



WAIHANGA ARA RAU

**Construction and
Infrastructure**

Workforce Development Council

TRAFFIC INCIDENT MANAGEMENT

PROGRAMME GUIDANCE FOR SKILL STANDARDS

VERSION 1 | DATE AUGUST 2025

Approved by QSP Manager	(Name)
Date Approved	
Approved by Assurance Manager	(Name)
Date Approved	

Version	Date	Nature of Amendment
1.0		New document created.

CONTENTS

Contents	2
1. Introduction	4
2. What is a Skill Standard?	7
3. Skill Standard Levels and Progression	7
4. Considerations for Programmes in the [Trade]	8
5. Skill Standards as “Building Blocks”	11
6. Definitions	11
7. Legislation, standards, good practice, and best practice guidelines	15
Appendix A. New Zealand Certificate in Traffic Incident Management (Level 3) [Ref 4263].	16
Appendix B. Replacement Skill Standards	18
Appendix C. Exemption Unit Standards	18
Appendix D. Traffic Incident Management Skill Standards	18
Appendix E. Skill Standards Indicative Content	19

1. INTRODUCTION

This *Programme Guidance* contains information on best practice for traffic incident management (TIM) skill standards.

It is useful for people involved in traffic incident management training and includes industry expectations, equity considerations and te Tiriti o Waitangi requirements which may not be included in other New Zealand Qualifications Authority (NZQA) products.

It explains the role of the traffic incident management skill standards as building blocks leading to the following qualification:

- ▶ New Zealand Certificate in Traffic Incident Management (Level 3) [Ref: 4263].

TRAFFIC INCIDENT MANAGEMENT INDUSTRY

An emerging sector

Traffic incident response does not currently fall within a formally recognised “industry.” There is no overarching industry body responsible for safety provisions in the road environment. The absence of a formal structure presents challenges in standardising practices, training, and recognition of the profession.

Collaborative efforts across agencies

Incident response in New Zealand is a collaborative effort involving multiple entities, including:

- ▶ Fire NZ
- ▶ New Zealand Police
- ▶ Ambulance Services
- ▶ Temporary Traffic Management (TTM) providers
- ▶ Road worker safety teams
- ▶ Vehicle recovery operators
- ▶ WorkSafe.

These groups work together to manage a wide range of incidents on the road network, from vehicle breakdowns and traffic crashes to damage that affects road transport infrastructure.

Emergency services need the confidence they are working alongside competent operators who are skilled in providing safety controls and information to ensure a consistent standard of incident reporting.

Complexity and skill demand

Unlike conventional roadworks, incident response cannot follow a rigid, prescribed methodology. Each situation is unique, requiring personnel to adapt quickly and apply a broad set of skills. This complexity has led to a shortage of workers with diverse capabilities to operate safely and effectively in these dynamic environments.

A need for development nationally

Across New Zealand, there is growing recognition of the need to develop this area of service delivery. Road Controlling Authorities (RCAs) are seeking to enhance their ability to meet legislative obligations by improving incident response capabilities across their networks. The introduction of skill standards is a key step towards providing credibility, professional development, succession planning, and improving consistency in service delivery.

On the Auckland state highway network alone, approximately 1,200 incidents occur each month. Each incident demands a tailored response, yet current training does not adequately prepare personnel for the variety of real-world scenarios they face.

Research into incident response operations is ongoing, with a focus on understanding the risks associated with working in high-danger environments. This research is essential for developing safer, more effective practices.

Operational data collected during incident responses is a valuable resource. It can inform the development of skill standards, inform reporting of recommendations to keep road users safe, and support evidence-based improvements in training and safety protocols.

Target Workforce Groups

The broader roading construction industry, where this service area will grow, includes both large construction firms and numerous small to medium-sized enterprises. They employ thousands of workers across New Zealand, including individuals from diverse backgrounds such as NZ European, Māori, Pasifika, other European, and Asian communities.

The development and recognition of incident response capabilities is relevant to a wide range of personnel, including:

- ▶ existing and new employees of RCAs in traffic operations
- ▶ TTM suppliers contracted to RCAs
- ▶ subcontracted emergency response personnel
- ▶ third-party service providers supporting network management
- ▶ emergency services staff.

INDUSTRY STAKEHOLDERS

There are different stakeholders to consider for each type of incident. They provide and require information or intelligence before, during, and after the incident response. It might be the transport operations centre, the contractor who received the call, other members of the traffic incident team, or other emergency services called to respond to the incident. Please refer to the definition of 'stakeholders' on page 14.

For the lone responder it might be one stakeholder. This could be the Principal Contractor or a supervisor for a call out where a tree has fallen on a state highway and the objective is to clear the road as quickly as possible.

