

# Traffic Controller Accreditation Scheme

January 2012

Approved Traffic Controller course information and frequently asked questions

## Course information

In October 2011 a revised Department of Transport and Main Roads Approved Traffic Controller course was released in conjunction with a fully revised Traffic Controller Accreditation Scheme Approved Procedure (TCASAP).

From 31 January 2012 all Registered Training Organisations (RTOs) delivering the approved traffic controller course, must deliver it in accordance with the new departmental training requirements.

The course, comprising the national competency unit *RIIOHS205A Control traffic with a stop-slow bat* is to be delivered in two parts.

### Part One – Theory: 8 hours (nominal)

The knowledge component will be delivered in a classroom environment using Department of Transport and Main Roads approved training resources. A simulated practical component is also included as a part of the training. The training will be delivered as per the lesson plan supplied by the department. The simulated practical component will be delivered in a controlled environment.

### Part Two – Industry placement at roadwork site

Participants must complete a minimum of 20 hours of practical experience at a roadwork site under the direct supervision of an experienced accredited traffic controller. The supervision must be conducted in accordance with the criteria outlined in the new TCASAP and in the experience logbook issued by the RTO.

The RTO is responsible for ensuring the participant has access to a suitable work site and to ensure all appropriate arrangements are in place with the work site manager or registered traffic management company host to ensure appropriate supervision and monitored logbook completion.

### Assessment

To achieve a successful outcome participants will be assessed on the evidence collected from a range of activities. The minimum assessment requirements for the course are through the use of:

- Observations and written assessment during Part One in-house component
- An experience logbook, completed to the satisfaction of the RTO
- An on-site assessment by the RTO to confirm the competence of the trainee.

### Certificates issued to participants

At the completion of Part One the trainee will be issued with a *Statement of Attendance*. This is purely for the trainee's records.

At the completion of the full course (Parts One and Two) the trainee will be issued with a *Statement of Attainment*.

When completing the accreditation application form (F4115) the traffic controller applicant should attach a copy of the *Statement of Attainment* to the application, or alternatively have the trainer complete the Trainer's Certification section on the form to indicate that the course was successfully completed.

### Refresher course for renewing traffic controllers

To remain current, accredited traffic controllers must undergo training and remain familiar with the TCASAP, relevant parts of the Manual of Uniform Traffic Control Devices (MUTCD), and any relevant changes to road rules.

The approved refresher training course is a prerequisite for accreditation renewal. It includes an assessment against full course competencies and can be generally undertaken in a shorter duration than the full training course.

As accreditation is for a period of three years, continuing traffic controllers will generally undertake a traffic controller training course approximately every three years.

If the person **is able** to demonstrate that *RIIOHS205A* has been completed previously, the **minimum** assessment requirements for the refresher course will include:

- Written assessment on the theory component as per the requirements of the full training course.

If the person is **unable** to demonstrate that *RIIOHS205A* has been completed previously, the **minimum** assessment requirements for the refresher course will include:

- Written assessment on the theory component as per the requirements of the full training course.
- Demonstration of competency in a simulated environment.
- Confirmation of practical experience based on third party reports.

## Frequently asked questions

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### **Benefits of training improvements**

The fully revised and expanded training course includes a new 20 hour experience requirement which encompasses the national competency unit: *RIIOHS205A Control traffic with a stop-slow bat*. The course must be delivered to departmental delivery requirements by registered training organisations (RTOs).

#### Why is it beneficial for new traffic controllers to undertake training in live traffic situations?

- Traffic control industry employers must be confident that accredited traffic controllers can maintain an environment that is safe for all traffic controllers, road workers and the travelling public. Demonstration of traffic control skills in 'real world' traffic situations provides confirmation of this competence.
- The traffic control industry has provided feedback that live traffic experience (under close supervision) is important in helping trainees identify if they are able to cope in live traffic situations. This experience helps a person decide if they are genuinely suited to traffic control work.
- Gaining live traffic control experience soon after the in-house theory component is completed, means that the trainee is able to combine theory learned with practical application, resulting in a better training outcome.

#### What are the benefits of industry placement for a prospective traffic controller?

- Placement at a work site gives the trainee traffic controller an opportunity to gain valuable experience and an appreciation of the role, before making a formal application to the department for the three year accreditation and paying the fee.
- Those who successfully complete the new training course will be able to commence work with any traffic control employer in Queensland and be confident that they can undertake the role without having to be extensively up-skilled by the company. This makes the person more employable across the industry.

- It is envisaged that many trainees would gain employment through contacts made during the industry placement period.

