carriers of Tajikistan.

## CFCFA (CAREC Federation of Carrier & Forwarder Associations):

- Developing regional training programs with participation of international experts:
  - Forwarding Operations Standards (with Capt. Lin Zhong),
  - Supply Chains Management (with Max Ee),
  - Road Transport: Safety, Dangerous Goods, Operational Management.

## FIATA:

- Accredited as training provider for International Freight Forwarder training program with issuing FIATA international certificates,
- Participation in FIATA World Congress (Bangkok) on 2 – 8 October 2010.



## CMLT Steps to Intensify Cooperation with Customs:

- Programs for training and professional improvement of transport, forwarding and broker companies, and shippers:
  - Customs Legislation of the Customs Union – two groups of 26 customs brokers.
  - Customs Documents Processing – August 2010.
  - Customs Clearance Specialist – November 2010.
  
- Participation in International Conference on IT Cooperation in Rail Transport held in Almaty on July 8 – 9, 2010.



## Measures for Improvement of Border Crossing Points Operation

- Holding a round-table meeting on June 24, 2010, in Almaty on Finding the Ways to Address Vehicles and Cargoes Rejection/Delay Issues in Moving Via Dostyk Border Railway Station
- Organizing a seminar at Dostyk station in August 2010 on Processing of Shipping Documents. Rules of Interaction Between the Officials of Border Police, Customs, Border Agencies, and Dostyk Station Officers, of 07.05.2004
- Information support to transport/forwarding companies - provision of information by InfoStart information system on goods passing through Dostyk border station.
- Assisting transport and forwarding companies in resolving technological issues concerning removal of impediments to goods movements across BCPs.





## Measures to Intensify Cooperation with the National Company and the Ministry of Transport and Communication of RK

- Organizing meetings with representatives of National Company and Ministry of Transport and Communication to discuss the issues of promoting voluntary certification of railway forwarding services in RK.
- Training specialists from the National Rail Company and transport/forwarding companies in processing CIM/SMGS waybill.
- Developing proposals jointly with KFFA on improving model agreements between the National Railroads Company/affiliated companies and freight forwarders based on annual compliance assessment.
- Participating jointly with KFFA and KazAPO in joint committees to develop regulatory framework for operations at the transport services market.



## Implementing Measures for Voluntary Forwarding Services Certification

- In June 2009, a Methodological Board was established in the Centre for forwarding services certification in rail transport.
- Experience was studied of other countries including the CIS regarding mandatory and voluntary certification of freight forwarding services.
- All necessary documents have been developed for the certification system concerning general policy, and general rules and procedures of certification work.
- All standards and regulations have been collated, related with railway operations of forwarding companies.
- In March 2010, the ISO 9001:2008 Quality Management System was implemented in the Centre.



## Implementing Measures for Voluntary Forwarding Services Certification

- 10 employees of the Centre completed training with RSE KazInSt as Expert Auditors of Rail Transport Forwarding Services.
- 2 employees received Expert Auditor's certificates from the Ministry of Industry and New Technologies of RK.
- Additional organizational units are established within the Centre:
  - Certification body;
  - Appellation review board.
- Application is filed with the National Accreditation Center of RK for accreditation as a compliance certification authority for rail transport forwarding services.



# Thank you for attention!



**Contact details:**  
**Kazakhstan, Almaty**  
**050000, 127 Furmanova St.,**  
**Office 207.**

**Web site:**

[www.logisticscenter.kz](http://www.logisticscenter.kz)

**Email:**

[centeranek@mail.ru](mailto:centeranek@mail.ru)

[mc.kenzhebayeva@mailru](mailto:mc.kenzhebayeva@mailru)

**Tel. +7(727) 272-25-63**

**Fax +7(727) 96-51-25**