DRAFT

2. WHAT IS A SKILL STANDARD?

A Skill Standard is a specification of skills which includes:

- ▶ who the skill standard is for
- ▶ the learning outcomes associated with the skills
- ▶ the level of performance in those skills
- ▶ indicative content to be included in programmes
- ▶ guidance to support consistent assessment of learning outcomes (at an organisational and national level).

Knowledge and skills in one skill standard may be essential to achieving other skill standards. This *Programme Guidance* recommends the sequence of learning and assessment to take this into account for incident management on the road network, some skill standards are used in more than one qualification or strand.

Training providers and employers can support learners to develop their skills and knowledge in the right sequence. This will help ākonga apply their knowledge to the level, scope, and complexity from beginner through to being a competent member of a traffic incident response team.

Each skill standard specifies the Consent to Assess and National External Moderation Requirements (CMR). For traffic incident management the skill standards are included in the current version of CMR 0120.

3. SKILL STANDARD LEVELS AND PROGRESSION

The skills, knowledge, and abilities included in the level 3 skill standards are current, relevant, and meaningful to the industry requirement for the ākonga journey.

Learning outcomes described in skill standards are generally related to practical aspects of incident management on a road network. Underpinning knowledge learning outcomes are included to ensure ākonga have the level of capability needed in the industry. Where assessment is through performing practical tasks, it will be confirmed by a competent practitioner from the TIM industry. Alternative assessment formats may be used that reflect the careful and deliberate use of processes and practices described in [Aromatawai and the Principles of Assessment](#).

The following describes what level three means.

LEVEL 3 – PERFORMING NON-COMPLEX TASKS UNDER INDIRECT SUPERVISION

The level 3 skill standards outline the skills and knowledge for a member of a traffic incident response team or a lone responder. They work under indirect supervision by an experienced

practitioner from the traffic incident management industry. In other words, there will be a supervisor available for guidance, but they won't be directly overseeing the tasks.

The level 3 skill standards focus on recognising the essential skills needed for incident response.

During the skill standard development process the industry technical advisory group considered learners who might want to move into a traffic incident management role. They might be volunteers who see emergency management as a great way to support their local communities in times of stress or severe weather events. They might be rural fire fighters or from the temporary traffic management industry and want to increase their skills in incident management.

The qualification and skill standards lend themselves to evaluation in a workplace and are suitable for training programmes that prepare individuals for a career in this industry.

4. CONSIDERATIONS FOR PROGRAMMES IN TIM

EQUITY AND ACCESS

It is important for learners wanting to move into the TIM industry to have a realistic view of a dynamic work environment. Not everyone is suited to a role in traffic incident management as you never know what you might see or experience when you get to an incident site. It is physically and emotionally demanding and managing situations that cause harm, panic, and aggression can be difficult in a stressful environment.

HEALTH AND SAFETY

Managing health and well-being for those who work in incident response is paramount as they experience traumatic events and respond to accidents and injuries that require a specific set of skills to ensure their safety and the safety of others. It is important to recognise fatigue when traffic incidents or severe weather events occur close together or when an incident lasts for three days before the site is re-opened. There is frequent lifting, carrying, and moving of both products and tools with a high risk of injuries and health issues. Injuries often result in people having to retire early from the industry.

To protect the health and well-being of ākonga and encourage safe practices in the workplace, training programmes must incorporate safe ways of working relevant to the practical tasks covered in all skill standards. This includes teaching about safe plant and equipment use, injury prevention techniques, and task execution. Tasks may require physical strength and endurance, including lifting heavy objects, carrying loads, walking for extended periods, bending, kneeling, having good vision, and possessing manual dexterity. Learners are expected to perform tasks safely and use methods that reduce the risk of injury.

CULTURAL COMPETENCE

Preparing ākonga for a career in incident management involves understanding that interacting effectively with fellow workers and customers is crucial for success. The industry promotes programmes that help learners develop cultural competence, enabling them to be considerate and adaptable when dealing with people from various backgrounds, identities, and cultures.

Cultural competence extends to being sensitive when interacting with the public as a member of an incident response team, and it's important to respect and accommodate all the diverse needs and preferences that arise.

PRE-DURING-AND POST-INCIDENT COMMUNICATIONS

While traffic incident responders don't develop plans, they need to be up to speed with all the information required to contribute to the planning and management of the incident.

Good communication is vital at all stages. This includes communication to stakeholders and other members of the incident response team throughout the duration of an incident response, escalating issues, identifying new hazards and monitoring changing site conditions.

Learners will need to be aware of the company standard operating procedures and the communication methods to select, depending on the type of incident. It might be communication procedures for a change of shift during the incident response. There could be residual risk to communicate to stakeholders at the start of the new shift, during the handover, or part of the de-brief or post-incident procedures.

Another consideration is the role clarification to communicate to the sub-contractors, rural fire fighters, and personnel who are new to the role or the site.

RESOURCING

It's crucial for ākonga to have the chance to acquire and improve practical skills in a real workplace setting. This means learners should have access to on-the-job training that covers the tasks and responsibilities outlined in the qualification.