#### What are the benefits of industry placement to industry employers?

- Only people who have been assessed as competent in live traffic situations will be able to obtain accreditation. This gives industry employers greater confidence in the accreditation scheme and in the competence of newcomers to the industry.
- Traffic management companies will be in a position to give useful feedback to RTOs about trainee performance so that the RTO can focus on any skill deficiencies before the final assessment is undertaken at the roadwork site.
- Industry employers seeking traffic controller staff will be ideally positioned to assess potential candidates for future work as traffic controllers.

#### What consultation and notification has taken place about these changes to traffic controller training requirements?

- There has been approximately three years of industry consultation leading up to these changes. Consultation has occurred through industry and union participation in working groups and other forums.
- Industry has been notified of progress and the changes to expect through industry newsletters, a letter to industry stakeholders and RTOs, and information on the department's website.
- A staged approach has been adopted with substantial changes introduced in July 2010 and a transitional period for training course changes running from October 2011 to January 2012.

## Traffic management improvement initiatives

Improvements to the traffic controller training course and tighter controls around training delivery are just some of numerous significant changes being made to positively influence the quality of traffic management on Queensland roads. There is also a high level of commitment across key industry sectors to improve and maintain high standards of traffic management. The goal is to make roadwork sites safer places for road workers and all road users.

### What improvements is the department making in the area of traffic management?

Among the department's initiatives are:

- State-wide review of speed signage at roadwork sites to improve the efficiency, effectiveness, compliance and consistency in the determination and placement of reduced speed zones at roadwork sites.
- Increasing industry awareness of its responsibilities for ensuring road worker safety following the introduction of the *Code of Practice for Traffic Management for Construction or Maintenance Work in 2008*, and increasing public awareness through a range of activities - stemming from the Workplace Rights Ombudsman's report in 2009.
- Introduction of the *Traffic Management Registration Scheme* which is designed to positively impact industry capability, industry training levels, and roadwork quality and safety compliance standards.
- Refinements to the *Manual of Uniform Traffic Control Devices* (MUTCD).
- Extensive refinements to the *Traffic Controller Accreditation Scheme Approved Procedure* (TCASAP) and scheme standards.
- Introduction of a digitised industry authority card.
- Improvements to the content and delivery of Department of Transport and Main Roads *Traffic Management* level 2, 3 and 4 training courses.
- Rollout of the *Roadworker Safety Hotline* across the state to be applicable to all roads.

### What changes in the 2011 version of the traffic controller's approved procedure (TCASAP) do industry trainers, employers and traffic controllers need to be aware of?

There is an obligation for all accredited traffic controllers, their employers and industry trainers to be up to date with the entire TCASAP. The document is available for download from the department's website. It is located on the Traffic Controller Accreditation web page.

Changes in the TCASAP include:

- Revised format to facilitate better understanding and compliance.
- Greater focus on road safety awareness and traffic controller/work site management.

- Removal of duplication with MUTCD Part 3 requirements.
- More clarity about scheme entry requirements and ongoing obligations to remain accredited – focusing on training (including on-the-job practical training), suitability and appropriate medical fitness to perform the role competently and safely.
- Better clarity about procedures for controlling traffic on two-way roadways and on multi-lane roads.
- Reference to a fully revised and more detailed approved standard: *Specification for Traffic Controller Vest Set and Shirt Option*.
- Revised hat/cap/helmet requirements and night time work clothing requirements.
- Fully revised scheme information about employer and supervisor responsibilities, traffic controller trainees, the traffic management scheme, and approved training organisations.
- Updated references, diagrams and text throughout.

## Industry placement

### Who is responsible for arranging the placement of the trainee in the roadwork site environment?

The RTO offering the course must organise the vocational placement with the work site manager and/or the registered traffic management company.

### If the RTO wishes to partner with a traffic management company to facilitate roadwork site placements, must that company be registered with the department?

Yes. It is expected that a traffic management company that partners with a RTO will be registered with the department's *Traffic Management Registration Scheme*.

### Does the RTO have to be registered with the department's traffic management registration scheme?

- No. There is no requirement for a RTO delivering the approved traffic controller training course to be registered with the *Traffic Management Registration Scheme*, unless the RTO is also a traffic management company.
- The RTO must comply with the licence agreement in place with the Department of Transport and Main Roads to deliver the approved course using all relevant departmental training resources and materials.

### Is the trainee to be remunerated whilst undertaking the industry placement?

- Trainees undertaking a training course that requires a short vocational placement (i.e. less than 240 hours in any calendar year) are *not entitled* to be paid remuneration for the placement.