For learners who are in a workplace, their training must be guided by someone who has current road network industry expertise in the specific area of incident management relevant to the learner's training. In other words, they should be mentored and supervised by someone who is knowledgeable and experienced in the aspects of traffic incident management the learner is focusing on.

ASSESSMENT

The skill standards are matched to the qualification and intended to be reviewed, understood, and evaluated as a cohesive unit. This means if there's information in one skill standard that also applies to other skill standards, it will only be included in the most suitable skill standard.

In terms of assessment, best practice suggests that assessments should consider connections across various skill sets. This approach supports a comprehensive evaluation of ākonga skills and abilities considering how different skills and standards relate to each other. In essence, it promotes a more complete and well-rounded assessment.

Industry recommend evidence provided for assessment of the skill standards must come from a live incident, supported by workplace verification, and not from a simulated work environment. Evidence can be supported by phone, video, or drone footage, where appropriate.

Challenge questions relating to the incident are valuable assessment tools:

- ▶ why did you do that?
- ▶ what would happen if this issue unfolded on your way to the incident?
- ▶ what company procedures do you follow?

Standard operating procedures

Traffic incident management skill standards reference standard operating procedures (SoPs) of the learner's organisation.

The SoPs should be related to the learner's specific worksite or context for assessment. The technical advisory group who developed the skill standards identified there can be a variation in the quality of these procedures. Avoid overly prescriptive SoPs so there are no barriers to assessment for the learner. You can't develop every procedure, or in this case traffic incident response, because every day and incident can be different. Industry recommends where there are plans for managing the incident they will be updated to allow for changing site conditions.

The learner should know what good practice look likes for each assessment criteria. For more information on assessment refer to [NZQA publishes Aromatawai and the Principles of Assessment - NZQA](#).

5. SKILL STANDARDS AS “BUILDING BLOCKS”

The skill standards in this programme guidance serve as fundamental components that relate to the qualifications they lead to. These new skill standards are replacing the existing unit standards, and there's information available to assist providers in transitioning learners from unit standards-based programmes to skill standards-based programmes. To minimise disruption, an extension for the last date of assessment for unit standards has been provided, for learners who are close to completing their programmes.

COMMON SKILL STANDARDS / TRANSFERRABLE / EMPLOYMENT SKILLS

For traffic incident management, there are skills common to a range of other industries who require the demonstration of:

- ▶ risk-assessment
- ▶ safe manual handling
- ▶ personal health and well-being
- ▶ conflict resolution
- ▶ communication
- ▶ problem solving and decision making.

There are standards used in multiple qualifications that may be useful for incident management.

- ▶ 30265 Apply risk assessment to a job role
- ▶ 17459 Demonstrate and apply knowledge of safe manual handling
- ▶ 17676 Carry out a pre-start vehicle check on a vehicle or machine and start and shut down the vehicle or machine.
- ▶ 29554 *Apply operational knowledge of New Zealand's Coordinated Incident Management System (CIMS)* (establish and describe situational awareness in an incident, contribute to planning an incident response, apply knowledge of briefings in a response).

6. DEFINITIONS

TERM	MEANING
Changing site conditions	Refer to changes in the weather, air quality, flooding, snow and ice, fire, smoke, sudden increase in traffic, queues, additional traffic accident, harmful or aggressive behaviour, debris, spills, slippery road, dangerous goods spill.
Communications	Refer to restrict to incident call outs, immediacy, visual record of the incident, portability, appropriate signage, regular updates.
Communication methods	Refer to verbal, written, information recording system, paging system, radio messaging, locator beacons.

Documentation	Refers to documentation required for beginning of shift, pre-incident, travelling to the incident, during the incident, post-incident, de-brief. May refer to traffic management plan, incident plan, incident record, site safety plan, job sheet, site reopening form, situation report, document history form, emergency plan, detour route plan, transport operations centre sheet, situation report, recording sheets, shift handover documents, vehicle pre-start checklist, hazard identification form, vehicle condition checklist, vehicle inspection form, service agreements, schedules, de-brief document, dangerous goods documentation, photograph documentation, certificate of loading, transport service licences, unplanned event re-opening form, or LT400 and weight certificates, logbook.
Emergency plan	Refers to a course of action developed to address the damage of potential incidents that could endanger an ability to function. It should include measures that provide for the safety of personnel, equipment, and materials.
Good practice for communicating changing site conditions	Refer to the New Zealand Guide to Temporary Traffic Management – Part 2 The temporary traffic management system (NZGTTM), Emergency Procedures and Preparedness Plan (EPPP), or emergency management plan of the principal contractor.
Harmful incidents	May refer to a chemical spill from a truck where hazardous substances are going into a drain, an animal badly injured crossing a road, a fatal incident, or an aggressive person at an incident or accident.
Hazards for TIM	Refer to uneven surfaces, slippery surfaces, vehicles in the live lane, fast moving traffic, people, passing traffic, debris, injured people and animals.
Incident plan	Refers to an emergency response plan for the organisation.
Job sheet	Refers to a job record or page of instructions for a worker to perform a task.
Manual handling	Manual handling of goods – using the body to lift, lower, push, pull, carry, move, hold, or restrain goods.
Personal protective equipment	Refers to safety footwear, gloves, eye protection, headwear, body apparel, visibility vest.
Plans	Refer to generic or existing plans, action plans, safety plans, traffic control plans, contingency plans, traffic management plans that are used to prepare for the incident response and adapted based on the risk assessment or intelligence on arrival and throughout the duration of the incident.
Roles	While some larger employers have a dedicated incident response team, there are various roles that may contribute to a call out to respond to an incident depending on the location in New Zealand.

	Road workers, road maintenance contractors, lone responders, rural firemen, duty engineers, traffic operation centre (TOC) responders, traffic network operators, TTM workers, traffic incident managers (TIMs), incident response team leader, incident controller, transport operations centre, civil and incident response supervisor, police, fire service, paramedics, roading personnel, vehicle drivers, site traffic management supervisor, contractors, operations and maintenance manager, mechanical and electrical personnel, other specialists).
Signage	Refers to placarding, infrastructure, parking, standby positions, fuel spots.
Situational awareness	To identify and understand elements in the environment within time and space, project their status in the future, and make informed decisions based on that understanding.
Spillage	Refers to a spill or escape of all or part of a liquid or gaseous load from a vehicle during transportation by road.
Stakeholders	Refer to transport operations centre (TOC), emergency services, supervisor, road users, other vehicle operators on the site, traffic incident management team, incident response manager, incident response team leader, incident controller, civil and incident response supervisor, police, fire service, paramedics, roading personnel, vehicle drivers, site traffic management supervisor, contractors, operations and maintenance manager, mechanical and electrical personnel, supervisor, engineers.
Stakeholder requirements	Refer to the requirements of the stakeholders who are part of the incident response team. It might be the transport operations centre, the contractor who received the call, other members of the traffic incident team, or other emergency services called to respond to the incident.
Standard operating procedures	Refer to the instructions to staff and procedures which are documented in memo or manual format and are available in the workplace. They may refer to site specific procedures, organisational procedures, manufacturers' specifications, codes of practice, traffic management plans, post-incident situation reports, health and safety plans, contract work programmes, product quality specifications and reference to legislative or regulatory procedures relevant to industry.
Type of incident	Refers to equipment or plant failure, environmental issue, fire, flooding, natural disaster, threats, traffic accident, seismic activity, tsunami, negligence, road crash, driver error, livestock, adverse weather conditions, chemical spills, hazardous substances, fatal accident or injury, over-dimension vehicles, noise, dust, fuel on the road, pipe leakage.

Traffic Management Operatives (TMOs)	Workers in traffic operation centres also known as traffic controllers.
Type of traffic for a site	Refers to disabled vehicles, traffic flow and volume, speed of traffic, congestion, bicycles, pedestrians, foot traffic, animals (dead or alive), contractors, traffic response team.

DRAFT

7. LEGISLATION, STANDARDS, GOOD PRACTICE, AND BEST PRACTICE GUIDELINES

Legislation accessed at legislation.govt.nz

- ▶ Civil Defence Emergency Act
- ▶ Electricity Act 1992
- ▶ Fire and Emergency Act 2013
- ▶ Fire Service Act 1975
- ▶ Gas Act 1992
- ▶ Health and Safety at Work Act 2015
- ▶ Health and Safety at Work (General Risk and Workplace Management) Regulations 2016
- ▶ Land Transport Act 1998
- ▶ Land Transport Management Act 2003
- ▶ Land Transport Rule: Dangerous Goods 2005.
- ▶ Land Transport (Road User) Rule 2004
- ▶ Land Transport Rule: Setting of Speed Limits 2022
- ▶ Land Transport Rule: Traffic Control Devices 2004
- ▶ Land Transport Rule: Work Time and Logbooks 2007
- ▶ Local Government Act 2002
- ▶ Policing Act 2018
- ▶ Railways Act 2005: Part 3 Rail corridor
- ▶ Transport (Vehicular Traffic Road Closure) Regulations 1965
- ▶ Utilities Access Act 2010.