### What are the insurance requirements for industry placements?

- A RTO conducting a course requiring vocational placement must obtain and retain (until the course is no longer offered) insurance under the Workers' Compensation and Rehabilitation Act 2003 (section 22). The insurance policy must indemnify each person who is a placement under the course. It is the responsibility of RTOs to make arrangements with insurance providers.
- WorkCover Queensland can provide advice to RTOs about setting up a 'training' policy.
- There must be no separate fee charged to the trainee for the insurance.
- It is not the role of the department to provide any specific recommendations regarding insurance policies.

### Where can I obtain more information about RTO arranged industry placements?

- Enquiries should be made with the RTO delivering the training course. The Department of Education and Training has produced a comprehensive document: *Guide to Vocational Placement for Queensland Registered Training Organisations*.

### When will the RTO issue the experience logbook to the trainee?

- The RTO will issue the logbook to the trainee when the trainer is satisfied that the person has successfully completed the theory component of the course and is ready to be placed in a live traffic situation to gain experience (i.e. to complete Part Two of the course).
- Before the logbook is issued the trainer must confirm that the person has:
  - a general construction induction card
  - declared to the RTO that he/she meets the traffic controller medical fitness requirements applicable to be an accredited traffic controller.
- If it is the opinion of the trainer that the trainee would be unable to comply with the traffic controller medical fitness requirements for accreditation (due to an obvious impairment such as blindness, poor hearing or lack of mobility) the trainer should not endorse the person to proceed to the roadwork site vocational placement.

### While on the industry placement, will the trainee be required to gain experience in a range of different traffic conditions?

- Yes. The RTO will have arranged for the trainee to gain sufficient experience in a range of traffic control situations to meet course requirements. The type of experience gained is recorded in the logbook.
- The trainee may be sent to more than one roadwork site if needed.

### Will the trainee have to perform tasks other than standing and directing traffic during the roadwork site placement?

- Yes. The trainee will gain experience in a range of traffic controller functions. This might include site set up assistance, communication on two-way radios and incident reporting.
- The objective of the placement is to ensure that the trainee is developed into a competent traffic controller.

### What work breaks are applicable to trainee traffic controllers?

- The traffic controller trainee must have a break from controlling traffic for 15 minutes in every two hours (i.e. the same as for accredited traffic controllers). For convenience, the trainee would generally take a break at the same time as their supervising traffic controller.

### What happens when the minimum 20 hours experience has been gained and verified?

- When 20 hours of experience is completed, the logbook is to be handed back to the trainer.
- The trainer will assess the experience elements taking into account of third party reports, and the trainer will determine if further experience/training is required on any specific elements.
- The trainer will confirm that the trainee is competent through a practical assessment. This assessment would normally be conducted on-site.
- If considered competent, the *Statement of Attainment in RIIOHS205A Control traffic with a stop-slow bat* will be issued. This statement is a pre-requisite for becoming an accredited traffic controller in Queensland.

### Is there a maximum timeframe that the trainee has to complete the industry placement?

Courses must be completed within the timeframe set by the RTO course provider. The RTO trainer will be placing the trainee at roadwork sites where the trainee can gain the necessary experience. It is expected that the placement will closely follow the completion of the theory component of the course.

## Supervision of trainees at roadwork sites

### Who supervises the trainee during their roadwork site placement?

- The roadwork site manager/traffic management company is responsible for overall supervision and monitoring of the trainee while the trainee is attending the site.
- Section 10.2.7 of the TCASAP provides guidance to work site supervisors where a traffic controller trainee is on a work site.
- The trainee will be allocated an experienced accredited traffic controller to stand beside and supervise/mentor the trainee while gaining experience controlling traffic with the stop-slow bat.
- The accredited traffic controller who provides this supervisory/mentoring role to the trainee would not also be fulfilling the role of the work site supervisor.

### Who signs off the trainee's experience logbook?

The experience gained by the trainee is to be signed off by the supervising traffic controller. Each logbook page of completed experience must be signed off. The final endorsement that the logbook is complete is undertaken by the RTO trainer.

### Is the supervising traffic controller also the course trainer during the on-site placement?

No. The course trainer is the person who is employed by the RTO to deliver the approved training course. The supervising traffic controller has a mentoring/ supervisory role, but is not the person's trainer.

### Will an accredited traffic controller have to supervise more than one trainee at a roadwork site at the same time?

No. It would be a breach of the TCASAP for a traffic controller to supervise more than one trainee at the same time.