Best practice and good practice guidelines

- ▶ WorkSafe good practice guidelines: Keeping healthy and safe while working on the road or roadside. Guidance for PCBUs, available from www.worksafe.govt.nz
- ▶ Waka Kotahi NZ Transport Agency Guide to Temporary Traffic Management, available from www.nzta.govt.nz
- ▶ ISO 31000: Risk Management – Guidelines, available from www.iso.org
- ▶ Waka Kotahi Traffic control devices manual, available from <https://www.nzta.govt.nz/resources/traffic-control-devices-manual/>
- ▶ Good Practice Guidelines: Excavation Safety, available from www.worksafe.govt.nz

Code of Practice

Code of Practice for Manual Handling available from [Preventing manual handling injuries | WorkSafe](https://www.worksafe.govt.nz/preventing-manual-handling-injuries/)

APPENDIX A – NZ CERTIFICATE IN TRAFFIC INCIDENT MANAGEMENT (LEVEL 3) [REF: 4263]

GRADUATE PROFILE OUTCOMES

- 1 Apply communication and escalation procedures to maintain the safety of responders and traffic during an incident on a road network. (20 credits)
- 2 Respond, monitor and adjust the incident response to reduce duration and restore normal traffic flow. (20 credits)
- 3 Complete documentation and post incident procedures to re-open an incident site on a road network. (20 credits)

SKILL STANDARDS MAPPED TO GRADUATE PROFILE OUTCOMES

While there is a risk assessment focus in graduate profile outcome one, health, safety, well-being, and communication skills are spread throughout these skill standards.

		GPO	1	2	3
		Credits	1	1	1
TIM01	Contribute to plans for an incident on a road network	20	✓		
TIM02	Respond to an incident on a road network	10		✓	
TIM03	Monitor an incident and adjust for changing site conditions on a road network	10		✓	
TIM04	Complete post-incident response requirements for an incident on a road network	10			✓
TIM05	Contribute to a de-brief for an incident on a road network	10			✓

APPENDIX B: REPLACEMENT SKILL STANDARDS

The following replacement relationships are stated in the skill standards.

SKILL STANDARD	REPLACES
TIM02 Respond to an incident on a road network (Level 3) (Credits 10)	32208 Respond to a traffic incident Level 3 Credits 10 and 32210 Demonstrate knowledge of a traffic incident response (Level 3) (Credit 10)

APPENDIX C: EXEMPTION UNIT STANDARDS

The following tables of exemptions will support learners to transition into a programme leading to the award of the NZ Certificate in Traffic Incident Management (Level 3).

Exemptions process

Exemptions should be specified in programmes that lead toward a qualification when it is submitted to the Workforce Development Council (WDC) for programme endorsement and to NZQA for programme approval.

If a provider considers the exemptions are no longer valid or there are exemptions that are missing, they should contact moderation@waihangaararau.nz in the first instance to get approval for changes.

UNIT STANDARD CREDIT FOR	EXEMPT FROM SKILL STANDARD
32208 Respond to a traffic incident Level 3 Credits 10 and 32210 Demonstrate knowledge of a traffic incident response (Level 3) (Credit 10)	TIM02 Respond to an incident on a road network (Level 3) (Credits 10)

APPENDIX D. TRAFFIC INCIDENT MANAGEMENT SKILL STANDARDS

LEVEL 3 SKILL STANDARDS

It is highly recommended learners complete Unit Standard 30265 *Apply risk assessment to a job role*, prior to undertaking any of these skill standards.

ID	TITLE	CREDITS
TIM01	Contribute to plans for an incident on a road network	20
TIM02	Respond to an incident on a road network	10
TIM03	Monitor an incident and adjust for changing site conditions on a road network	10
TIM04	Complete post-incident response requirements for an incident on a road network	10
TIM05	Contribute to a de-brief for an incident on a road network	10

APPENDIX E. SKILL STANDARD INDICATIVE CONTENT

This section provides additional context and information to support the indicative content of each skill standard.

TIM01- CONTRIBUTE TO PLANS FOR AN INCIDENT ON A ROAD NETWORK

People with this skill standard have the skills required by a lone responder or a member of a traffic incident response team to contribute to plans for an incident response.

ADDITIONAL INDICATIVE CONTENT	
Plant, equipment, and personnel	
Pre-start checks and correct use and selection of tools and equipment.	<ul style="list-style-type: none"> - pre-start checks and correct use and selection of tools and equipment - service information for a range of vehicle types - using equipment and safety measures (locator beacons and activator codes, radios) - selecting PPE (wet weather gear, hi-viz, sun protection, body cameras).
Roles and responsibilities of the traffic incident management team in response to an incident, including how to provide support and quickly return to normal operation.	<ul style="list-style-type: none"> - role types (see definitions page 13) - responsibilities for each role as a member of a traffic incident response team, or other operators who travel to the incident to support the team operations onsite. (Do I know where I'm going, setting up for success) - beginning of shift roles and responsibilities - how to escalate health and well-being issues - situational awareness (see definitions page 13) - awareness of the plan for deployment of traffic controls. - awareness of detour routes - shift and overtime management - fatigue management - manual handling techniques - type of incident (see definitions page 13) - nutrition, hydration - physical activity - relaxation tools - journals and diaries - stress management.
Self-assessment and being open to constructive feedback.	<ul style="list-style-type: none"> - self-assessment and identification of strengths and weaknesses, fitness for work and/or the incident