### How close to a trainee must a supervising traffic controller stand in a live traffic situation?

The supervising traffic controller must stand within three metres of the trainee traffic controller. The requirements are specified in Section 3.7 of the TCASAP.

### Is it expected that all accredited traffic controllers will be supervisors of trainees?

- No. The department does not require any accredited traffic controller to perform the supervisory function as a mandatory requirement (i.e. as a condition of their accreditation).
- Any new supervisory role is entirely between the individual traffic controller and their employer. Feedback from industry employers is that it has been common practice in the industry for experienced traffic controllers to mentor and supervise new industry entrants.

- The TCASAP provides some strict rules around how direct supervision occurs when a trainee is on-site.

### What are the penalties for a supervising traffic controller who does not supervise the trainee in accordance with the requirements stipulated in the TCASAP?

- It is a condition of accreditation that the traffic controller must comply with the TCASAP, the MUTCD and the regulation. A maximum penalty of 20 penalty points is applicable to the offence of failing to comply with a condition of accreditation.
- An on-the-spot offence ticket can be issued to a traffic controller by a police officer or by a Department of Transport and Main Roads authorised officer.

## Course completion

### Should the trainee present the completed logbook to the department?

No. The trainee's experience logbook is never to be presented to a Department of Transport and Main Roads customer service centre or a QGAP agent of the department. The logbook is a training tool that must be returned to the RTO to be retained with course records.

### Should the trainee present their 'Statement of Attendance' to the department with their application for accreditation?

- No. A *Statement of Attendance* would normally be issued to the trainee at the completion of the theory component of the course (i.e. Part One). The *Statement of Attendance* is not to be provided to the department's customer service centre with the person's application for accreditation.
- A *Statement of Attendance* has been acceptable to the department previously, but this only related to training courses completed under the earlier arrangements (i.e. prior to the new course).

### What proof of training is required by the department that the traffic controller applicant has successfully completed the approved training course?

- The applicant must provide evidence of having been issued with a *Statement of Attainment*.
- The department's accreditation application form (F4115) requires the applicant to attach a copy of the *Statement of Attainment* to the application form, or alternatively have the trainer complete the trainer's certification section on the application form certifying that the approved training course was successfully completed.
- The department will not grant the accreditation and issue the authority card unless the approved course has been successfully completed.

## What information is included on the *Statement of Attainment* issued by the RTO?

The minimum information required on the *Statement of Attainment* is:

- The words 'Statement of Attainment'
- The RTO company logo
- Name of the trainee
- Authorised signatory of the approving RTO
- National accreditation logo

## Does completion of the approved training course guarantee accreditation?

No. All applicants for accreditation are subject to offence history, licence history and other checks. Prospective traffic controllers should refer to the department's fact sheets about accreditation. These are available on the department's website.

## **General training questions**

### What is the fee to undertake the training course?

Training course fees are determined by industry RTOs. The department has no role in determining what a RTO will charge. It is anticipated that course fees will continue to be set at levels that encourage entrants to the industry, to meet industry demand.

### Does the 12 month time period still apply to the course arrangements?

- There is no change to this rule. The applicant must have completed an approved training course sometime within the 12 month period before their application for accreditation.
- Ideally the person should apply for accreditation very soon after completing the training course so that skills and knowledge are not forgotten, and the timeframe between training and actual accredited traffic control work is minimised.

### Does the 20 hour logbook experience requirement apply to renewing traffic controllers?

- No. The requirement applies only to new entrants to the industry.
- Traffic controllers who are renewing their accreditation need only undertake the refresher training course, which is a shorter duration course including a written assessment.
- Accredited traffic controllers who have allowed their accreditation to lapse will need to demonstrate to the RTO that they have current competency. The RTO will seek evidence by way of third party reports in addition to evidence of past training courses undertaken and work experience.

- Ultimately it is the responsibility of the RTO to ensure that any person issued with a *Statement of Attainment* has all of the relevant competencies required to be an accredited traffic controller.
- Refer to course information about the *Refresher Course for Renewing Traffic Controllers*.

## More information

Please direct enquiries about traffic controller training to a registered training organisation (RTO) that is approved to deliver the training course. A list of these RTOs is located on the department's website, on the *Traffic controller accreditation scheme* page.

Further information can be obtained from:

Technical Training Solutions  
Engineering and Technology Division  
Department of Transport and Main Roads

Email: [techtraining@tmr.qld.gov.au](mailto:techtraining@tmr.qld.gov.au)

Visit: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)