	<ul style="list-style-type: none"> - responding to constructive feedback about own performance - gaps in skills for dealing with traumatic incidents, communicating with emergency services - literacy and numeracy, reporting, completing workplace documents - comfort zones, fatigue, managing time and shifts.
Site Operations	
Incident information/intelligence and where to find it to manage the environment around you.	<ul style="list-style-type: none"> - identifying information from the transport operation centre, before and on route to the incident - identifying site conditions (environment you are heading into) - identifying information from other emergency services - collecting information/intelligence about the incident.
Dynamic risk assessment, identifying the risk management process.	<ul style="list-style-type: none"> - the company risk management process - risk assessment, identify, assess, control, monitor, and review - hazard identification procedures and identifying new hazards - job safety analysis, area analysis, behaviour analysis - standard operating procedures, safe work methods.
Communication method selection for use at the incident site, identifying sources of information/intelligence, to escalate issues, and to keep everyone safe.	<ul style="list-style-type: none"> - communication methods to plan for different situations and the responses required - verbal, written, information recording system, paging system, radio messages - how to speak and what channels to use for radio communications - communications pre-incident and travelling to the incident - restrict to incident call outs, regular and timely updates. - communication procedures for toolbox meetings - collecting feedback during the incident - immediacy and timelines - visual communications, signage (placarding, infrastructure, parking, standby positions, fuel spots) - pre-and on route communications with the relevant operations centre, emergency services, and stakeholders

	<ul style="list-style-type: none"> - contingency plans for additional plant, personnel or equipment - communicating with the lone responder who may need additional help - company communication procedures for onsite - communicating with emergency services (fire, police, ambulance), Transport Operations Centre (TOC), road user, road worker, TTM worker, STMS, team leader, vehicle operator, the public, rural fireman, road maintenance contractor, Traffic Incident Manager (TIM) - communicating your position, altering your position - updating stakeholders, new or additional hazards.
Planning procedures	
Selection of relevant company incident related policy, processes, and procedures.	<ul style="list-style-type: none"> - purpose of policy, processes, and procedures - standard operating procedure awareness, understanding and compliance - contingency plans and procedures - procedures for deployment of TTM, detour routes - procedures for managing incident flow - protocols for calling out an issue - trauma management procedures - lone responder procedures.
Criteria for the incident response de-brief and reporting, communicating continuous improvement initiatives.	<ul style="list-style-type: none"> - Selecting criteria to plan for the incident response de-brief and recommending continuous improvement initiatives.

TIM02- RESPOND TO AN INCIDENT ON A ROAD NETWORK

People with this skill standard have the skills required by a lone responder or a member of a traffic incident management team to respond to an incident on a road network.

ADDITIONAL INDICATIVE CONTENT

Traffic information and intelligence for the type of incident response.	<ul style="list-style-type: none"> - type of incident (see definitions page 15) - questions to gain intelligence for different types of incidents (what do we know, what don't we know, what assumptions are there, and what will happen next?)
---	---

	<ul style="list-style-type: none"> - identifying traffic routes and detours in line with the traffic management plan and transport operations centre requirements - procedures for stopping public traffic from entering the incident site as per the traffic management plan and emergency plan - pulling up to the incident, reducing congestion - responding to site conditions and hazards - safe equipment and safe vehicle operation - vehicle positioning and number - arterial routes - use of VMS (X's for lanes and change speeds).
Roles and responsibilities for the type of incident response.	<ul style="list-style-type: none"> - State highway emergency works recovery guide – July 2023 State highway emergency works recovery guide – July 2023 - TMP, NZGTTM Pages 54-56 - New Zealand integrated approach to civil defence emergency management The 4 Rs » National Emergency Management Agency.
Communications methods and standard operating procedures for the right on-site communications for the transport operations centre, stakeholders, and the public.	<ul style="list-style-type: none"> - communication methods (visual, digital, written, verbal) - escalating onsite issues to relevant personnel - digital logs from radio communications - standard operating procedures and company protocols for site communications - keeping onsite, phone, and job management records - PIM Public Information Management » National Emergency Management Agency - communication tools (radio, cell phones, call signs, and protocols) - immediate response to calls and progress reports - communicating traffic quantity and flow, and available alternate routes - communications with the relevant operations centre.
Dynamic risk re-verification for the re-identification of new hazards during the incident response.	<ul style="list-style-type: none"> - identify, assess, control, monitor, and review - confirming the risk assessment is still the same. - adding to the risk control plan - company risk matrix

	<ul style="list-style-type: none"> - risk assessment process (identify, assess, control, monitor, and review) - hazard identification procedures - job safety analysis, area analysis, behaviour analysis - standard operating procedures, safe work methods - shift change or additional residual risks for the handover - speak up, everyone is responsible for hazard identification.
Onsite health and well-being techniques for the incident response team or the lone responder to manage different types of incidents.	<ul style="list-style-type: none"> - employee assistance programmes - manager's approval of health and well-being activities attended - group de-brief - readiness for wet weather or high temperature events, severe flood, tsunami, earthquake, human or animal distress - nutrition and hydration for remote locations - I'm safe acronyms I – Illness, M – Medication, S – Stress, A – Alcohol, F – Fatigue, E – Eating IMSAFE Pilot Checklist - I.M.S.A.F.E. - I'M SAFE - manual handling risks (body movement risks, stooping, overreaching, twisting, bending, lifting, lowering, applying force to move or restrain an object, repetitive movement) - load risks (awkward shape, heavy weight, large size, uneven weight distribution, sharp edges, nature of contents, characteristics of container) - environment risks (adverse ground conditions, restrictive access and/or egress, poor visibility) - personal limitations – physical capabilities, mental and emotional state - risk reduction measures.
Techniques for managing traffic flow at the incident in TMPs and incident response plans.	<ul style="list-style-type: none"> - managing the traffic flow are adhered to in line with standard operating procedures - impact of detour routes on the wider road network - principles of traffic management - placement of vehicles - placement/deployment of traffic controls (cones, distances, tapers) - situational awareness.
Clearing up the incident site, securing the site, and co-	<ul style="list-style-type: none"> - escalation of environmental risk, hazards, who to contact

ordinating with other onsite stakeholders.	<ul style="list-style-type: none"> - environmental protection procedures - spillage and dangerous goods environmental protection - cleaning up the site through to returning to normal procedures - escalation issues for the lone responder - stabilisation of vehicle and/or load, containment, dilution, removal - isolation of the public from the scene - evacuation points and safety or staging areas - securing the site - responding to other relevant agencies - how you exit the incident - requirements for communications to stakeholders and reporting.
Documentation, responsibilities, and information for completing and reporting.	<ul style="list-style-type: none"> - responsibilities for carrying and completing documentation - reporting of incident hazards, risk, and controls in line with the TMP requirements - time attended, time left, onsite record (OSR) or daily job record (DJR) requirements - job sheets, incident report, data sheets, checklists, emergency plan.

TIM03- MONITOR AN INCIDENT AND ADJUST FOR CHANGING SITE CONDITIONS ON A ROAD NETWORK

People with this skill standard have the skills required to monitor an incident site and make adjustments for changing site conditions.

For this skill standard it is important the supervisor or team leader listens to the members of their crew or the lone responder and acknowledges the validity of their feedback for the health and safety of the team, reporting requirements, and improvements to the risk assessment. This will enable the learner to give examples of how they have identified changing site conditions as part of identifying hazards for the risk assessment.

ADDITIONAL INDICATIVE CONTENT

Roles and responsibilities for monitoring an incident when site conditions change.	<ul style="list-style-type: none"> - responder role and working with other stakeholders - lead contractor role and responsibility if conditions change - stakeholder role and responsibilities
--	---

	<ul style="list-style-type: none"> - responsibility for control of traffic - communicating changes and new risk to stakeholders - additional plant or equipment required.
Incident monitoring and adjustments including new hazards and risk reassessment.	<ul style="list-style-type: none"> - adverse conditions in terms of weather, air quality, flooding, snow and ice, fire, and smoke - the risk management process - monitoring and adjusting incident response procedures - maximising road network availability - communicating efficiently with the traffic incident response team - clearing up the incident quickly - adjusting TMP controls and any follow up required - easing or alleviating congestion - safety of incident site personnel - application of local authority response procedures - consultation with other agencies.
Health and wellbeing practices and situational awareness factors for the type of incident response.	<ul style="list-style-type: none"> - impact of noise and distractions - thinking ahead about the impact of changing site conditions on health and well-being - awareness of support for personnel new to the site - awareness of plant equipment and personnel positions on the site and the support they require.
Good practice for communicating changing site conditions to stakeholders including environmental issues.	<ul style="list-style-type: none"> - communications from transport operations centre and incident response team - adjustments and improvements to response procedures - communicating environmental issues - monitoring of the incident.
Incident reporting documentation required for recording adjustments to the incident management response and alerting stakeholders including local councils.	<ul style="list-style-type: none"> - standard operating procedures - See document list definition page 13.

TIM04 – COMPLETE POST-INCIDENT RESPONSE REQUIREMENTS FOR AN INCIDENT ON A ROAD NETWORK

People with this skill standard have the skills required to complete site closure requirements at the end of an incident on a road network.

ADDITIONAL INDICATIVE CONTENT	
Site re-opening from planning to execution, ensuring the road is safe to reopen, free from debris or spills, and damaged assets.	<ul style="list-style-type: none"> - removal of vehicles and debris - review responding emergency services, transport operations centre, Waka Kotahi New Zealand Transport Agency, engineers, traffic incident response team - local authority requirements - changes to site operation procedures from plan to execution - site re-opening procedures.
Post-incident communications with the incident response team and other stakeholders. Criteria for the post-incident situation report, stakeholder requirements, handover information, and residual risk.	<ul style="list-style-type: none"> - responses to criteria for the post-incident situation report that were selected in the planning phase - stakeholder requirements, handover information and residual risk - communicating post-incident - communicating good industry practice - communication blocks like noise and distraction.
Responsibilities for the uplift of temporary traffic management for the incident.	<ul style="list-style-type: none"> - uplifting TTM in a dynamic risk situation - fatigue, health and well-being, lifting, site conditions - risk assessment before removal (length of site, complexity of site, permanent speed, time of day, site conditions).
The purpose of TIM documentation and information for incident situation reports.	<ul style="list-style-type: none"> - purpose of TIM documentation - non-conformance documentation identification and action - actioning non-conformance - cleaning up spills and dangerous goods - returning to normal procedures and re-opening the site - local authority response requirements - legislative requirements - post-incident situation report (accidents within temporary traffic management) - recording and reporting.
Post-incident plant and equipment checks.	<ul style="list-style-type: none"> - ensuring equipment is safe and ready for use. - maintenance and storage of equipment - plant and materials used during the incident - re-fuelling

- vehicles
- barriers and signage
- recharging batteries
- operating cameras.

TIM05 – CONTRIBUTE TO A DE-BRIEF FOR AN INCIDENT ON A ROAD NETWORK

People with this skill standard have the skills to contribute feedback and recommend improvements to include in the onsite de-brief for an incident response.

The skills included in the standard will enable learners from other types of emergency services not just traffic incident management to achieve it.

Evidence for this skill standard might come from a range of different organisations who might contribute to the de-brief. Transport operation centres (TOCs), local authority, the principal contractor, emergency services that arrive at the site, other stakeholders on the site, and the traffic incident management team or the lone responder.

Assessment questions for the learner could be:

- ▶ Was the planning right for the incident that occurred
- ▶ Was the decision making right for the conditions at the site
- ▶ Did the decisions suit the environment the learner was working in and the type of incident?

A range of different incidents can provide evidence of competence. It could be company workers on the side of a rural road who see an incident unfolding. They would manage the incident until a response team, emergency service, or the principal contract responder arrived.

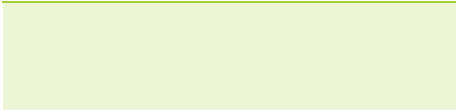
There may be incidents where the evidence for the skill standard or the de-brief is not a formal de-brief. There are increasing requirements for accurate recording of harmful incidents (on paper or electronic recording) for example traffic crash reports (TCRs) completed by police at the scene. It is important learners have access to an incident that provides opportunities for them to collect evidence to demonstrate competence for this skill standard. This could be data transmitted, conversations recorded, or a record of actions taken. It could be health and wellbeing actions for responders at the scene to decompress. It might be phone, video or drone footage.

Learners should be able to offer a degree of dialogue about a harmful incident, showing they know the importance of discussing any issues they have.

ADDITIONAL INDICATIVE CONTENT

- | | |
|--|--|
| Incident management team reflections on performance, | <ul style="list-style-type: none"> - incident team responses - Reflecting on own performance |
|--|--|

what went well and what could be improved.	<ul style="list-style-type: none"> - having respectful, constructive, and participative conversations - honest reflections and observations about performance shortfalls - roles and responsibilities of the traffic incident management team (did the right people respond and at the right time?) - range of perspectives to facilitate shared understanding. - staff wellness - what went well, what could be improved.
Reflections on planning and decision making to reinforce good practice.	<ul style="list-style-type: none"> - planning and decision making - reinforcing good practice - lead agency requirements - additional resources and equipment.
Actions for improvements and to address changing site conditions.	<ul style="list-style-type: none"> - dealing with unexpected events or debris on the road - pre-planning for extra resources and personnel - plans to ensure the road is reopened - managing peak traffic times - vehicle breakdown - workers not leaving, the work is not finished - escalation plans and standard operating procedures.
Debrief improvements, feedback, communications, and methods.	<ul style="list-style-type: none"> - communications including restrict to incident call outs - immediacy, visual record of the incident, portability - appropriate signage - regular updates.
Improvements to the traffic management plan (TMP) and risk assessment.	<ul style="list-style-type: none"> - risk and hazards not included in the planning phase - improvements to TMP and risk assessment and the risk management process.
Health and wellbeing practice, resources, and escalation.	<ul style="list-style-type: none"> - concept of Hauora, tinana, hinengaro, wairua, whanau - fatigue management - shift allocations - time between events or incidents.
Recording and reporting reflections, observations, and improvements.	<ul style="list-style-type: none"> - standard operating and response procedures that need improvement - de-brief/report language is clear



- reflections and observations
- Actions to identify learning opportunities.

DRAFT